

Brendan Thompson

From: Marc Bitar
Sent: Friday, November 3, 2023 10:36 AM
To: List: Inside Sales; List: Outside Sales
Subject: N/S Orders

Just a reminder for all non-stock deletions of goods on order with the manufacturer, it is the responsibility of the inside sales staff to e-mail the manufacturer and ask for the item to be cancelled. Once you receive a confirmation from the manufacturer that the item can be cancelled, you need to send a copy of this email to purchasing asking them to cancel the line item off the PO. Once the item has been deleted off the PO by purchasing and they send you an e-mail stating that, you can now delete the item from your order, **please do not delete the item off your order first.**

If items cannot be cancelled with the manufacturer, then you need to advise the customer that the goods cannot be cancelled and they will need to take the material.

If you order an item as stock and change your mind and need the item ordered as an "E", you need to make sure you advise purchasing the change via e-mail so that they can fix the PO and not order the item twice. This will cut down also on our non-stock variances.

If you create a PO yourself for a product and you need purchasing to send it in to the manufacturer you need to e-mail them the PO# and ask them to send it to the manufacturer. Any POs created by the sales staff **are not** seen by purchasing, so this is why you will need to e-mail them to send in the PO. Also when you ask purchasing to send in a PO for you, make sure you are asking them the next day for an order confirmation, this will ensure your PO was entered.

All N/S deletions, PO changes, etc. **must be done via email.**

I need all the inside sales, counter staff and purchasing to confirm they read and understood my e-mail. If you have any questions please let me know.

Thanks, Marc



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