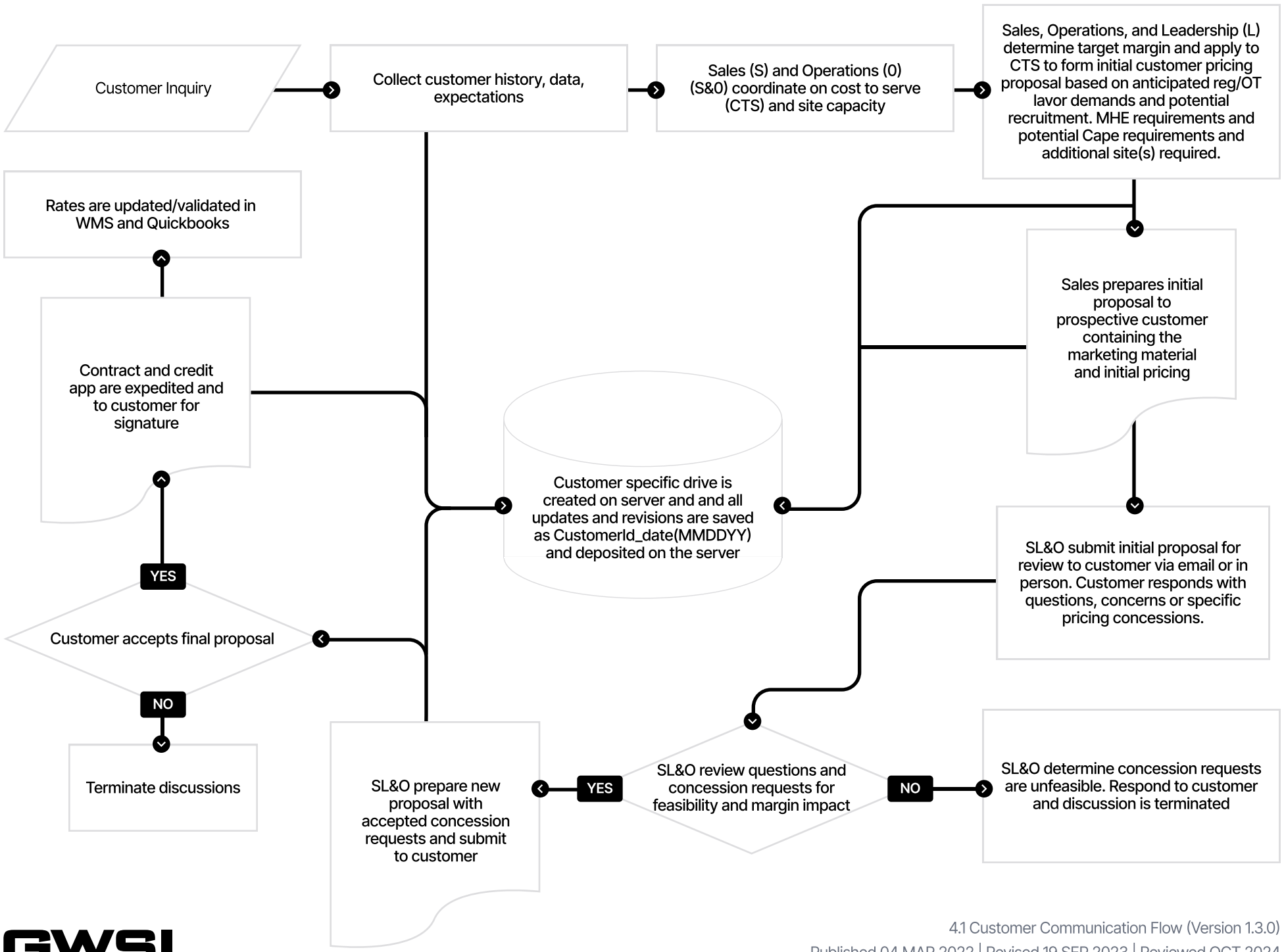
Customer Inquiry
Collect customer history, data, expectations
Sales (S) and Operations (0) (S&0) coordinate on cost to serve (CTS) and site capacity
Sales, Operations, and Leadership (L) determine target margin and apply to CTS to form initial customer pricing proposal based on anticipated reg/OT lavor demands and potential recruitment. MHE requirements and potential Cape requirements and additional site(s) required.
Rates are updated/validated in WMS and Quickbooks
Contract and credit app are expedited and to customer for signature
Sales prepares initial proposal to prospective customer containing the marketing material and initial pricing
Customer specific drive is created on server and and all updates and revisions are saved as CustomerId_date(MMDDYY) and deposited on the server
YES
Customer accepts final proposal
NO
Terminate discussions
SL&O submit initial proposal for review to customer via email or in person. Customer responds with questions, concerns or specific pricing concessions.
SL&O prepare new proposal with accepted concession requests and submit to customer
YES
SL&O review questions and concession requests for feasibility and margin impact
NO
SL&O determine concession requests are unfeasible. Respond to customer and discussion is terminated

GWSI