

Who to Call When Issues Arise

Claire: Product Questions, such as “Why did I buy it? Where does it go? ... I love it! ... I hate it! ... Send me more! ... Never buy again!”

Allied Product – Call me if you need help with reordering product, deleting or discontinuing product, or have product knowledge questions. A lot of product that I order is not on replenishment, if you receive a product that is selling well, please call me so that I can either reorder, stock balance or give you up to date info on the status of continuing the line (Excluding product that Mandy handles, see items listed below under Mandy:Allied Products)

Seasonal product (Excluding candles, candy, flags and puzzles, etc : see Mandy’s list) Call me if you need more product or have special requests for seasonal items. Typically I can remember the vendor so that we can get more for you.

Floorplans – Product placement. I coordinate Hallmark directives, the Drive Period Guide instructions and the product that I’ve purchased to give you the best floorplan possible. Seasonal counter footage is the most important item that is featured on your floorplan. Always call me for questions, concerns or changes that you want to make in your seasonal floorplans.

Hallmark revisions – always send me the obsolete retail dollar amounts for all revisions. Fax or e-mail them to me.

Palmer Marketing – postcards and Holiday Idea Book

Pre-Conference Call and Conference call notes – I am the recording secretary. Call me if you have questions or suggestions about these notes

Preferred method of contact: Office 919.467.2409, Cell 919.345.8738, Fax 919.303.9913 or Email claire@ashworthdrugs.com

Mandy: ROM questions and problems (i.e. merchandise lookup, POs, receiving, transfers, cycle counts, price changes, items not scanning).

Allied products - Yankee Candle questions/requests (especially items not on replenishment – Car Jars and Electric Plug-ins and refills), Vera Bradley questions and special requests, Springbok puzzle orders, Seasonal & Everyday candy orders (WytheWill, Russell Stover, etc.), flags & mailbox covers, Precious Moments questions and special requests, Waxworks videos, Jim Shore and other Enesco special requests, Burt’s Bees, Lawrence Frames, Somerset Music

Technology– call me for help with the POSX system, help with running reports on the backroom PC and any other help with the computer software, help with the Crownlink2

Hallmark - Help with store specific seasonal card layouts, reading Hallmark layouts, what’s been ordered for a particular season

Promotional Products – (marketing at a glance) I keep up with store inventories of all promotions daily, and will stock balance if necessary or send product from warehouse when available. I also check to see if this product is reorderable.

Preferred method of contact: Office 919.467.2355 Email (mandy@ashworthdrugs.com) or Cell 919.215.4635

Curt: Fixtures; Store infrastructure (toilets, carpet, HVAC, vacuum cleaners, doors, gates, etc.); Computer hardware (including internet issues); Supplies listed on the “Supplies You Get From Curt” list; General trivia; Literature

Preferred method of contact: Cell phone 919.271.7915 E-mail is curt.mackey@lynnshallmark.com

Chris: Facebook; Ornament Club; Special Events (including Ornament Premier, Ornament Debut and Open House, Vera Launch, cross promotions with other stores ie. Chick-fila)

Preferred method of contact: Cell phone 919.412.3918

Scott: Personnel issues; Coaching plans; Firings; scheduling conflicts or concerns (weekends/events/holidays); Vacation dates; Sick days; CSI; Add or delete web sites; upset customers

Preferred method of contact: E-mail (scott.ashworth@lynnshallmark.com)

Gary: Questions about IAT Goal or how to calculate; Projected Sales and hours + concerns about having too few hours; Questions about changing your withholding allowances on paychecks; questions about BCBS major medical insurance plan; Questions or problems with landlord.

Preferred method of contact: Office 919.467.2355 Email: (gary@ashworthdrugs.com)

Linda: Detailed questions about paycheck or hours; Look up merchandise in ROM if Mandy is not available; Detailed questions about doing your deposit and daily sales report.

Preferred method of contact: Office: 919.467.2355

Lou: Problems with transfers (too much or too little, wrong product) Warehouse needs to be contacted when product is being pulled incorrectly, this effects your inventory!

Preferred method of contact: 919.467.2337 or email warehouse@ashworthdrugs.com.

Mrs. A: Special Events; upset and/or angry customers (call office); if you need Mrs. A to come out to your store

Preferred method of contact: Cell phone 919.961.6047 Office 919.467.2355