

Promark EOQ Coverage Plan | Q1 2020

Resources:

Promark Technology will leverage our current sales staff to process quotes and orders for our reseller partner base, the resources will be allocated as follows:

- Wanda Lacey, VBM
- Promark Inside Sales
- Bob Plant, National Inside Sales Manager
- Jeff Brown, President/GM

Additional staff can be added based on business volume.

Coverage Schedule & Messaging:

Monday 3/23	Standard Coverage - OT as needed
Tuesday 3/24	Standard Coverage - OT as needed
Wednesday 3/25	Standard Coverage - OT as needed
Thursday 3/26	Standard Coverage - OT as needed
Friday 3/27	Ingram Q4 Close – Until clean & billing done
Saturday 3/28	10-2 Billing Cleanup
Monday 3/30	Standard Coverage - OT as needed
Tuesday 3/31	Until clean & billing done

Promark values each vendor as a strategic asset to our organization. We are committed to processing all orders in a timely fashion and are taking all the necessary steps to accomplish this during this unique time. The team is prepared to take all necessary steps to ensure a smooth end to the quarter, please feel free to reach out to any of the key contacts with questions or escalations.

Pipeline Activity:

- Inside sales will continue to reach out on deals 100K and larger to gauge when the PO might hit Promark. Any information received will be shared with the vendor to ensure that everyone is in the loop.
- Additionally, Promark Sales will check credit worthiness of accounts to get ahead of any issues prior to the PO arriving at Promark.

Approach:

- We will be working each territory's order and quote queue FIFO.
- Vendors can provide Promark Sales Teams with Priority orders to be placed.
- The team will be working any necessary overtime in order to keep orders and quotes within the stated 4 hours SLA.
- Although the team is remote, communication is the key and we will be using all available methods, including Cell & home phones, MS Teams Chat, email, etc. Additionally, Wanda Lacey has cell numbers for the key management members of the team.

Key Contacts:

Name	Role	Contact
Wanda Lacey	Vendor Business Manager – Vendor Escalations	240.280.8036 / wandal@promarktech.com
Bob Plant	National Inside Sales Manager – Sales Escalations	410.724.8896 / bobp@promarktech.com
Dale McDaniel	Sales Operations Manager – Vendor Operations Escalations	240.280.8059 / dalem@promarktech.com
Jeff Brown	President/GM, Promark – Critical Escalations	240.280.8034 / jeffb@promarktech.com

Promark Full Coverage Map: [CLICK HERE](#)

How Vendors can Help:

- **Escalations:** please have your reps work with the appropriate Promark Sales Teams with all questions and escalations, this will cut down on the volume of emails being received and processed.
- **Future Quotes:** where possible, if a quote is not needed until Q2/Q3. Please hold that request until April, it will help us focus on critical quarter end orders.