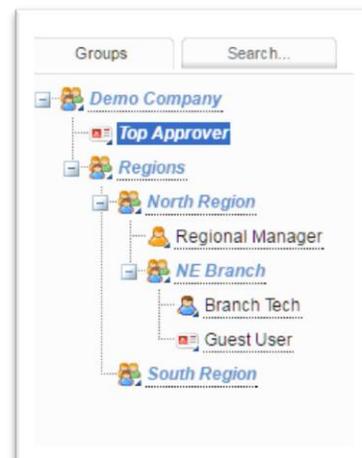


G.A. Murdock Online

Manager Approval Options

The G.A. Murdock Website allows you to add your buyers, managers, and other roles in a tree hierarchy that matches your business's organizational purchasing structure. For example: you could group by region, state, and then branch location, with a manager at each level.

Each user should have an email address used as their login to the site, and those users can be placed into groups that you can define. Limitations or special permissions can be applied to each group or each person. Managers (by default) can modify the users and groups below them in the tree. They can also place orders on behalf of those users, if needed. By default, there are no limitations applied to the buyers unless you request them. Your company's administrator can modify them directly or with our help at any time.



Rules

Here are the rules that can optionally be applied to a group or user:

Rule	Example
Limit the shipping locations available during checkout	Buyers are grouped by branch location and the users are limited to only ship to that branch.
Limit product categories available to purchase	Users are grouped by purchasing department, such as filtration or residential products and you can choose to limit our product listings to only show the applicable categories.
Maximum order \$ amount	Require manager approval for orders totaling over \$500 (not including shipping)
Minimum order \$ amount	Require manager approval for orders totaling less than \$10 (not including shipping)
Maximum item \$ amount	Require manager approval for a total line item cost of over \$300
Number of orders submitted per day, week, or month	Require manager approval for a user who has purchased more than 5 orders in a month.

While there is the option to require approval for all orders, please recognize that this introduces the requirement for frequent manager participation, and you may need to plan for backup approvers if the manager is gone on vacation or otherwise not available.

You can also assign rules on the managers, so certain managers can approve lower dollar amount orders and others can approve higher amounts. You can also assign multiple steps of approval, however there are some caveats to this method.

Manager Order Approval Process

If a user places an order that requires a manager approval, they will see a message on the order page indicating the rule triggered and will see a button saying "Send to Approver" instead of "Submit Order". An email will be sent to the user's assigned manager(s) with a link to the order approval page. The

manager can view the order, optionally modify quantities or send a message back to the buyer, and then approve or deny the order. The approval page is also accessible on smart phones for approving while on the go. Denied orders can be modified and re-submitted as a new order by the buyer from their order history.

Once the order has passed all approvals required, it will be submitted to our ERP system and we will begin processing. We do review each order for notes and major errors and will contact the buyer if we have any questions. The buyer will also receive an email order confirmation at this time.

The order will be updated with tracking information and associated with the invoice on the website once available. By default, users can only see their own orders and invoices. We can also configure them to see the orders of all the buyers in their group. By default, managers can view the orders and invoices of all the users and groups below them in the tree.

In the event an order is pending approval for more than a day, managers and G.A. Murdock will continue to be notified via email daily. This is done to try to avoid orders pending approval for long periods of time and causing frustration for your buyers.