

OFIC Project Scope of work

When You Arrive at the Location

Lowes Locations:

- As soon as you enter the store identify yourself to the front customer service desk associates as a Quest Associate and make sure you are wearing the required Lowes vendor vest. If you do not have a vendor vest, ask to purchase one. E-mail your recruiter a copy of the receipt and we will reimburse you.

Home Depot Locations:

- If you happened to visit a Lowes location before going to a Home Depot, remember to TAKE OFF THE VENDOR VEST before going into the store!
- As soon as you enter the store identify yourself at the front customer service desk and sign into the vendor log if they have one present.

Both Locations:

- Always seek out the Store Manager, Manager on Duty, Asst Store Manager, Dept Head and Pro Desk associates to advise them of your visit. Remind them you are there to help them sell more product – they will be happy to see you and will be more helpful during your visit.

Service Expectations

- Lowes stores will stock the **ONDURA** and **TUFTEX** products; Home Depot will stock **ONDURA** only.
Home Depot DOES NOT STOCK THE TUFTEX product line; do not even ask them about it!
- These 3 pictures are a typical Lowes store





- This picture is a typical Home Depot store



During each visit you should execute the following:

- Clean, dust, straighten, and organize all product and accessories. Make sure to remove damaged sheets and give them to a store associate to place on the “cull” cart. **Damaged product is the store’s responsibility; there is no credit issued from OFIC for product damaged in the store.**
- Repair and replace any damaged POP.
- Repair or replace overhead display; you may need to order a new one for your next visit if damaged beyond repair.
- Repair or replace any damaged signage, samples or literature baskets. Again, you may need to order replacements for your next visit.
- Refill literature baskets. **It is important that you order literature and any necessary POP well in advance of your next store visit. Typical turnaround for POP is about 7-10 days, depending on your needs. Since we’re visiting the store once per month you must have the needed POP with you when calling on the store!**
- Email all literature orders to attn: Lynn Jarnecki at ljarnecki@ondura.com, and copy kimellen.cowan@hgaquest.com.

- Check inventory levels and on hand counts. Suggest reorders wherever and whenever possible with the ASM or Dept Head. Remember - relatively few customers buy only one or two sheets so stores must have “job lot quantities” on hand in order to make the sale! (That may take a bit of selling on your part). The recommended on hands are at least 20 sheets of Ondura colored skus and 10 sheets of Tuftex – which means every store with fewer quantities on hand should be asked to get orders in their system! When suggesting orders, be sure to notate the full name of the person you worked with – it may be necessary for the factory to contact them.
- Check for outside displays at Lowes stores; Home Depot would not have the outside displays (3-D Ondura/ Tuftex)
- Replace damaged or missing exterior signage if necessary
- Important – you must submit before and after pictures for every store visit you complete. The pictures should be taken from far enough away to capture the complete bay(s) of product; the pictures above are good examples of the required before and after details. If your store has metal corrugated panels, you don’t need to include it in your pictures; that would not be OFIC product.
- As mentioned earlier, you are responsible for ordering the literature and samples needed to properly execute your visits. There isn’t much point visiting a store if you don’t have the materials needed to do the job! You should order enough to last 2 month’s worth of store visits.
- Lastly, the comments you provide are extremely important for this product line. You are the eyes and ears of the factory when calling on Lowes and Home Depot so be sure to comment on what you’re seeing and hearing from the associates and customers. Don’t enter the same comments for multiple stores – no two store visits are the same; nor should their comments!

Reporting – going forward we will have one call report for Lowes stores and one for Home Depot. The tasks at both locations are similar but different enough that two separate reports are required. Needless to say, if you are calling on both Lowes and Home Depot, be certain you are completing and submitting the correct call reports!

The following pictures are examples of what a new Lowes and a new Home Depot would look like if it were set today. Don’t worry about the beam heights and that information – the pictures are just intended to give you an understanding of what the sets should look like when you leave the store.

Lowe's Ondura Planogram Set



Beam Heights from Floor: 0 in, 20 in, 40 in, 60 in, 102 in, 124 in., 134 in., 142 in., 190 in.

- ① Ondura literature signage display is centered between the right and left sides of the bay and mounted on the third and fourth beams from the floor. Lowe's Item # LOW6.
Literature Lowe's Item # LOW1(LOW2 in California) & LOW3.
- ② Laminated spec sheets & Ondura sample set attached to baskets
- ③ Ondura Sheets are arranged by color.
- ④ Ondura Ridge Caps are arranged by color.
- ⑤ Three facings of Ondura Nails are merchandised directly beside the sheets of coordinating colors.
- ⑥ Ondura Closure Strips are merchandized to the side of the literature signage display.
- ⑦ Ondura Overhead Display. The signage should be correctly placed above the set.
- ⑧ Ondura SOS display sign-see next page for installation instructions. Lowe's item #LOW5
- ⑨ Ondura Tile tear pad.

Tuftex Store Set Example



The above photo should be used for new store sets, this should include 15 herring bone bars (part # RCK82155) for the Tuftex set. If for some reason you are missing any bars, please contact the Store Manager. For your individual set showing what products stocked, please see your roofing panels planogram.

①

Tuftex panels should be merchandized according to:

1. Style/Quality Level (Make sure herringbone "M" bar is spaced approx 5" apart)

DeckDrain - Panels
Best - PolyCarb
Better - UltraVinyl
Good - SeaCoaster

2. Color

②

Tuftex literature signage display a fixed 5" back from fascia between last of metal "M" bar and 1st herring bone "M" bar for the Tuftex Panels. There should be a literature basket filled with literature. Lowe's Item #'s TLOW4 & TLOW1

③

Tuftex DeckDrain tear pad & Tuftex sample set should be attached on "H" beam closest to the display. Lowe's Item # TLOW3

④

Tuftex Foam Closure Strips and DeckDrain Fasteners are conveniently merchandized in their own boxes. Make sure that there is one box of each style closure strips (round wave and square wave) on display.



⑤

DeckDrain Slope Building Brackets.

⑥

Beam Labels should be placed on fascia directly under corresponding panels.

[illegible]

Bottom
beam 3"

23”
To bottom
of beam

99”



Date: _____
















Ondura/Tuftex Request for Sales Aids Fax to 540-898-4991Quest Employee Name

Ship to:

Address, City, State, ZipLowe's Store #**ONDURA ORDER LIST****ATTENTION!**

**PLEASE MAKE SURE
THE FOLLOWING ARE
ON BOTH PAGE
1 & 2**












- 1) YOUR NAME**
- 2) YOUR STORE #**
- 3) YOUR STORE
CITY & STATE**

LOW1		Lowe's Ondura Combined (75/box) Average 1 box per store per month	
LOW2		Lowe's California Ondura Lit (75/box) Average 1 box per store per month	
LOW3		Lowe's Ondura Installation (75/box) Average 1 box per store per month	
LOW6		Lowe's Ondura Bi-lingual Point of Purchase Display (POP)	
O-Basket		Ondura Literature Basket (2 per POP)	
BANSM		Ondura Banner	
WD Samples		Ondura Samples on chains w/tags	
Dealer Bk		Product Information Guide	
LOW5		Ondura Bi-lingual Special Order Sign	
Ondura Overhead Bi-Lingual Signs			
New roof		Lowe's Great For New Roofing Sign	
Reroof		Lowe's Great For Re-Roofing Sign	
Deck		Lowe's Over Decking & Felt Sign	
Metal		Lowe's Over Old Metal Sign	
Shingle		Lowe's Over Old Shingles Sign	
Purlin		Lowe's Over Open Purlins Sign	
O-Wind/ O-Hurr		Laminated signs - Spec Sheet Wind Sheet and Hurricane Sheet (Note: Hurricane Sheet only for Gulf Coast and Atlantic Coast Stores)	

Quest Employee Name











Ship to:

Address, City, State, ZipLowe's Store #**ONDURA ORDER LIST (cont.)**

<p>ATTENTION!</p> <p>PLEASE MAKE SURE THE FOLLOWING ARE ON BOTH PAGE 1 & 2</p> <p>1) YOUR NAME 2) YOUR STORE # 3) YOUR STORE CITY & STATE</p>				
	OS-Sheet		Outside Display Sign: <i>Ondura Sheets</i>	
	OS-Tile		Outside Display Sign: <i>Ondura Tiles</i>	
		TUFTEX ORDER LIST		
	TLOW1		Lowe's Tuflex Brochures 5 packs per box Average 1 pack per store per month	
	TLOW2		Lowe's Tuflex Point of Purchase Display (POP)	
	T-Hinge	Tuftex Display Hinges (2)	Hinges for Tuflex POP Display	
	Ttx-basket		Tuftex Wire Literature Basket (1 per POP)	
	T-beam		Tuftex beam labels SeaCoaster, UltraVinyl, PolyCarb, DeckDrain CIRCLE ONE	
	Ttx-holder		Tuftex Plastic Literature Holder (for use with new Tuflex bi-lingual display only)	
	TL6		Tuftex Samples on chains w/tags	
	DeckDrain		DeckDrain Tear Pad	
	OS-Ttx		Outside Display Sign: PolyCarb Stock or Special Order CIRCLE ONE	
	T-Lam		Laminated signs - Spec Sheet	
	SOS	S.O.S Pages	Lowe's Special Order Sales Program Pages for Ondura and Tuflex	

Date: _____

Home Depot - Ondura Request for Sales AidsQuest Employee Name _____Ship to: City, State _____Home Depot Store # _____**Fax to:****540-898-4991****OR****Email to:**
lmjarnecki@tallantinc.com**Questions? -**
Call 1-800-777-7663
Extension 171

Item #	ONDURA ORDER LIST		Qty
ON1		Ondura Combined (75/box) Average 1 box per store per month	
INST BROCH		Ondura Installation (75/box) Average 1 box per store per month	
WALL DISPLA		Ondura Point of Purchase Display (POP)	
O-Basket		Ondura Literature Basket (2 per POP)	
WD Samples		Ondura Samples on chains w/tags	
Dealer Bk		Product Information Guide	
Ondura Overhead Signs			
New roof	GREAT FOR NEW ROOFING	Great For New Roofing Sign	
Reroof	GREAT FOR RE-ROOFING	Great For Re-Roofing Sign	
Deck	Over Decking & Felt	Over Decking & Felt Sign	
Metal	Over "Old" Metal	Over Old Metal Sign	
Shingle	Over "Old" Shingles	Over Old Shingles Sign	
Purlin	Over Open Purlins	Over Open Purlins Sign	
O-Lam		Laminated Spec Sheet	
Ondura Outside Display			
O-Wind/ O-Hurr		Outside Display	
BANNER		Ondura Banner	
		Outside Display Signs (Circle sign needed)	