



G.S. Floor Designs

Home Depot

Ohio

Expeditor Meeting

October 20, 2009



Agenda

- **Carpet binding Process**
- **Delivery Process**
- **Hands On Demonstration**
- **Installation Guidelines**
- **Processes**
- **Chargeback Information**
- **Contact Information**
- **Website**

Carpet Binding



Carpet Binding

- **To figure amount of binding needed for square or rectangle carpet, calculate the length of carpet x 2 plus width of carpet x 2**
 - **For round carpet, multiple the diameter x 2.14 = linear foot needed of binding**
- **Binding color is chosen to compliment the rug unless otherwise indicated by customer**
- **Please allow at least one week for binding to be completed and rug to be delivered to store for customer pick-up**
 - **Service charges apply for home delivery and set-up by Foreman**

Delivery Process



Delivery Process

➤ Why a delivery process?

- **More efficient service for Home Depot stores & customers**
- **Reduction of fuel costs**



Delivery Process Steps

- Send email to ohiodelivery@gsfloor.com (*preferred method of communication*)
 - Include following information in email message:
 - ✓ Purchase Order number
 - ✓ Customer Name and phone number
 - ✓ Product type and quantity

- If you cannot access email, please fax information to (216) 920-6250,
ATTENTION: Deliveries
 - Please follow up with Facility Manager Chris Rehner to ensure that your request was received



Delivery Process Guidelines

➤ General guidelines

- All requests for pick-up or drop-off must be received no later than 12:00 pm the day before
- All pick-ups must be ready for loading when Driver arrives at store
- Driver will check-in at Service Desk and wait for up to 15 minutes
 - ✓ Any product/order not ready within 15 minutes will be pushed to the following week's schedule
- Driver works alone – please be prepared to assist in loading/unloading product
- Please be sure all carpet is cut per MeasureComp drawing



Delivery Process Guidelines, con't

- **If you have not sent a email or fax request the day before, Driver will not stop at your store**
- **Stores will not be called prior to arrival**
- **Daily scheduled pick-up not run in specific order**
- **No longer able to provide store to store product transfers**
- **Pre-cut carpet should be rolled around a tube with nap to inside**
- **Sheet vinyl should be rolled around a tube with pattern on outside of roll**



Delivery Schedule

Tuesday

3817	Strongsville
3833	Medina
3841	Fairlawn
3875	Brunswick
3882	Wadsworth

Wednesday

3806	Brooklyn
3818	Cleveland Heights
3820	West Cleveland
3847	Rocky River
6857	Steelyard

Thursday

3803	N. Olmstead
3827	Elyria
3835	Avon
6930	Lorain

Hands On Demonstration

Installation Guidelines



Carpet Guidelines

➤ Take-Up

- If customer removing existing carpet, staples need to be removed prior to installer arriving at jobsite
- Remind customer to check with waste removal service to confirm carpet will be picked-up

➤ Furniture

- Small items, electronics, antiques, etc. should be removed prior to installation
- Pianos, pool tables, exercise equipment cannot be moved by installation crew

➤ Customer Contact

- Day of installation contact (phone number) very important
- Customer must remain on-site during entire installation

➤ Installation

- Customer should expect slight scuffing of baseboards and/or walls – normal during installation
- If customer lives in high-rise building or jobsite is difficult to reach, hard access fee will be applied



Hardwood & Laminate Guidelines

- **Product must acclimatize to jobsite for at least 72 hours**
- **Moisture test will be completed prior to installation**
 - Too much moisture will delay installation until remedied
- **No wood product is recommended for a bathroom or laundry room due to moisture issues**
- **Laminate or floating floors require flatter floor than nail-down wood installations**
- **Laminate or hardwood used on stairs should have flush mount nosings available**
 - Stairs should be inspected prior to installation to ensure product compatibility
- **Customer should be aware of humidity requirements for all wood products**
- **Any type of borders, inlays or special designs should be discussed prior to quote or installation**



Vinyl Guidelines

- **Acclimation of all vinyl product is required to ensure correct installation**
- **Sheet vinyl may require seams**
 - **Seam layout should be discussed with and approved by customer**
- **Pattern Match**
 - **Should be indicated on measure request if applicable**
- **Floor Prep**
 - **Concrete sub-floor must be skim-coated for proper adhesion of glue**
 - **Plywood sub-floor requires underlayment prior to vinyl installation**
 - **Existing vinyl can be installed over provided new floor will not be third layer and old vinyl has been treated with embossing leveler to avoid pattern transfer and ensure flatness**
- **Allure**
 - **Floor prep may be required to fix cracks 1/4 inch or larger or unevenness in sub-floor**



Ceramic Guidelines

- **Custom pattern should be discussed prior to measure request**
 - **Straight lay, diagonal, dots/decos, murals, etc. – the more information, the better**
- **Product selection**
 - **Size and type of tile (ceramic, stone, etc)**
 - **Grout color**
- **Backsplash Installation**
 - **Again, product selection and pattern should be discussed prior to measure**
 - **Tile can be installed over painted drywall, not considered a “wet area”**
- **Granite or marble “open ends” require polished edge**



Miscellaneous Guidelines

- **Cove Base**
 - “Self-stick” base only sold as a DIY product
- **Quarter Round**
 - Customer must paint or stain prior to installation
- **Exterior Carpet**
 - No rain forecast for 48 hours prior or after install for glue to set
 - Ambient temperature of at least 68 degrees for three days
- **Custom Layout (all product)**
 - Should be discussed with G.S. Floor Designs Estimating team prior to quote building
 - ❖ Majority of special designs require additional product
- **Layers**
 - Home Depot installs cannot be third layer due to height, sub-floor condition, possible asbestos issues and manufacturer guidelines
- **Sub-floor**
 - Particle board – can only install carpet or floating floor over this product
 - OSB – suitable sub-floor for all flooring applications

Processes & Procedures



Initial Paperwork Process

- **Purchase Order automatically received from your store the next business day after it is sold, Monday through Friday**
 - **Store Stock**
 - ✓ **Purchase Order printed and filed until Driver picks-up from store**
 - **Special Order Product**
 - ✓ **Purchase Order printed and filed until product arrives**
 - **F&I Carpet**
 - ✓ **Purchase Order printed and customer contacted for scheduling as soon as order arrives**



Receiving Process

➤ Merchandise is received

- Copy of work order, measure and a wavier printed and attached to order
- Merchandise received in I-Bridge system
- Merchandise received in GSFD system

➤ Contact customers

- Every contact number listed on Purchase Order is attempted
- Special Orders
 - ✓ Every customer is contacted within one business day of receiving product in our warehouse
 - ✓ Customer is contacted the same day we receive the product, depending on when received
- Store Stock
 - ✓ Customer contacted the next business day after the material is received



Scheduling Process

- **Customer Schedules Install**
 - **I-Bridge updated with the installation date on the install and the pad PO's**
 - **Update internal RFMS system with the new install date**
 - **Paperwork goes in the scheduled drawer**
- **The day before the install date we do the following, carpet only**
 - **Run the carpet through the cutting machine, checking for any visible defects**
 - **Cut the carpet down to room size**
 - ✓ **Confirm that the carpet is the correct size**



Day of Install

➤ Day of install

- **Every installer arriving at facility to pick-up work orders or material has badge verified**
 - ✓ **No work given to the installer if they have a crew member without a badge on them**
- **Installer receives work orders for the day**
- **Installer calls customer by 9:30 am and provides window of arrival**
- **Material checked again as installers vehicle is loaded**



How You Can Help

➤ I-Bridge

- **Allow us enough time to process waivers correctly**
- **Limit the notes that you are leaving**
- **Exit the order when you are done working in it**
- **Do not tell customer we have the material until you confirm it with us**

- ✓ **System is updated on a daily basis**

➤ **Help us by setting proper expectations**

- ✓ **Do not over commit to the customer**



How You Can Help, cont.

- **Inform us of any changes made to the original Purchase Order**
- **Please email us a contact list for your store**
 - ✓ **Who do we contact if you are not available?**
- **Ensure customers understand how the removal and reinstall of plumbing fixtures will be handled**
- **Call us about any questionable measures**
- **List the finished size of all carpets that need to be bound**
 - ✓ **Allow additional six inches or full pattern match for best results**
- **Furniture Moving is 1 to 6 pieces per room, not multiple rooms**

Chargeback Process



Chargeback Process

➤ Verification

- All chargebacks are required to be submitted to G.S. Floor Designs before processing through Atlanta

- ❖ This is to ensure we are being charged back cost, not *retail*, on either merchandise or labor

- Chargeback is reviewed and issued an authorization number that cannot be duplicated
- Once authorized, form is submitted to Atlanta for processing

➤ Minimum Amount

- Minimum chargeback amount accepted is \$25
 - Under \$25 will be denied



Process Steps

➤ Chargeback Steps

- **Complete manual or electronic form**
 - ❖ **If using the e-form, do not click the “Submit” button**
 - ❖ **Write “TBD” in the notification field, save, print out form and fax to G.S. Floor Designs**
 - **G.S. Needs to check Cost versus Retail**
 - **Verify reason for chargeback**
 - ✓ **Labor Chargeback – what was the reason for chargeback?**
 - ✓ **Material – need to specify how much product is involved**
- **Nicole Crutchfield will email Expeditors with approval number needed to complete form**



Chargeback Forms

Manual Form

E-Form

Special Services System Enhancements



THE HOME DEPOT USA
INSTALLED SALES CHARGEBACK FORM
 This form is to be used for installed/measure TYPE 2 chargeback ONLY.
 (To chargebacks on merchandise suppliers (Type 1), refer to the BEAR RTV system).
PLEASE PRINT CLEARLY

1. Chargeback Submission Date: ___/___/___

2. CHARGEBACK (circle one): Labor Only Merchandise Only Merchandise & Labor

3. TYPE 2: SERVICE PROVIDER (installer/measure) ONLY.
 NOTE: DO NOT mark down merchandise. For labor issues, mark down labor only and refund customer. DO NOT mark down merchandise to refund customer on labor issues.

Service Provider Name (Installer/Measure): _____ Vendor #: _____
 Service Provider Notification #: _____ Contact Name: _____

4. Store # (four digits): _____ Department #: _____ State FIRM: _____

5. Customer Name: _____ Special Services Order #: _____

6. PO # for the Service Provider to be charged back: _____

7. Key-Rec # for the Service Provider to be charged back: _____
 * The PO and Key Rec Number MUST reference the Service Provider being charged back.
 NOTE: Chargeback Total must be greater than \$25.00 to be processed

8. LABOR/MEASURE COST TO BE CHARGED BACK: \$ _____

9. MERCHANDISE SECTION (Complete ONLY if Mds. is to be included in Chargeback: Amount)

TOTAL RETAIL \$ _____ Merchandise TOTAL COST: \$ _____

10. TOTAL CHARGEBACK AMOUNT: \$ _____
 Formula: Total Chargeback Amount = Labor/Measure Cost Plus Mds. Cost

Reason for Chargeback:

11. Associate's Name (print) _____ Signature _____
 12. Store Manager's Approval _____ Signature _____

CHARGEBACK REVERSAL

Copy original chargeback form & complete this section. DO NOT UPGRADE NEW YORK Manager's approval to be required

Amount Documented: _____ AMOUNT TO BE REVERSED: _____

Store Manager's Approval (print) _____ Date _____

Store Manager's Signature _____

FORM IC 3F1261

FAX WITH THIS SIDE FACE DOWN TO 870-556-8989

10 To print a copy of the Chargeback, click **Print a copy of this request**.

- Save this request
- Delete this request
- Continue working on this request
- **Print a copy of this request**

The first screen that comes up is a copy of the Chargeback.

Installed Sales Chargeback: ICB83 - 9100-Untitled Installed Sales Chargeback

Title:	9100-Untitled Installed Sales Chargeback
Date:	The Sep 09 13 36:20 EDT 2009
Chargeback Type:	Labor Only
Service Provider Number:	51282
Company Name:	Testing
Contact Name:	Home Depot
Notification Number:	69026902
Store Number:	8102
Cost Center:	0015 0011 - S&A FRONT END PROCESS AREA
Department Number:	36
Customer Name:	Needs Chargeback
Special Service Customer Order Number:	0
Original PO Number:	152026
Original Key Rec:	725267
Labor/Measure Cost to be Charged:	\$25.00 USD
Merchandise Retail Amount:	\$0.00 USD
Merchandise Cost:	\$0.00 USD
Total Chargeback Amount:	\$25.00 USD
Reversal Amount:	\$100.00
Explanation for Chargeback:	Issue for item purchased
Contact Telephone Number:	773-493-0211
Associate Name:	ANTHONY EDSON

Status: Submitted

[Then](#)

Click the **Print** icon or Click **File** then select **Print**.

9/15/2008



Contact Information

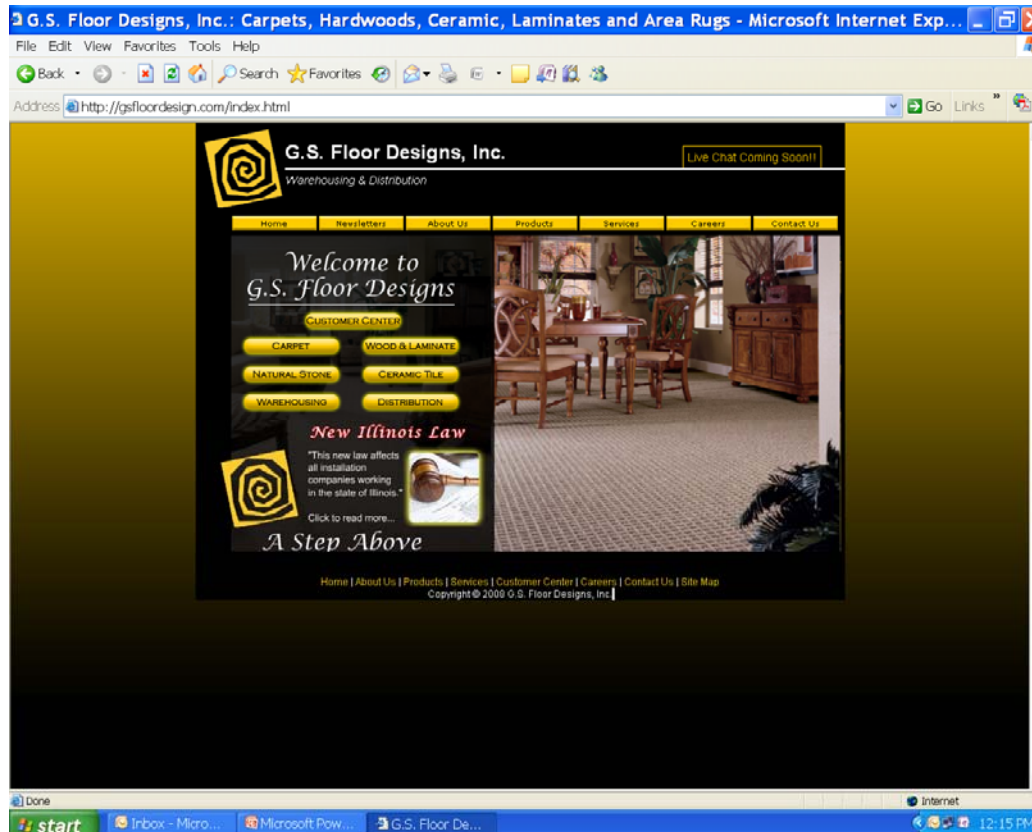
119695 Commerce Parkway, Suite B
 Middleburg Heights, Ohio 44130
 Phone (330) 655-1550 Fax (216) 9206250

Name	title	Direct Dial	Fax	email
Chris Rehner	Facilty Manager	234-380-4144	216-920-6250	crehner@gsfloor.com
Victoria Kaine	Office Assistant	330-655-1550	Same	vkaine@gsfloor.com
Brandi Falkner	Office Assistant	234-380-4146	Same	bfalkner@gsfloor.com
Cassandra Gray	Office Assistant	234-380-4157	Same	cgray@gsfloor.com
Melissa Tovar	Office Assistant	330-655-1550	Same	mtovar@gsfloor.com
George Stevenson	President/CEO	847-577-4750	847-253-5683	george@gsfloor.com
Tommy Edwards	Director Of Installations	630-926-6669	847-253-5683	tommy@gsfloor.com
Diana Murtaugh	Executive Assistant	847-577-4753	847-253-5683	diana@gsfloor.com
Nicole Crutchfield	Accounting Specialist	847-577-4760	847-394-4011	NCrutchfield@gsfloor.com
Customer Service Hot Line		800-669-0636	847-394-4011	ohcustomercare@gsfloor.com
Store Pickups & Returns		N/A	216-920-6250	ohdelivery@gsfloor.com
Ground Floor News				news@gsfloor.com

Website



- To review this document or any training material available from G.S. Floor Designs, Inc. please visit www.gsffloor.com
- Available 24 hours a day, 7 days a week





Frequently Asked Questions

- **Why use Speedset instead of Flex Bond?**
 - ✓ **Speedset is used in small areas so that the installation and grouting can be completed the same day. Flex Bond is in the Home Depot specs as the mastic of choice**
- **Can existing quarter round be left in place during a carpet install?**
 - ✓ **Yes; if removed several issues arise**
- **Should new kitchen flooring be installed before or after the cabinets?**
 - ✓ **Cabinets installed after floor - ease of installation, no damage to cabinets**
 - **Potential issue changing flooring in the future**
 - ✓ **Cabinets installed before floor – less product needed,**
 - **Potential damage to cabinets, dishwasher/appliances replacement difficulties**



Frequently Asked Questions, cont.

- **Are there problems measuring backsplashes if countertops are not installed?**
 - ✓ **No; however, information about countertop and backsplash is needed**
 - **Does new countertop have own backsplash?**
 - **Does new tile backsplash have patterns?**
- **Why does measure take so long for G.S. Floor Designs as opposed to Measure Comp?**
 - ✓ **G.S. Floor Designs measures jobs that Measure Comp does not due to either large commercial quotes or detailed, custom jobs which does take longer to produce a correct quote**
- **Can we sell laminate/wood stair installations?**
 - ✓ **Yes, but installation may be restricted due to local code requirements. Requires inspection**
- **When does tackstrip need to be glued down?**
 - ✓ **When heated floor system is in place**
 - ✓ **Over ceramic tile**
- **What are the specific prices for Foreman services?**
 - ✓ **No; Foreman services are covered under the “Custom” charges**