**Exact Quantity Policy**

**Purpose**

This policy establishes the procedure for handling orders that require an **exact quantity**, ensuring proper pricing, documentation, and production execution.

**Expectations**

Orders requiring **exact quantity** will follow the procedures outlined below to ensure accurate pricing, processing, and fulfillment.

**Business Development**

* Ensure **exact quantity requirements** are identified during both estimating and order processing.
* The **estimate/order form** will include a field asking if the client requires exact quantity.
* If **"Yes, exact quantity needed"** is selected, a **10% upcharge** will be applied to the estimate or order.

**Support**

* Apply a **10% upcharge** to each product upon receipt of a form noting exact quantity.
* If a vendor charges an **exact quantity fee**, this will be included in pricing with:
  + **Include the vendor fee** in our cost and use the **standard markup.**
  + An **additional 10% upcharge** will be applied to this ticket.
* Document exact quantity requirements:
  + **For outsourced items:** Note in the **vendor key**.
  + **For in-house printed items:** Note in the **production line item**.

**Production**

* Verify **exact quantity requirements** on all tickets:
  + **Outsourced items:** Confirm notation in the **vendor key**.
  + **In-house print items:** Confirm notation in the **production line item**.
* If a ticket **does not** contain an exact quantity note:
  + Follow the **Kickback procedure** to notify Support for any over or under runs.
* If a ticket **does** contain an exact quantity requirement:
  + Perform a **physical count** on the project to ensure the client receives the exact quantity.
  + If a count is conducted and does not meet the requirements of the exact quantity:
    - Notify the Policy & Purchasing Manager for outsourced items
    - Fill out a Problem with Order form for in house items.

By adhering to this policy, all departments ensure **accurate pricing, clear documentation, and precise fulfillment** of exact quantity orders.