

Ethanolamines/Glycol Ethers

Tier 3 Procedure

Section Number: 1502
Issue Number: 2.1
Original Date: 06-11-92 **Author:** Glenda Townsend
Revision Date: 1-12-98
Title: Contract/Order Processing Procedure
References: Glossary Of Equipment Identification (Text # 114)
QSP02 Contract Review
Quality Manual Section 4.3

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1502. Contract/Order Processing Procedure:

1.0 Objective:

1.1 To ensure that Ethanolamines/Glycol Ethers customers receive the correct product in the proper amounts and that it meets or exceeds their expectations.

2.0 Responsibility:

2.1 It is the responsibility of the Site Logistics Group to ensure that all plant contracts/orders are processed according to the requirements of that contract/order.

2.2 It is the responsibility of the Lab Technician to ensure that customer information relative to COA requirements are correct.

3.0 Definitions:

3.1 An order set is a contract/order for products manufactured at the Ethanolamines/Glycol Ethers plant.

4.0 Order Processing:

4.1 When the order set is received, it is reviewed for the following:

4.2 SI (shipping invoice) number.

4.3 Date for shipping.

4.4 Company product is to be shipped to.

4.5 Product type.

4.6 Customer codes if applicable.

4.7 GMID numbers and requirements for product.

Date Printed: April 18, 1998

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DO A 059456
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4.8 Certificate of analysis - whether it is to be faxed, sent with the driver or telexed.

4.9 Any other specifications, for example: palletized, stenciled a certain way, etc.

4.10 Letter of credit number (import/export only).

4.11 Inspection service required (import/export only).

4.12 Order sets with quality specifications in the special instruction section will not be processed without the approval of Sight Logistics management. This approval will be written on the order set. This will ensure that the proper specifications are developed for the customer involved.

4.13 The order set is then signed/initialed and dated by the reviewer indicating that the contract review is complete. Should any problem occur during the review of the contract (with requirements) the Site Logistics Group will resolve the problem (See amendments (5.0)). The final approval of such an order set will be the responsibility of Sight Logistics management.

4.15 Once the order is loaded, the lab technician enters the correct shipment data into the LIMS system. The lab technician reviews any changes noted in the special instructions pertinent to COA changes.

5.0 Contract Amendments:

5.1 If changes are made to the contract/orderset by the customer, the Customer Service Center will make the revisions to the order set and issue a revised order set. This order set negates the original orderset and must be reviewed as per the above procedure.

5.2 If changes are made by the plant, then a non-compliance order must be entered into the corporate Diamond system. Non-compliance's can result from availability of shipping containers, inability to ship on date requested, or availability of product meeting the customers requirements.

5.3 When a non-compliance order is entered, a new orderset with the required changes is generated. this order set negates the original and must be reviewed as per the above procedures.

6.0 Revisions:

Revision #1 1-12-98 Modified 4.0,4.12,4.15,5.2