

Honeycomb & Hive

Standard Operating Procedures for Ordering New Logo Mats (Simplified Version)

1. Before any mat is ordered you have to chose a tube size.
2. Options
 - a. 6" Tubes - Logo mat sizes of 2x3, 3x5, or 4x6 will be placed in 6" tubes
 - b. 8" Tubes - Logo mat sizes larger than 4x6 (ex: 4x6 90 Mil, 4x8, 3x10, 3x12 etc)will be placed in 8" tubes
 - c. Bulk/Oversized Area - If mat is wider then 5ft & longer then 12ft place it in a designated oversized logo mat area. Placements with a delivery qty larger than 7 are not assigned to Honeycomb
3. Prior to placing order, Cintas partner checks Hive to see AVAILABLE spaces to select tube assignment
4. When space has been selected in the Hive click on the AVAILABLE space and change it to RESERVED
5. Go to cintasmats.com to place the order
6. On the order screen check the box that says "Is this a Honeycomb Item"?
7. Proceed to select the assigned tube # from the drop downs that appear after checking the box
8. Is there more than one mat placement needed?
 - a. Yes - Chosen Tubes Side by Side
Logo will be assigned a range (ex: A0034-A0037) Type range in line "ID Label 1" in addition to preferred customer info
 - b. Yes - Chosen Tubes Not Side by Side
Logo will be assigned to multiple tubes (Ex: A0034, B0102, C0234) type all tube # in "ID Label 1" in addition to preferred customer info
 - c. No - Mat gets one tube # (ex: A0034) to be labeled on the back of the mat
9. Complete placing the order for the logo mat(s) and move over to AS400 to begin keying mats for customer
10. AS400 Keying Rules - Tube # must contain 1 letter 4 #'s and be placed in the first 5 characters of item description
11. AS400 Keying Rules - Every inventory qty of 2 and delivery qty of 1 must be keyed as 1 separate line item
12. AS400 Keying Rules - Must use one of 10 logo mat item #'s; 84001, 84101, 84201, 84301, 84401, 84501, 84601, 84701, 84801, 84901

13. AS400 Keying Rules - Ranges do not apply to keying logo mats in AS400. Each mat placement of 1 should get 1 unique tube #
14. Notify Plant Manager of scheduled mat delivery date

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Standard Operating Procedures for Receiving New Logo Mats (Simplified Version)

1. Mat is received to Cintas location
2. Partner responsible for Honeycomb & Hive management is notified
3. Partner opens logo mats and verifies tube # with design and customer info in the Hive
 - a. If Incorrect - Notify Plant Manager about the discrepancy.
 - b. If Correct - One of the mats is placed in the respective tube and the other is placed on designated logo mat staging cart
4. On delivery day the logo mat in the assigned tube will be pulled and loaded on the respective route
5. All logo mats on designated staging cart should be checked daily to see if their assigned tubes have been opened up
 - a. No - Tube is **not** open; Continue to check tube cart daily
 - b. Yes - Tube is open; Mat is placed into respective tube
6. Mat is pulled from tube and delivered to the customer

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Standard Operating Procedures for Missing Logo Mats (Simplified Version)

1. A mat is considered missing when that mat on the load sheet can't be located in the designated Honeycomb tube as specified in the item description
2. Physically check the Honeycomb area and tops of racks for the mat. Check trucks on off days and also speak to SSR
3. Have partner responsible for Honeycomb & Hive mark the Hive as MISSING
4. Was the logo mat found
 - a. No - Notify plant manager right away. Place red cube in designated tube
 - i. Keep a running list of all logo mats deemed missing that includes the date the mat went missing
 - ii. Plant manager should discuss missing logo mat with SSR and continue looking for the mat for 2 to 3 weeks
 - iii. Have Plant Manager or NAC re-order the logo mat if not located after 2 to 3 consecutive weeks
 - b. Yes - Once mat is recovered space in Hive must be changed from MISSING to FILLED
5. Once mat is recovered space in Hive must be changed from MISSING to FILLED
6. Place mat in respective tube or (if tube is filled) ¹ place on designated logo mat staging cart
7. Mat is delivered to customer

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Standard Operating Procedures for Cancelled Logo Mats (Simplified Version)

1. A Space in the Hive automatically changes from FILLED to CANCELLED if;
 - a. Scenario 1 - The account is lost
 - b. Scenario 2 - The mat is stopped off the invoice
 - c. Scenario 3 - Account is on seasonal or credit hold
 - d. Scenario 4 - Invoice is 0'ed out 3 times in a row
2. Once a week print the list of cancelled mats in the Hive
3. Share the list of CANCELLED mats with each Service Manager to determine the actual status of mat
4. Service team determines if mat is still active or truly cancelled
 - a. Mat is still active - Cancelled Scenario 3&4 If mat is still active click on space in the hive then change the status to AVAILABLE then RESERVED
 - i. Hive space will change from RESERVED to FILLED the following day
 - b. Cancelled Scenario 1&2 - If mat is truly cancelled click on space in the Hive and change status to AVAILABLE
5. What do you do with the cancelled mat?
 - a. Discard - Ask Plant Manager if they want to discard the mat
 - b. Dye - Ask Plant Manager if they want to dye the mat black
6. Place a yellow foam cube in the tube that once held the cancelled mat
7. Newly AVAILABLE space is ready for new mat assignment