



## Superior Program SOPs

Superior Communications delivers a complete line of mobile accessories and services to major wireless carriers, dealers, and big-box retailers. Our manufacturing capabilities, distribution scale, network reach, and retail expertise are unmatched. We are a future-focused organization, constantly evaluating market opportunities and changing technologies to bring value to our customers.

- **Key Dates:**

On-boarding portal opens:	<b>7/26/21 (1pm PST)</b>
Program Start-Ship:	<b>9/1/21</b>

- **Key Superior Info:**

Headquarters:	<b>Irwindale, CA</b>
Distribution Center/Warehouse:	<b>Nashville, TN</b>
Current customers in the Tier one carrier space:	<b>All, including T-Mobile for 21 years</b>
National Retailers:	<b>Best Buy, Target, etc.</b>
Indirect Channel:	<b>All major channels</b>

- **Onboarding**

- All ship points, Wholesaler, and Sub-agent, will require a Superior account setup
- Navigate to: <https://onboard.scp4me.com/register> and provide the following information:

- ✎ Contact/email
- ✎ Federal Tax ID
- ✎ Edge ID tied to Tax Id
- ✎ Resale Certificate ID for every state of operation
- ✎ Setup web store account—obtain login credentials
- ✎ E-Sign our Product Sales and Distribution agreement
- ✎ Apply for additional credit terms (optional). To do so, complete the Credit Form available for download during the on-boarding process or from your Superior account representative or email [metrosupport@scp4me.com](mailto:metrosupport@scp4me.com) and email the completed for to [apply4credit@scp4me.com](mailto:apply4credit@scp4me.com)

- SCP is offering an introductory automatic credit approval of \$1000 per door, up to \$10,000; this introductory period will be open for 60 days post-launch, or at Superior's discretion.
- Introductory payment terms are NET 90
- For additional credit, net payment and credit limit amounts will be applied after formal credit approval on permanent terms.
- **Onboarding FAQs**
  - ✎ Will our subs need to fill out a separate onboarding form? **Yes.**
  - ✎ Will I have to add a separate Edge account for every location? **No, just one.**
  - ✎ Can I setup multiple logins under my account? **Yes.**

- **What is your shipping process?**

- Orders are ready to ship in 2 business days **IF** the order is placed before 2:00 PM CST.
  - ✎ All orders placed after 2:00 PM CST will be processed in 3 business days
  - ✎ "Ready to ship" means that the carrier is notified that a shipment is ready for pick up.
  - ✎ Please see Transit Map.
- Ground freight shipping times 2-6 days (without carrier delays)
- Ground freight on orders billed at flat rate \$24.99
- FREE Ground freight on all orders (per PO/per ship locations) over \$300
- Expedited freight also available at customer cost
- Expedited shipping rates will displayed on the ordering portal at checkout.

- **Shipping Terms (How will my product arrive?)**

- We use Fed Ex (primary) and UPS (Secondary)
- We pick-pack-and ship all orders, by customer, at the same time, and pack in as few boxes as possible. (Multiple boxes may be used, depending on the size of the order)
- HUB or warehouse-type locations or direct-to-store options are available.

- **Order Notifications**

- Superior will send you an order acknowledgment email to confirm receipt of order
- Superior will send a shipping confirmation email, with all pertinent tracking per shipping address
- Superior can assist in setting up multiple emails for all notifications, and this function will be available to be set up during onboarding, or we can add/edit in our system at any time, as changes occur.

- **Out of Stocks/Back Orders**

- Fill & Kill on orders - we will ship all available product at the time the order is placed. Currently, backorders are not supported.
- Out of stocks will be shown in the portal or on the download template—our system refreshes every 5 minutes or less
- If an item is out of stock, it will show the quantities at ZERO
- Customer can click to be notified by email when the item is back in stock.

- **Short-Ships/errors/lost shipments**

Resolution options for order errors

- File a ticket on the portal
- Tracking information is available on the web store order history page.
- [ordersupport@scp4me.com](mailto:ordersupport@scp4me.com) (Order related support)
- [metrosupport@scp4me.com](mailto:metrosupport@scp4me.com) (All other communications)
- Superior's Chat line will be open on the web store from 8-5pm Central M-F

- **Credits on errors**

- Superior will credit customers back on shipments that are in our error within a timely manner once we close out the issue.
- Credits can be issued on credit card purchased, credit memo toward future orders, etc.

- **MOQ/Case packs/Order Limits**

- We will not be shipping carton quantities or case packs. Pick-to-light is designed to pick and ship individual products
- The only MOQ is \$300 to receive FREE ground freight per shipping address — not REQUIRED
- Superior may install caps on order quantities at our own discretion. Our goal is to serve the channel as best as possible while ensuring that we plan and stock to normal demand practices.
- Credit/Payment Process
  - ✎ The system supports multiple, saved credit cards.
  - ✎ Superior can set up and process ACH (wire) payments

- **Product Portfolio Questions:**

- Key brands under Superior Portfolio (superiorcommunications.com)
  - ✎ Tech 21 ([www.tech21.com](http://www.tech21.com) )
  - ✎ Pure-Gear ([www.pure-gear.com](http://www.pure-gear.com) )
  - ✎ Simple ([www.mysimple.us](http://www.mysimple.us) )
  - ✎ Zizo ([www.zizowireless.com](http://www.zizowireless.com) )
  - ✎ Kingston ([www.kingston.com](http://www.kingston.com) )
  - ✎ SoundCore (us.soundcore.com )
  - ✎ SVN ([www.svnsound.com](http://www.svnsound.com) )
  - ✎ Pop Sockets ([www.popsockets.com](http://www.popsockets.com) )
  - ✎ Bitty Boomers ([www.bittyboomers.com](http://www.bittyboomers.com) )
  - ✎ JLAB ([www.jlab.com](http://www.jlab.com) )
  - ✎ PowerTek ([www.liquipel.com](http://www.liquipel.com) )

- **Warranty Programs**

- **Power Products**
  - ✎ Tech 21 – 2yr warranty on Power Products
  - ✎ Powertek – 1yr product warranty on Power Products
- **Glass Products**
  - ✎ 1 year warranty on glass products \*Without an installation tray\*
  - ✎ 2 years on enhanced glass product \*With installation tray\*
- **Cases & Audio**
  - ✎ Reference manufacturer’s warranty and detail on box

- **InstaProtek Reimbursement / Claim Submission**

- Customer downloads and opens the InstaProtek App
- Customer submits a Warranty Claim via the App and pays \$11.95 for warranty claim shipping
- After payment has cleared, InstaProtek submits a new order
- The customer can check the InstaProtek App and see their order has shipped along with the tracking number

- **Returns Policy**

- Superior does not offer Returns. (Stock balancing or rotation)
- Damaged and Incorrect Items Received
  - ✎ RMA's will be issued for products damaged upon receipt
    - **Dealer to notify Superior within 48 hours of delivery**  
*Please notify Superior using the Support Ticket System*
    - Superior will generate a return label
- Credit will be issued to Dealer

- **Web store**

- Multiple ways to order
  - ✎ By category
  - ✎ By product
  - ✎ By brand
  - ✎ SKU-by-Store
  - ✎ Order Import/Export upload via our Excel template
- The onboarding process will create a Company Administrator user account on the web store. This account can be used to create additional Company User logins.
- When more than Web Store account is created for the same company, users can show/hide stores so that store lists do not overlap
- Superior orders will be available for auto PO creation in RTPOS

- **FAQs:**

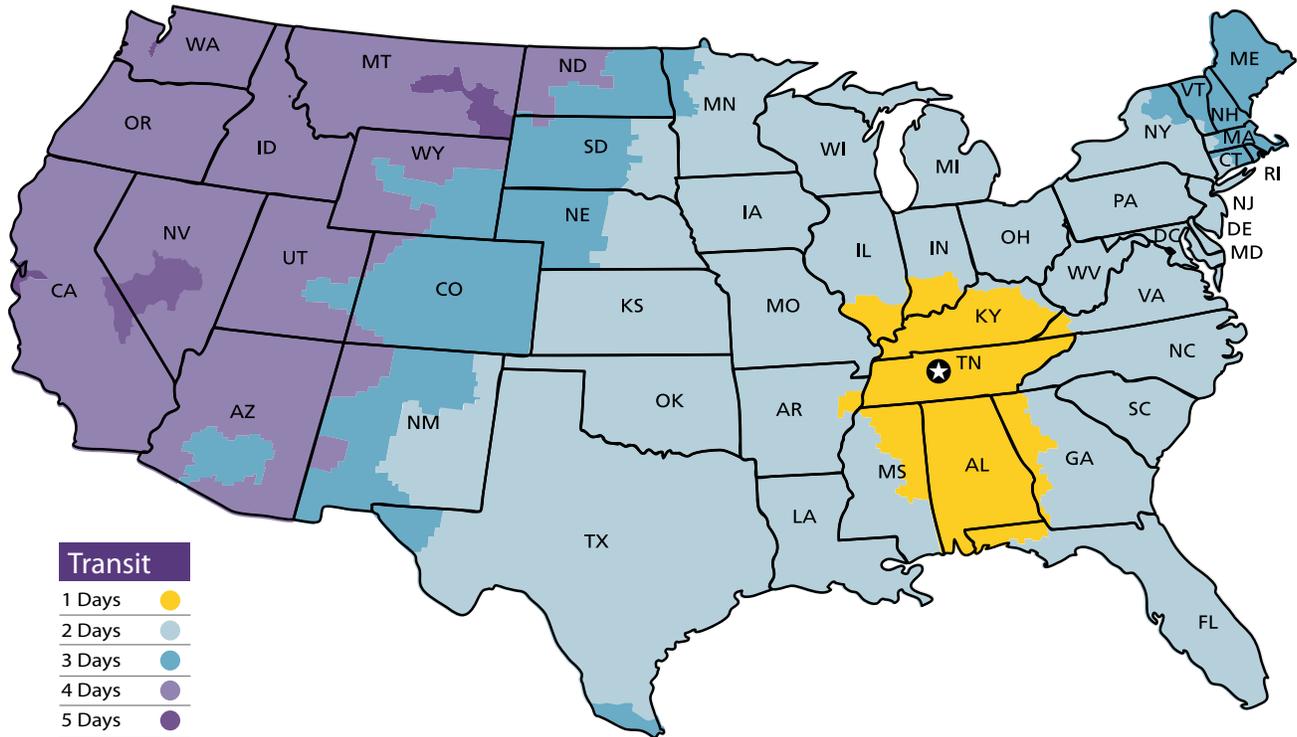
- **Q:** Will you provide logins for store managers to approve orders?  
**A:** Not at launch.

- **Q:** Is the order integrated with the RTPOS system?  
**A:** Only PO creation will be available at launch. Full integration on the receiving side.
  
- **Q:** For Masters, Subs, do we coordinate setting up separate accounts?  
**A:** No. Please relay Superior related information to sub, including the onboarding URL so that they can participate. Subs will need to be on-boarded as separate companies and will go through the same onboarding process.
  
- **Q:** Is there an up charge to use a credit card?  
**A:** No.
  
- **Q:** Does your web store have integration points to pull the orders/invoices?  
**A:** Yes. We will be leveraging the RTPOS import PO functionality

## Superior P.O. Processing Times

<b>Shipping Schedule</b>	<b>P.O. place PRIOR to cutoff</b>	<b>P.O. place PRIOR to cutoff</b>
<b>DAY P.O. RECEIVED</b>	<b>SHIP DAY</b>	<b>SHIP DAY</b>
Monday	Wednesday	Thursday
Tuesday	Thursday	Friday
Wednesday	Friday	Monday
Thursday	Monday	Tuesday
Friday	Tuesday	Wednesday
Saturday	Wednesday	Wednesday
Sunday	Wednesday	Wednesday

# Carrier Partner Transit



**PLEASE NOTE:** Due to the current transportation conditions, there may be longer transit times. In addition, our shipping partners are experiencing record high volumes, therefore resulting in further delays. Please order early. Thank you for your patience.

[www.superiorcommunications.com](http://www.superiorcommunications.com)

Information contained herein is confidential. Recipients of this information agree to refrain from unauthorized copying and distribution. Copyright 2019 Superior Communications