



Look for this Symbol to Ensure Order Accuracy

As part of our relentless pursuit to improve customer support, we are pleased to introduce you to our formal "Accuracy Verification" process.

This comprehensive process exceeds requirements of traditional quality systems, and includes up to six separate reviews of your order during the fulfillment process - ensuring total accuracy and completeness:

- **Initial Order Entry Review** – verify required support materials necessary for order fulfillment
 - Specification(s)
 - Test result(s)
 - Special Process Document(s)
 - Quality clauses
 - Other documentation or requirements
 - Shelf life requirements
- **Order Entry Quality Check** - independent review to ensure complete compliance with your Purchase Order
- **Documentation Inspection** – review all order support materials and documentation for completeness and accuracy
- **Inbound Product Inspection** – ensure products received from manufacturers meet or exceed quality standards, documentation requirements and shelf life criteria
- **Order Assembly Review** – verify that all products and support materials are complete, accurate, and compliant with:
 - Dangerous goods, International Air Transport Association (IATA) and other applicable regulatory requirements
 - Special packaging and handling requirements
- **Final Pre-shipment Inspection** – verify accuracy and compliance for outbound orders
 - Inspection of packaging for accuracy and completeness
 - Verification of proper labeling and shipping method

This extensive verification process ensures that every order we ship to you includes the correct products and documentation required for seamless implementation into your processes.

Look for our new verification symbol on the documentation envelope for your orders. This process is part of our ongoing commitment to fully-supporting your operations.

If you want to learn about our products, services and capabilities, please contact us directly at:

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