

# The OPAL Group

## Business Process Outsourcing Services

Many of the Below Areas Can Be Tracked By Our Clients Utilizing OPAL's On-Line Tracking System, Trade Promotion Planning and Management Systems Tools

### Area

<b>Provide Back-Office Customer Service</b>
Customer Purchase Order Processing (EDI, FAX, Mail, Email, Phone)
Warehouse Pick Tickets
Advanced Shipment Notices
UCC-128 Labels
Customer Invoicing
Customer Service Issues/Problem Resolution
On-Line Daily Reporting To Management
<b>Inventory Management</b>
Inventory (Finished Goods and Raw Materials) Purchasing / Re-Ordering
Inventory Receiving/Management of Third Party Warehouses
Inventory Record Keeping (Including Lot Code record keeping) with On-line Reporting
Salvage Sales & Inventory Dipsal
Co-ordinate Physical Inventory Counts
<b>Logistics Support</b>
Logistics - Freight Contracting Utilizing Our Own Resources and Third Party Logistics Companies
Trucking - Expediting
Trucking - Load Coordination
Freight bill auditing and approvals
Negotiate and Support Warehousing Contracts
Daily Warehousing Management
Freight Claims
Proof of Deliveries (POD's)
Pallet Management
<b>Contract Packaging</b>
Co-Packer Contract - Assist/Advise with Negotiations
Co-Packer Contract Management
Production Volume Forecasting/Planning
Assist with Quality Assurance/Product Reviews
Label Management/Ordering
Product Recall Procedures
Product Improvements/Testing Recommendations
<b>Accounting</b>
Cash Management/Investments
Cash Flow Forecasting
Debt Management/Lines of Credit
Co-Ordinate Banking Relationships
Manage Accounts Receivable
Past Due Accounts Management/Collection
Perform Credit Analysis
Handle Trade Promotion Deduction Processing
Obtain Deduction Support/Documentation
Perform Deduction/Trade Spending Matching to Plan
Unauthorized Deduction Collection
Prepare and Send Customer Monthly Statements
Perform Product Damage Analysis
Handle Product Shortage Claims by Customers
Manage Product Returns

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Arrange for Product Pickup
Purchasing of Inventory, Supplies, Contracted Services, Marketing Materials and Other
Track Receiving
Accounts Payable
Vendor Invoice auditing and approvals
Check Preparation
Check Signing
Bank Reconciliations
General Ledger/ Sub-Ledger Management
Accruals - Payroll
Accruals - Vendor Payables
Accruals - Trade Spending
Accruals - Freight
Accruals - Brokerage/Sales
Accruals - Consumer Programs/Coupons
Accruals - Promotional Programs/In-store
Accruals - Other
Asset Management/Identification
Depreciation - Analysis
Financial Statement Preparation
Management of Outside Auditors
Management of Tax Return Preparation
Management of Bank Auditors/Other Auditors
Forecasting - Volumes/Revenues
Forecasting - Expenses
Forecasting - Balance Sheet
Analysis - Price & Mix Variances
Analysis - Actual vs Projections
Analysis - Performance Measurements
Handle Third Party Payroll Processing
Payroll Reporting
Tax Deposits/Gov't Reporting
Internal Controls - Evaluation & Documentation
Employee Expense Reports Review
<b>Sales Planning</b>
Trade Promotions - Assist with the Planning
Sales & Volume Forecasting - Assist
Sales & Promotional Material Expediting
Assist with development of Sales Presentations
Sales Materials Ordering/Outsourcing
Sales Samples & Distribution
Competitive Analysis
Category/Brand/Product Performance Analysis
Market Price/Performance Reports
Broker Contracts - Assist/Recommend
Customer Contracts/Indemnity Agreements
Prepare and Distribute Customer Price Lists
Facilitate Customer Insurance Requirements
Slotting Planning/Management
Product Mix Plans By Account Based Upon Client Assumptions

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**Area**

Data Synchronization with 1Sync, as part of the Global Data Synchronization Network (GDSN).
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<b>Sales Support</b>
Assist with preparing for Customer Presentations
Assist with Broker Management
Obtain/Track Promotional Plans - Approvals
Program Execution - Monitoring
Support tracking of Incentive Plans/Management
Assist with Retail Management/Support
Coordinate Store Audits
Problem Resolution
Order & Promotion Program Coordination
<b>Consumer Relations</b>
Consumer Contacts - Phone/Mail/Web
Inquiry Summation and Analysis
Response Plans & Activities
Consumer Followup
<b>Marketing Support</b>
Assist with Program Planning
Advertising Activity Coordination
Consumer Promotion Support
Coordinate Issuing Coupon Codes
Expense Forecasting
Performance / Effectiveness Forecasting
Support Advertising Agency Relationships
Expenditure Monitoring and Forecasting
Coordinate Print Material Approvals
Print Material Regulatory Compliance
Assist with Public Relations Efforts
Assist with PR Firm Management
Management of Design Studios (Label, Sales Matl)
Trade Show Participation Management
Assist with Long Range Business Planning
Assist/Implement Consumer Research
Monitoring Consumer Trends
<b>Information Systems</b>
Purchasing Equipment/Software
Project Design/Priority Management
Development of Systems/Software
Maintenance of Systems & Security
Systems Troubleshooting
User Support and Training
Network WAN/LAN Maintenance
E-mail Systems
Website Design/Management/Maintenance
<b>Coordinate Administrative Systems</b>
Phone Systems
Long Distance Contracts
Office Machines/Faxes/Copiers
Office Space/Rental Agreements

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Office Space Utilization/Management
Office Services (Lease Hold Improvements, Sanitation, Org)
<b>Arranging for Adiministrative Practices</b>
Facilitate Obtaining Product Liability Insurance
Facilitate Obtaining General Liability Insurance
Facilitate Obtaining Workman's Compensation
Facilitate Obtaining Life/Health/Disability Insurance
Facilitate Implementing Employee Benefits (Pension/401K)
Purchasing and Managing Office Supplies
File Storage/Retention/Destruction
Recording Board Meeting Minutes
Contract/Agreement Records Management
Travel & Entertainment Management
Suggest and Draft Company Policies
Facilitate Obtaining Legal Services
Arrange for Trade Organization Participation
<b>Assist with Management of Human Resources</b>
Contribute to Performance Reviews
Employee Record Keeping
Assist with the Development of Incentive Plans
Assist Employee Recruitment/Hiring
Employee Policies/Manuals
Employment Contracts
Employee Issues/Problem Management
Employee Training
Recommend Compensation Plans
Safety Management
<b>Arrange for New Product Development</b>
New Product Concept Development
Product Development - Recipes
Facilitate Development and Review of Packaging Design
Coordinate Product Testing (incl. Shelf Life)
Recipe Costing
Facilitate Label - Regulatory Compliance / Approvals
Nutritional Analysis (ESHA Software in house.)
Coordinate and Suggest UPC Assignments (Considering Family Codes and Other Issues)
Assist with Supplier Identification
Coordinate Consumer Testing/Research
Research Case Pack/Pallet Configurations
<b>Support Company's or Third Party Quality Assurance</b>
Assist with Product Testing and Batch Releases
Coordinate Ingredient and Packaging Testing
Contract for Supplier Audits
Recommend Product Cost Improvements
Locate Alternative Suppliers of Raw Materials
Coordinate Shipping Tests
Competitive Benchmarking
HACCP Analysis/Documentation

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**Area**

Maintenance of Process Sheets
Maintenance of Ingredient/Packaging Specifications
Coordinate Organic Certification Process