

## DELIVERY PROCESS



### STEP-BY-STEP DELIVERY PROCESS

#### Step 1

GRM Client places order by phone, fax or online via eAccess

#### Step 2

GRM Customer Service Associate creates Work Order

#### Step 3

GRM Records Center Staff retrieves item from shelf location

#### Step 4

GRM Driver scans and validates items prior to loading vehicle

#### Step 5

At client site, GRM Driver scans and validates items prior to completing delivery

#### Step 6

GRM delivers items to client

#### Step 7

GRM & Client co-sign Work Order

#### Step 8

Client receives copy of work order and delivery validation receipt

#### Step 9

GRM Client Services conduct a survey to measure performance