



STEP-BY-STEP PICK UP 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 vehicle and personnel dispatched to client site

Step 4

GRM Driver scans and validates items prior to loading vehicle

Step 5

GRM and client co-sign Work Order; client receives copy of Work Order and Delivery Validation Receipts

Step 6

At GRM loading dock, GRM Dispatcher physically counts all items to confirm quantity picked up

Step 7

Items shelved within 24 hours of pickup and scanned to shelf locations

Step 8

GRM Pickup Auditor verifies Pickup vs. Database vs. Shelving Totals

Step 9

Client info will be applied based upon account profile