



STEP-BY-STEP TRANSFER PROCESS

Step 1

GRM Account Managers meets with client

Step 2

GRM Customer Service Associate initiates transition plan

Step 3

GRM vehicle and personnel dispatched to client site

Step 4

At client site, GRM Dispatcher scans and verifies items

Step 5

Verified items are transferred to GRM vehicle

Step 6

GRM Dispatcher physically counts all items to confirm quantity transferred

Step 7

Items are bar-coded and shelved within 24 hours of transfer

Step 8

Client can log into eAccess to view their transactions

Step 9

GRM Clients are notified