1. **Purpose**
   From time to time, client emergency purchases arise outside of SDI's standard business hours ("Emergency Request"). The following defines the process used by SDI Buyers who are on-call ("on-call Buyer") to handle Emergency Requests placed by the Client or SDI field employees ("Requestor").

2. **Process Description**
   a. The Requestor must contact SDI's after-hours Hot Line at 800-322-2644, option 1 then option 2.
   b. The Requestor will be required to leave a message with the following information:
      i. Name and Phone number where Requestor can be reached
      ii. SDI Requisition Number (Client Order Number)
      iii. Manufacturer
      iv. Manufacturer part number
      v. Quantity
      vi. Date and time needed
      vii. Whether or not delivery via courier is authorized
   c. The on-call Buyer will be notified by cell phone of an after-hours Emergency Request via text message and email notification.
   d. The on-call Buyer will follow up with a phone call to the Requestor notifying them of receipt of message and to obtain any additional clarification of the request. The Requestor should expect a call within 20 minutes of leaving a message.
   e. The on-call Buyer will contact the supplier to determine if product can be delivered.
      i. On-call Buyer will source item and find a supplier who can deliver in the requested timeframe.
      ii. Once a supplier is identified, on-call Buyer will issue a verbal PO# to the supplier using the SDI Requisition Number (Client Order Number).
      iii. On-call Buyer will send confirming email to the primary Buyer for the site ("Buyer") with the following information to communicate the order was placed.
         1. SDI Requisition Number
         2. PO number issued to supplier
         3. Part number and description
         4. Quantity
         5. Shipping company and tracking number (if available)
         6. Freight cost (if available)
         7. Supplier name, contact name, phone number and email
         8. After-hours supplier charge (if applicable)
f. Buyer will promptly contact the supplier the next business morning and supply any necessary follow up paperwork that is requested by the supplier.

g. Buyer will promptly contact the Requestor the next business morning.
   i. Buyer will inform Requestor of the order status.
   ii. Buyer will inform Requestor they must enter a Request for emergency non-stock orders (if applicable). Note: Buyer will promptly contact the Site Manager the next business morning to push through Requests for any emergency stock orders.

h. Buyer will dispatch the PO to print.

i. Buyer will immediately advise the assigned Match Exception Specialist of the PeopleSoft PO number and the corresponding manual PO provided to the supplier by the on-call Buyer to facilitate the processing of the invoice.

---

**REVISION HISTORY**

<table>
<thead>
<tr>
<th>Rev #</th>
<th>Description of Change</th>
<th>Ownership</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Initial Release</td>
<td>Central Ops</td>
<td>12/02/2013</td>
</tr>
<tr>
<td>2</td>
<td>Entire policy updated</td>
<td>Central Ops</td>
<td>11/19/2014</td>
</tr>
<tr>
<td>3</td>
<td>Updated phone number</td>
<td>Central Ops</td>
<td>1/21/2015</td>
</tr>
</tbody>
</table>

©2001 Strategic Distribution Inc.
Confidential and proprietary