

Procurement and Contracts Process Guidance

RUC Handcraft Linen Service

Inventory Process:

- Handcraft will deliver the assigned 'Every Week inventory' as indicated on department Schedule A.
- Handcraft's linen is embedded with RFID technology, this enables Handcraft to efficiently use real time usage data to assist with a location's inventory management
- Linen services will be provided on a Delayed-Even-Exchange Program, meaning orders will be automated based on using the same quantity of linen picked up the previous week allowing for flexibility in case load.

Communication:

- Communication is critical in managing linen inventory
 - Contact Jon Murton, Field Representative for RUC (see contact details below)
 - Temporarily pause billing cycle for breaks, or periods when linen is not required; contact Handcraft a week in advance of stop date and Handcraft will pick-up the rental linen and pause billing, then contact a week in advance to resume service
 - Contact Handcraft in advance if all locations are closed on a regular service day for any reason/holiday and Handcraft will adjust delivery day for that week.
 - Inventory adjustments require advance notice of 3-5 business days to add/remove/reduce quantities, requires a manual adjustment of inventory; contact Handcraft (copying Margie Vest) with any inventory change
 - Plan in advance when greater quantities are needed at certain times of the semester to ensure additional items are included on the scheduled delivery day, to avoid \$100 charge if delivery occurs on non-scheduled day

Invoicing:

- This is a rental agreement. Departments are charged on the inventory they have in circulation instead of linen used.

A combined monthly invoice itemized by RUC department will be issued by Handcraft to the RUC Business Operations Department. The monthly invoice will be reviewed and validated in order to process for payment. An internal adjustment to each RUC departments budget will be made by the RUC Business Operations Department.

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Deliveries:

- Linen will be delivered to all five RUC locations on Mondays (pick-up soiled)
- No deliveries are made on the following holidays:
 - Memorial Day, July 4th, Labor Day, Thanksgiving Day, Christmas Day, New Year's Day
- Deliveries are made during normal business hours
- **Note: Handcraft will charge a delivery fee of \$100 for additional delivery not delivered on the mutually scheduled weekly delivery day.**
- The combined invoice totals for deliveries made to departments which meets or exceeds the \$50 stop charge every week delivery cycle will not be charged the \$50 stop charge fee. If the stop charge applies, the \$50 fee will be divided between all departments receiving deliveries

Periodic Inventory:

- Handcraft at reasonable intervals will conduct a physical count of leased linen items and will provide a copy of the count to the RUC Business Operations Department. The Business Operations Department staff has the right to verify any physical count made. Inventory loss or damage, other than normal wear shall be charged a replacement cost for each missing/damaged to leased materials.

Points of Contact:

HandCraft Representatives:

Service Representative	Jon Murton	(540) 820-8978 ionmurton@handcraftservices.com
District Service Manager	Brian Simpkins	(540) 830-0024 briansimpkins@handcraftservices.com
VP of Service	Jeff Diehl	(804) 358-8671 jeffdiehl@handcraftservices.com
Accounts Receivable	Josette Jones	(804) 358-8671 billing@handcraftservices.com

RUC Business Operations Department:

Assistant VP	Margie Vest	(540) 831-1785 mbvest@radford.edu
Financial Services Coordinator	Kathy York	(540) 831-1720 kyork1@radford.edu