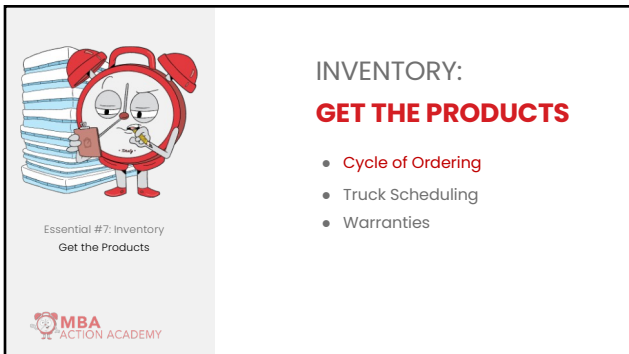




MBA Action Academy
Inventory
 Essential #7: Get the Products

1



INVENTORY:
GET THE PRODUCTS

- Cycle of Ordering
- Truck Scheduling
- Warranties

Essential #7: Inventory
 Get the Products

MBA ACTION ACADEMY

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Cycle of Ordering

MBA Model

- Building Inventory
 - Order Weekly
 - Grow Inventory
 - Fully Inventoried
- Future Sales
 - Inventory Needed for Growth and Sustainability
 - Consistency improves Logistics and Delivery times


MBA ACTION ACADEMY Inventory: Get the Products

3

Cycle of Ordering

Mattress Industry

- Natural Inventory Fluctuation
 - Be prepared for Seasonal Increases with being fully inventoried
 - Seasonal Spikes- Tax Refunds; Holidays, Back to College
 - Seasonal Lulls- Are expected but do not deviate from the plan

 Inventory:
Get the Products


4

Cycle of Ordering

Placing Your Order

- Navigating the Portal
 - Complete the Portal Ordering Training Session

Timely Tip:
Add Products to your Cart after every Sale and Place Order when you hit the minimum


 Inventory:
Get the Products

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Cycle of Ordering

Optimizing

- Mattress Suppliers
 - Core Line-up: 10 Mattresses priced in the \$150-\$1350 range
 - Best Customer Service with Factories located Nationwide
- Accessories Inventory
 - Build your Ticket and Increase Sales per Customer
 - Includes: Mattress Protectors, Pillows, Sheets, Adjustable Bases

 Inventory:
Get the Products

6



INVENTORY:
GET THE PRODUCTS

- Cycle of Ordering
- **Truck Scheduling**
- Warranties




7

Truck Scheduling

Inventory Arrival

- Product Deliveries
 - Set Realistic Expectations; Issues do occur in the ordering and delivery cycle
 - Orders take 4-12 business days
 - Take responsibility for receiving merchandise; have a back up plan
 - Contact Coach for missed and/or late deliveries
 - Be prepared for Holiday and Seasonal extended delivery times and delays




Inventory:
Get the Products

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Truck Scheduling

Be Prepared

- Delivery Process
 - Be Ready for Short Notice Deliveries
 - Be Available during Retail and Non-Retail Hours
 - Factory to call day prior to provide Stop # and Mattress Count
 - Truck driver to call 1 hour before to verify delivery location
 - Have extra help and tools needed to unload quickly and efficiently




Inventory:
Get the Products

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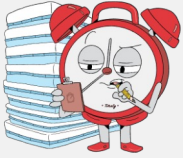
Truck Scheduling

Be Observant

- Unloading the Truck
 - Check each item received using Bill of Lading provided
 - Inspect each item for damage and notify Driver Immediately
 - Short-shipped: Item not shipped and not on the Bill of Lading
 - Missing products: Item not shipped and is on the Bill of lading
 - Obtain an RG# directly from Driver listing items missing or not accepted
 - Provide MBA Customer Service with Information for Credit
- FedEx an UPS
 - Download the FedEx and UPS apps on your phone to Track Orders
 - Provide Home Address for FedEx and UPS for Deliveries


 Inventory:

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INVENTORY:
GET THE PRODUCTS

- Cycle of Ordering
- Truck Scheduling
- **Warranties**



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Warranties

Handling Warranty Claims

- Manufacturers Warranty
 - Warranties are provided by the Manufacturer
 - Types to include Prorated vs Non-Prorated
 - Different Styles and Products have different Warranties
 - Manufacturers offer different Warranties
- Discuss Warranty with Customer
 - Benefits of Investing in a Mattress Protector


 Inventory:

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Warranties

Handling Warranty Claims

- Understanding A Voided Warranty
 - Stains can damage a Mattress-Display the Wheel of Disgust
 - Lack of a Properly Supportive Bed Frame; 4 legs (T&F), 6 legs (Q&K)
 - Damaged side rods due to improper folding during Transportation
 - Body impression of less than 1 ½- 2" (varies by manufacturer)


 Inventory:
Get the Products

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Warranties

Handling Warranty Claims

- Customer Service-Questions or Concerns
 - For Support Related Issues, Contact Coach
 - For Credits related to Warranty Issues, send email to our Customer Service Team, @ cs@mattressbyappointment.com
 - Refer to the PORTAL "Policy FAQ" for Delivery and Warranty Issues
 - All Products and Merchandise must be ordered on the PORTAL or MALOUF website to avoid a violation of your Territory Agreement

 Inventory:
Get the Products

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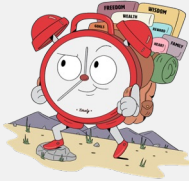


MBA Action Academy

Progress

Essential #8: **Get the Rewards**

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Essential #8: Progress
Get the Rewards

MBA ACTION ACADEMY

PROGRESS:
GET THE REWARDS

- Tracking your Progress
- Being your own Boss
- 8 Essentials Finale

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Tracking your Progress

The Roadmap to Success Workbook

- MBA Go-To Script for Running Your Business
- Track your Actions and Outcomes
- SMART Goals
 - Specific
 - Measurable
 - Achievable
 - Relevant
 - Time-Bound

MBA Progress:

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Tracking your Progress

The Roadmap to Success Workbook

- Monthly Tracking
 - Record on the Tracking pages in the Workbook
 - Keep Notes to help adjust behavior and course correct as needed
 - Conduct Monthly Review Sessions with your Coach
- Action Lists
 - Daily and Weekly Activities drives Monthly Results
 - Tracking provides information for Coaches to keep dealers on course

MBA ACTION ACADEMY Progress:
Get the Rewards

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Being Your Own Boss

Inspect what you Expect

- Accountability
 - Hold yourself Accountable for Driving Activities and Results
 - Implement Daily and Weekly Wheel of Success Expectations
 - Be prepared to discuss obstacles you are facing
 - Schedule a Coaching Review Session
- Attitude and Altitude
 - Your Attitude determines your Altitude -Do not get Discouraged
 - You are in business for Yourself but not by Yourself-Seek Support

MBA ACTION ACADEMY Progress:
Get the Rewards

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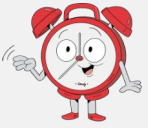
Essential Skills: Essential Actions

1. Timely: **Get Started!**
2. Business Basics: **Get the Smarts**
3. Showroom: **Get the Flow**
4. Marketing: **Get the Appointment**
5. Communications: **Get the Trust**
6. Sales: **Get the Deal**
7. Inventory: **Get the Products**
8. Progress: **Get the Rewards**

MBA ACTION ACADEMY Timely:
Get Started!

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MATTRESS BY APPOINTMENT



Essential #8: Progress
Get the Rewards

MBA ACTION ACADEMY

**Congratulations
You have
Completed the
8 Essentials
Presentations**

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