

Delegated Staff: Product and sales development consultant, Technology Manager, Technology product specialist.

### Cannibalisation Procedure Production print machines

1. The franchise can request a cannibalisation from Nashua LTD in one of two ways:
  - a. They can send their request to the Parts Business analyst and he will supply the franchise with a red alert quote. And continue with point 6 Below:
  - b. They will communicate with the Technology Manager.
2. Should the Technology manager give the go ahead for the cannibalisation to go ahead, he will need to inform the Parts Business analyst in the ongoing revenue department via email of his decision. He will also notify his product specialist to proceed with the cannibalisation.
3. He will need to also provide the Parts Business analyst with the following information:
  - a. The franchise name
  - b. A copy of the purchase order (or request the franchise to get the red alert costing's and place their order with ongoing revenue and notifying the business analyst thereof)
  - c. The Machine being cannibalised
  - d. The Machine S/N #
  - e. The part number needed to be cannibalised.
  - f. Which Product specialist will be involved in cannibalising the machine.
  - g. Schematic diagram and description page if necessary.
  - h. Details regarding the collection of the required cannibalised part by the franchise. I.e. when the franchise or courier will be collecting the part
  - i. Any other information pertinent to the cannibalisation.
4. Once this information has been received by the Parts Business Analyst, The Parts Business Analyst will proceed with supplying the franchise with a Ricoh Red Alert Quote.
5. Once they accept the red alert quote, the Parts Business Analyst will proceed to do a manual invoice and place the replacement part on back order as per point 11 below.
6. As per point 1 A above the franchise, upon accepting the red alert quote, will forward a manual purchase order/ together with schematic diagrams, description page and parts link form which highlight the part/s they require. If part exists on AS400 they can place an e-order for the part/s but must still send schematic diagram and parts link form highlighting the part to be cannibalised and notify the Ongoing revenue Parts Business Analyst that a request is pending.
7. Franchise needs to indicate that their request is urgent / machine down.
8. Product and sales development consultant will send email to technology cannibalisation email address. i.e. [cannib@nashua.co.za](mailto:cannib@nashua.co.za). This must also be accompanied by a telephone call to make sure the request is acted upon by the product specialist.
9. The technology product specialist will then arrange for the part to be cannibalised

10. The technology division will ensure that the part is shipped/ handed over to the customer as quickly as possible. They also need to ensure that notification of cannibalisation completion is sent to the Parts Business Analyst via email as well as a POD.
11. The Parts Business Analyst at Ongoing revenue will in the meantime invoice the customer on an invoice only and makes sure that Red alert charges are included and passed on to the customer. An email with invoice sent to technology department as well as the relevant contact person at the franchise
12. Once the franchise has been invoiced, the part cannibalised will be placed on back order, to be returned to the technology division.
13. The part will be issued at 0.01 cents to technology division
14. The Parts Business Analyst will notify the logistics department to place the part on Red alert order with Ricoh
15. Once the part has arrived from Ricoh the relevant back order is released and then it's the technology product specialist to place the part back into the machine as soon as possible