



Employee Handbook

v1.4

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Overview

Mr Carpet (now Mr Carpet 'London' Ltd) is a South London based independent chain of specialist flooring retailers established since 1983.

All our staff have many years of experience and a wealth of knowledge of all types of carpets, wood & vinyl flooring and the installation processes required for a premium installation.

We actively encourage working with customers designers, architects or tradesmen to ensure a trouble-free installation and our experienced installers are happy to carry out the removal of any existing floor coverings and the removal and replacement of most furniture.

For many years we have worked with designers and letting agents, providing carpet and flooring for their clients whilst maintaining their reputation with our outstanding service and quality.

Our customer promise is simple we provide

- Service
- Quality
- Value
- Flexibility

This Handbook

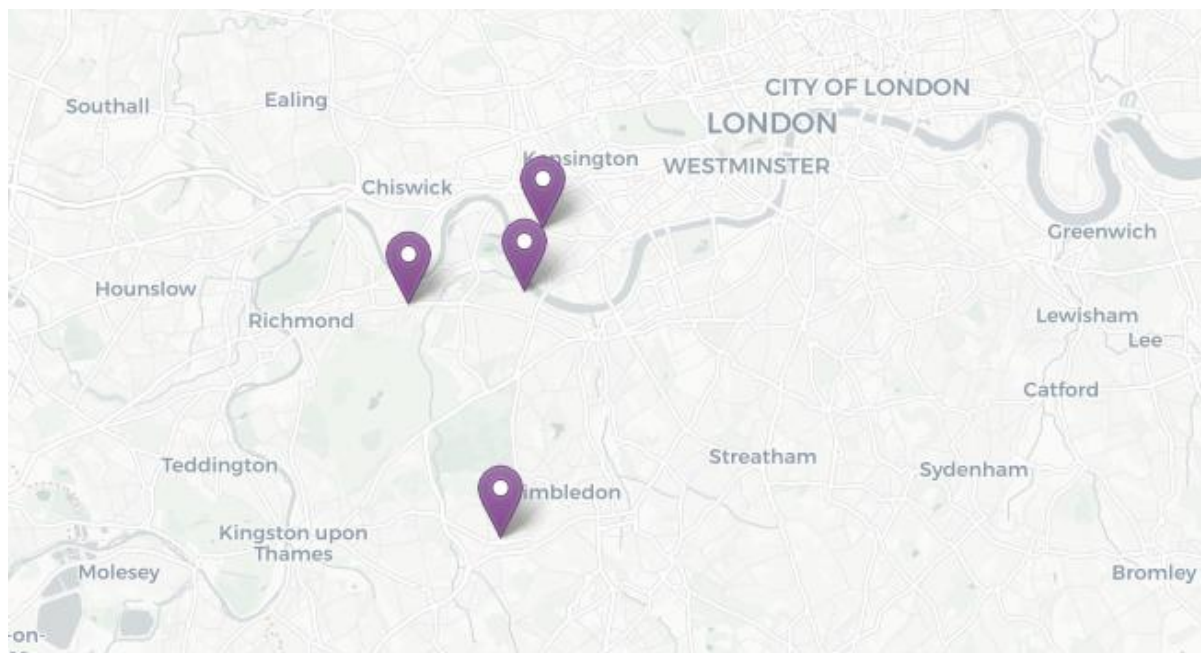
This document is only to be used by Mr Carpet employees and is NOT to be sent to anyone externally.

The document is located here: <S:\STAFFINFO\Manuals\Staff Handbook>

Versions: The version number is shown on the cover page

Filename: The filename will always remain the same, regardless of version number. This ensures that the shortcut on your desktop will ALWAYS point to the latest version.

Branches



FULHAM

301 Munster Road
Fulham
London
SW6 6BJ
Tel: 020 7381 1989
fulhambranch@mr-carpet.co.uk

SHEEN

299 Upper Richmond Road West
East Sheen
London
SW14 8QS
Tel: 020 8876 9126
sheenbranch@mr-carpet.co.uk

PUTNEY (NOW CLOSED)

70 Lower Richmond Road
Putney
London
SW15 1LL
Tel: 020 8789 3133
putneybranch@mr-carpet.co.uk

**Trading as 'Mr Carpet' but not Mr Carpet
London**

(Designs For Floors / Colin & Nigel)

RAYNES PARK (Colin & Nigel)

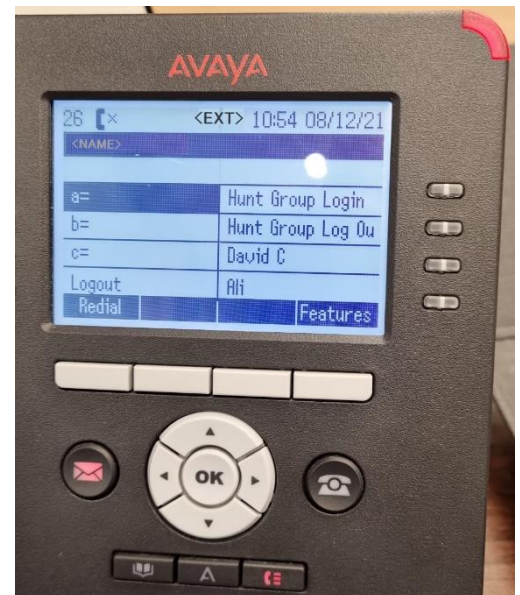
308 Worple Road
Raynes Park
London
SW20 8QU
Tel: 020 8947 7522
raynesbranch@mr-carpet.co.uk

Telephones

Mr Carpet uses a Voice Over IP (VOIP) system to allow flexible working from ANY Mr Carpet branch.

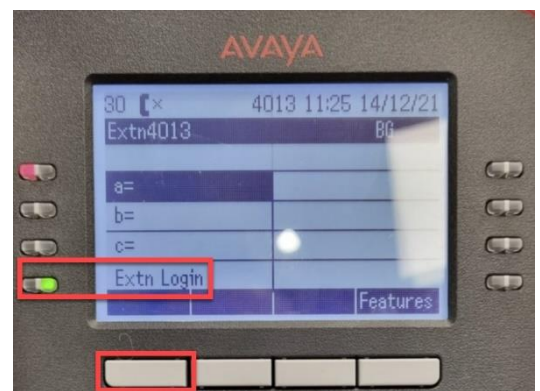
If you have not been provided with an extension number and passcode, ask the branch manager.

Person	Extension
Alison Guyan	2102
David Cooper	2103
	2104
	2105
Andy O'Sullivan	2106
John Dredge	2107
	2108
	2109
Chas Clough	2110
Colin Symonds	2111
Richard Hesling	2112
Jack Barton	2113
Anthony Rickard	2114
	2115
John McArthur	2116
Pete Guyan	2117
Nigel Symonds	2118
Paul Southam	2119
Paul Clifton	2120



Signing In

1. Press the Physical button next to 'Extn Login'
2. Enter your extension number
3. Security Pin is: 0870<Your Extension number> (e.g. 08701234 if extension is 1234)
4. Press the physical button below 'Done'



Signing Out

1. Press the Physical button next to 'Logout'



Telephone Hunt Groups

Hunt Group Numbers

All the Mr Carpet telephone lines are or will be connected to one central controller. They are then split into "Hunt Groups" and each location is a "Hunt Group"

Location	Group Number	Numbers Associated
Head Office	3001	020 8879 0485
Warehouse	3002	
Fulham	3003	020 7381 1989 020 7385 6800
Putney		
Sheen	3005	020 8876 9126 020 8876 9128
Raynes	3006	020 8947 7522

You need to be logged into a group to receive External calls made to the group numbers. Regardless of where you are located you will only receive external calls for the group you are logged into.

You can log into and out of groups the same way you can log into extensions.

On the telephones at the top right-hand side of the screen there are 2 buttons:



- Top button says "Hunt Group Login"
- Second button says "Hunt Group Logout"

To Login to a Hunt Group

1. Press the "Hunt Group Login" button
2. Wait until *80* appears on the screen
3. Enter the hunt group number (ie 3001) #

You are now connected to that group and will receive incoming calls to the group numbers

To Logout of a Hunt Group

1. Press the "Hunt Group Logout" button
2. Wait until *80* appears on the screen
3. Enter the hunt group number (ie 3001) #

You are now disconnected from that group and will NOT receive incoming calls to the group numbers

NOTE: You can be logged into more than one group at the same time and will be able to answer external calls to all the group numbers.

IF YOU ARE NOT LOGGED INTO ANY GROUP YOU WILL ONLY RECEIVE INTERNAL CALLS TO YOUR EXTENSION NUMBER

Hunt Group Voicemail

To record Voicemail Greetings for each hunt group

1. From any phone dial *17 when prompted enter the relevant hunt group number followed by #
2. Enter the access code (0870 followed by the group number and #)
3. When you access the voicemail for the first time the system will take you through a tutorial which will help you to set up the greetings.

To Retrieve Messages

1. Press the Envelope button
2. Scroll down until the shop name is highlighted (you will see how many New/Old/Saved messages you have)
3. Press OK, you can then scroll through the messages and listen, forward, save or delete them as required.

Phone User Guide

To make a call internally or externally, pick up the handset and dial the number required. You do not need to dial 9 to get an outside line.

Hold – to place a call on hold, whilst connected to the call press the button located under **Hold** on the screen. To retrieve a call placed on hold, lift the handset and press the green flashing light.

Transfer – to transfer a call to another extn, whilst connected to the caller press button located under **Transfer** button followed by the extension number you wish to transfer the call to. You then have 2 options, you can either replace your handset on the phone, the call will then be transferred or you can wait for the other extension to answer, announce the caller and then replace your handset on the phone. If the person that you are transferring too does not wish to take the call, let them terminate the call and press green flashing light to get back to the original caller. When transferring, if the call is answered by voicemail, to retrieve the call press the button under **Cancel** on the display.

Conference – to set up a conference call, Dial a number, when the call is connected press the button below **Conf** on the screen, dial the next member of the conference, when the call is connected press the button below **Conf** again, all parties will now be able to talk to each other, repeat the process for each additional party to the conference. When the conference has finished replacing the handsets on the phone will terminate the conference.

Menu (A) – using this button allows you to configure your phone for your personal preferences.

Contacts – pressing this button will give you a list of numbers that are stored within either the system or your personal directory. Using the directional arrow keys at the top of the phone you can scroll through ALL, Personal, External, or Internal contacts. When in your personal contacts you can add, edit or delete your own numbers that are unique to your phone.

Call Log (Handset + 3 Lines) – by pressing the CALL LOG button you can see a list of calls made from or to your extn, using the directional arrow keys at the top of the phone you can scroll through these calls and if required, using the soft keys under the screen, either delete, call or add the number to your personal directory

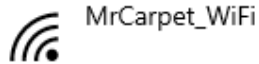
Voicemail

To turn personal voicemail off dial *19 to turn voicemail on dial *18, voicemail is on in default. To set up personal voicemail, Press the MESSAGE button, press the DOWN ARROW Key until Greeting is displayed on the screen, press SELECT, follow the instructions on the screen. To retrieve any personal voicemail messages left. Press the MESSAGE key, the screen will then display how many New/Old/Saved messages you have. Press SELECT, you can then scroll through the messages and listen, forward, save or delete them as required. It is recommended that you set a passcode for your mail box, to do this press the Message Button, using the DOWN ARROW Key scroll down to PASSCODE, press select, enter your passcode and then press Save. Pass codes must not consist on consecutive numbers or repeat numbers e.g. 1234, 1111, 3333, 9876 etc.

Internet & WiFi

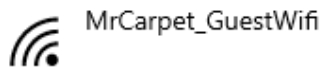
Employee WiFi

All branches have WiFi for employees, with the main hardware being directly connected by network cables etc. The WiFi is the same in each branch, details below:



WiFi SSID: MrCarpet_WiFi Password: <Check with branch manager>

Customer/Guest WiFi



Fulham

WiFi SSID: MrCarpet_GuestWiFi Password: <Check with branch manager>

Sheen

WiFi SSID: MrCarpet_GuestWiFi Password: <Check with branch manager>

Raynes Park

WiFi SSID: MrCarpet_GuestWiFi Password: <Check with branch manager>

NO GUEST WIFI

Local / Virtual PC Desktops

Mr Carpet deploys a virtual desktop infrastructure to provide your usual desktop from whichever location you are in...offices or from home over Virtual Private Network (VPN).

To access your assigned **VIRTUAL PC** desktop, you must first log into the local (physical) PC. When sitting at the office PC's there is a log in screen with 2 user options:

- BOSS
- STAFF

Select **Staff** and type in the password that all users at all machines will use (ask your branch manager for the password). This provides you with a windows desktop in **BLUE** with a few icons on the screen.

You only use the **PHYSICAL** PC for two things:

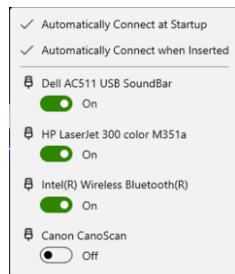
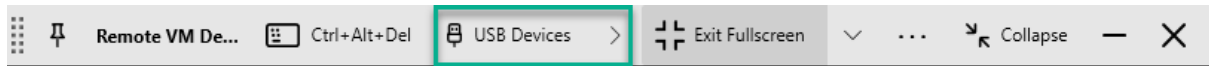
- To remote into your **VIRTUAL PC** (or Host as you know it)
- To scan documents locally

Logging into your VIRTUAL PC

Once logged into the **PHYSICAL** PC, open the 'VMware Horizon Client' from the desktop, which allows connection to your assigned virtual desktop. If you have not been provided your login details, ask the branch manager.

A screenshot of a login form. At the top left, there is a red padlock icon followed by the text 'https://192.168.13.4'. Below this, there are three input fields: the first contains '<YOUR PROVIDED LOGIN>', the second contains 'Enter your password', and the third is a dropdown menu with '*DefaultDomain*' and a downward arrow. At the bottom, there are two buttons: a grey 'Cancel' button and a green 'Login' button.

Once connected to the remote desktop, a menu bar will be displayed at the top of the screen. The most used of these will be the 'USB Devices' button that allows you to confirm what local devices (Printer, Scanner etc) are available to your remote PC.

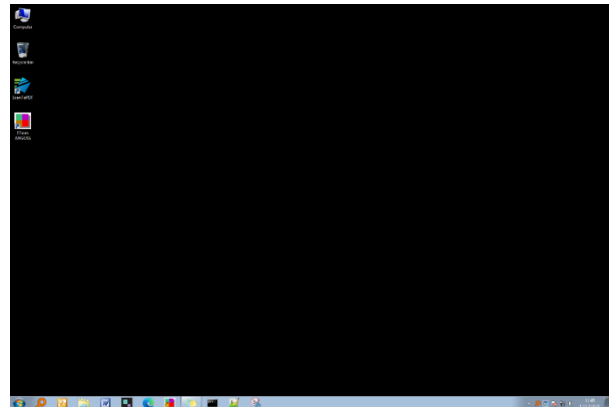


Note: The 'Canon CanoScan' is the only device that should not be connected to the remote desktop, as any scanning is performed locally.

IMPORTANT: Each morning, remember to turn this option **OFF**.

Local hardware: Local PC, Printer & Scanner

Once connected to your virtual desktop, it will look like the screenshot on the right. From here you will have access to email, office applications and the Mr Carpet database.

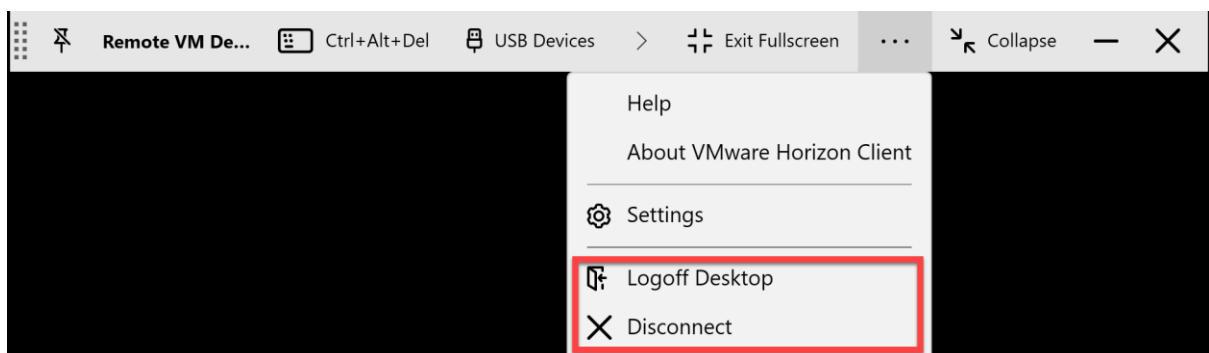


Logging off your VIRTUAL PC

UNDER NO CIRCUMSTANCES WHEN CLOSING THE VIRTUAL DESKTOP CLICK ON THE "SHUT DOWN" BUTTON

If you do, the virtual PC will **NOT** be available for you to re connect to.

You should only LOGOFF or DISCONNECT from the VIRTUAL PC at end of day.



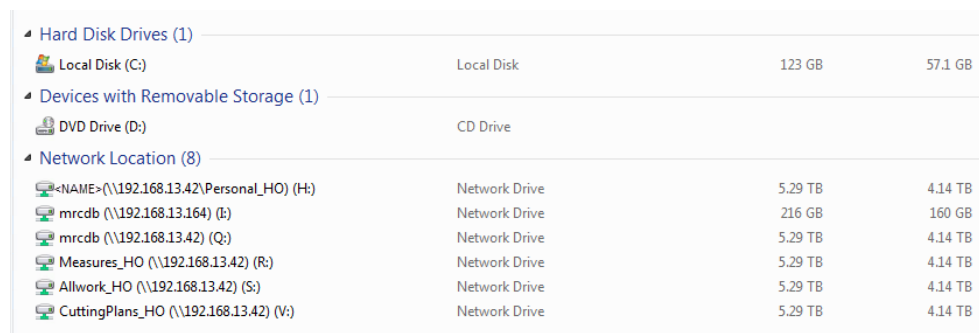
Network Drives / Folder Locations

Below are the drives that should be available on your PC.

If the drives are NOT available, paste the command below into the Windows run window (WINDOWS KEY +R) and press enter. This will reconnect the drives you need.

[\\MRCSERVER2014\netlogon\STAFFLOGON.bat](#)

(you should now have your network drives, example below)



Drive	Type	Capacity	Free Space
Hard Disk Drives (1)			
Local Disk (C:)	Local Disk	123 GB	57.1 GB
Devices with Removable Storage (1)			
DVD Drive (D:)	CD Drive		
Network Location (8)			
<NAME>(\192.168.13.42\Personal_HO) (H:)	Network Drive	5.29 TB	4.14 TB
mrcdb (\192.168.13.164) (I:)	Network Drive	216 GB	160 GB
mrcdb (\192.168.13.42) (Q:)	Network Drive	5.29 TB	4.14 TB
Measures_HO (\192.168.13.42) (R:)	Network Drive	5.29 TB	4.14 TB
Allwork_HO (\192.168.13.42) (S:)	Network Drive	5.29 TB	4.14 TB
CuttingPlans_HO (\192.168.13.42) (V:)	Network Drive	5.29 TB	4.14 TB

H: Drive - Personal drive

This is a network drive for temporary files or files not accessible to everybody. The individual user is the only person who has access to these files. All other directories are shared.

DO NOT STORE NON-MR CARPET FILES ANYWHERE OTHER THAN HERE

R: Drive - Measures

Scan and store measure sheets and cutting plans BEFORE customer places order for access from all branches. Please scan measure (site drawings) as soon as you return to an office. These are then accessible to everybody if a customer calls into the shop to select materials before estimate prepared.

S: Drive – AllWork

All the files previously on S: drive in the branch are stored under S:\Allwork_HO\archive\ (your branch ie Fulham) only save files to new locations if required.

V: Drive – Cutting Plans

Location for all cutting plans. Only save here after order is placed and final choices have been made as fitters will be given these plans as FINAL COPIES. Currently they are stored under branch sub folders but when all machines installed ALL PLANS will be filed under a single directory CUTPLANS.

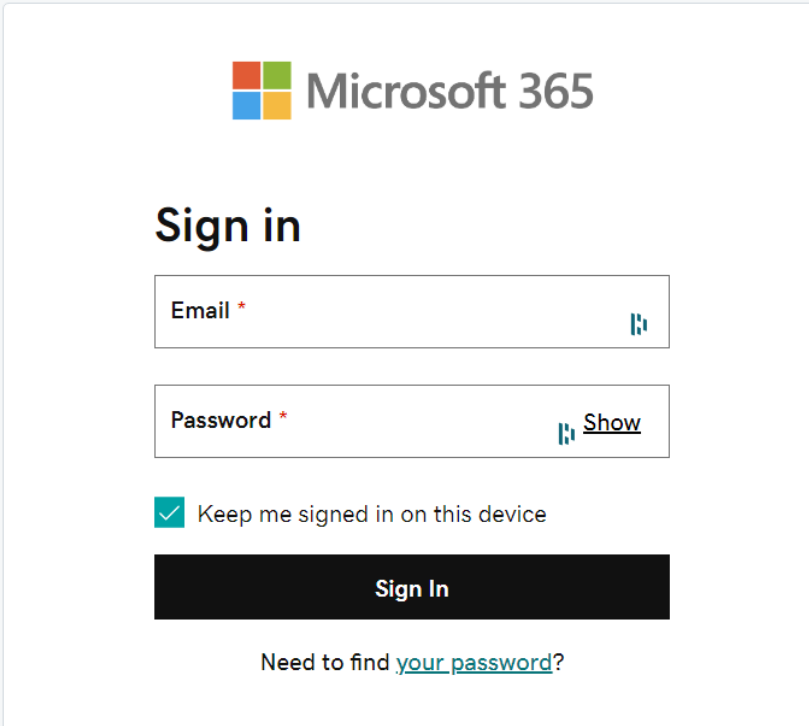
Email

Mr Carpet (London) Office 365 email is hosted externally (via GoDaddy) and can be accessed via the details shown below. Your virtual desktop will have been setup with your Outlook/email access, but if you have any questions, speak to your branch manager.

Webmail (External email access)

If you are unable to access your email via your mobile or PC, you can access your email via Web login:

<https://sso.godaddy.com/?app=o365&realm=pass&marketid=en-US>



The image shows a screenshot of the Microsoft 365 sign-in page. At the top, there is the Microsoft 365 logo, which consists of four colored squares (red, green, blue, yellow) followed by the text "Microsoft 365". Below the logo, the heading "Sign in" is displayed in a large, bold font. There are two input fields: "Email *" and "Password *". The "Email" field has a small icon on the right side. The "Password" field has a "Show" link on the right side. Below the input fields, there is a checkbox labeled "Keep me signed in on this device" which is checked. At the bottom, there is a black button with the text "Sign In" in white. Below the button, there is a link that says "Need to find [your password?](#)".

Email Addresses (as of 5th October 2023)

Branch	Name	Email Address
Fulham	Fulham Branch	fulhambranch@mrcarpetlondon.co.uk
Fulham	John McArthur	johnmcarthur@mrcarpetlondon.co.uk
Fulham	Peter Guyan	peterguyan@mrcarpetlondon.co.uk
Fulham/Estimator	Paul Clifton	paulclifton@mrcarpetlondon.co.uk
Head Office	Alison Guyan	alisonguyan@mr-carpet.co.uk
Head Office	David Cooper	davidcooper@mr-carpet.co.uk
Head Office	David Guyan	davidguyan@mr-carpet.co.uk
Head Office	Head Office	headoffice@mr-carpet.co.uk
Raynes Park	Raynes Branch	raynesbranch@mr-carpet.co.uk
Raynes Park	Colin Symonds	colinsymonds@mr-carpet.co.uk
Raynes Park	Nigel Symonds	nigelsymonds@mr-carpet.co.uk
Sheen	Andy O'Sullivan	andyosullivan@mrcarpetlondon.co.uk
Sheen/Estimator	Anthony Rickard	anthonyrickard@mrcarpetlondon.co.uk
Sheen	Jack Barton	jackbarton@mrcarpetlondon.co.uk
Sheen/Estimator	Richard Hesling	richardhesling@mrcarpetlondon.co.uk
Sheen	John Dredge	johndredge@mrcarpetlondon.co.uk
Sheen	Ray Kubavat	raykubavat@mrcarpetlondon.co.uk
Sheen	Sheen Branch	sheenbranch@mrcarpetlondon.co.uk
Warehouse	Charlie Clough	charlieclough@mr-carpet.co.uk
Warehouse	Warehouse	warehouse@mr-carpet.co.uk

Customer Samples

Cuttings

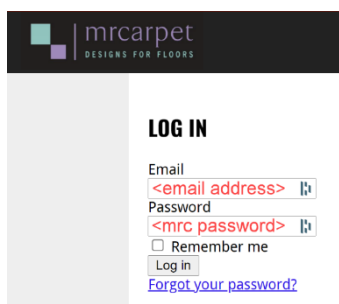
Samples can be provided to customers from stock or for carpets that need to be ordered. To request the samples, you complete a form detailing the customer's name, address and requested samples.

Stock carpets: The request is fulfilled via Mr Carpet head office and sent to the customer.

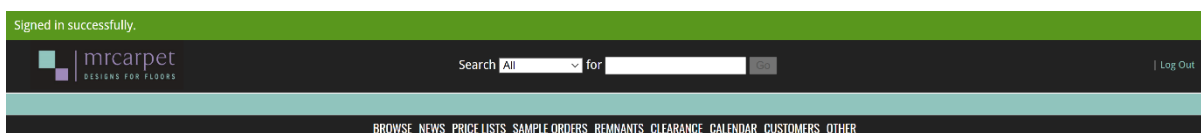
Ordered carpets: The request is fulfilled via the supplier, who will be emailed via the online sample program.

To create a sample request:

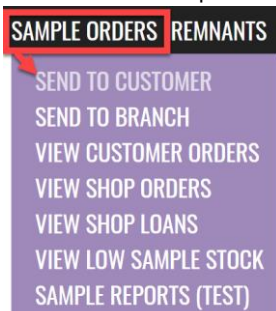
1. Login via http://www.mrcinternal.com/users/sign_in
2. Login with your email address and Mr Carpet password



3. Once logged in you will see the following menu:



4. Click on 'Sample Orders' and select 'Send To Customer'



- You can now select an existing customer to send samples to or add them as a new customer.

CUSTOMERS

[+ Add New Customer](#)

SEARCH FOR EXISTING CUSTOMER

→

NEW CUSTOMER

Title

First name

Surname

Address line1

Address line2

Address town

Address county

Address postcode

Email

Phone

- If you search for an existing customer, you can select them from the customer list

e.g.

Mr. Peter Guyan | KT21 1NN

- Click on the customer and you will see additional details (address, previous sample requests etc)

Mr. Peter Guyan | KT21 1NN

[Edit](#)

[+ Add New MRC Sample Order](#)

[+ Add New Bespoke Sample Order](#)

(You must add customer email before loaning shop samples)

Address

<ADDRESS SHOWN HERE>

3 previous sample orders on file

[View full customer info](#)

- If you select 'Add New MRC Sample Order'...

NEW CUSTOMER SAMPLE ORDER

[← Go back without saving](#)

Customer:

Shop:

Sample 1:

Sample 2:

Sample 3:

Sample 4:

- If you select 'Add New Bespoke Sample Order'...

ADD BESPOKE CUSTOMER SAMPLE ORDER

[← Go back without saving](#)

Customer: Mr. Peter Guyan

Shop:

Supplier:

Samples:

1) Range 1: Colour:

2) Range 2: Colour:

3) Range 3: Colour:

4) Range 4: Colour:

Additional Comment to Supplier (optional):

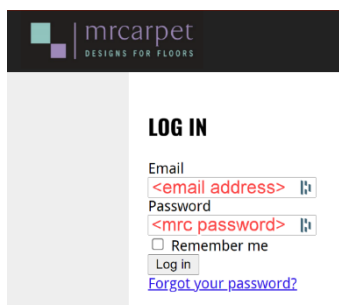
- Complete the details and the samples will be sent to the customer. For bespoke orders, a sample request will be emailed to the manufacturer, and you will be cc'd.

Loan Samples

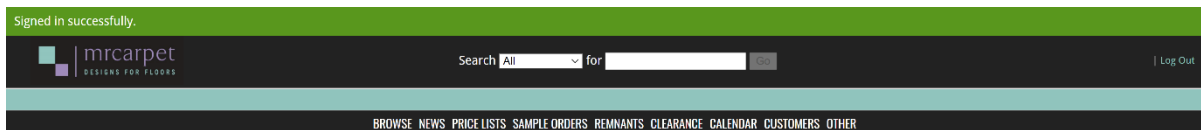
As an exception, shop samples can be provided to customers for short loan periods. Generally ordering samples for the customer is preferred, but necessary you can loan the samples. All loans MUST be recorded in the system so that we can track what has been lent, and the customer is reminded when the samples are due back.

To track a shop sample loan:

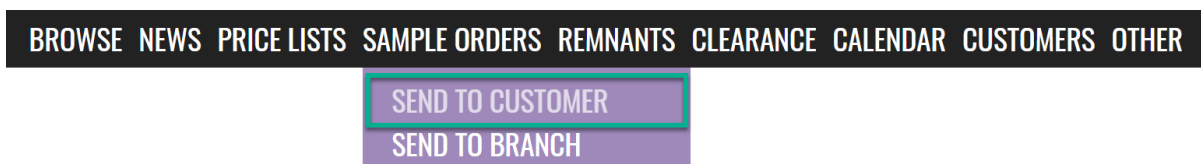
1. Login via http://www.mrcinternal.com/users/sign_in
2. Login with your email address and Mr Carpet password



Once logged in you will see the following menu:

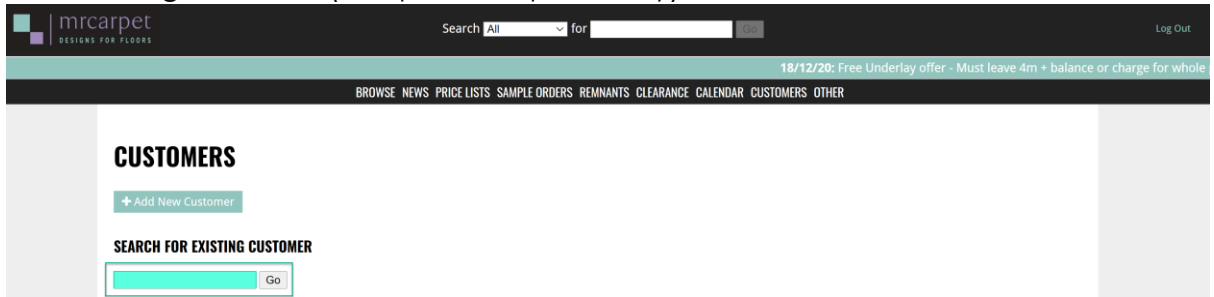


1. Click on 'Sample Orders', then select 'Send to Customer'



2. If the customer is new, you can click on 'Add New Customer' and complete the details so that samples can be sent/loaned to the customer

3. If an existing customer (samples sent previously), use the search to find them



4. Results will then be displayed. Click on the customer you need to send samples to

RESULTS

CUSTOMERS



5. Click on the customer and select 'Add New Shop Sample Loan'

Note: You cannot loan a shop sample to a customer without an email address. This is used to send an automated reminder to return the sample(s).



6. Complete the details of the (up to 4) samples that have been loaned, and click on 'Submit Sample Loan'

NEW SHOP SAMPLE LOAN

A screenshot of the 'NEW SHOP SAMPLE LOAN' form. At the top, there is a red button labeled 'Go back without saving'. Below it, the customer name 'Mr Josh Guyan' is displayed. The form includes a 'Shop' dropdown menu set to 'Head Office'. There are four identical sets of input fields for samples, each with a 'Size' dropdown (set to '18x9'), a 'Debranded Sample' dropdown (set to '-- select range --'), and an 'Other Sample' text input field. At the bottom of the form is a green button labeled 'Submit Sample Loan'.

7. Once the samples are returned, search for the customer via **View Shop Loans** from the **Sample Orders** menu

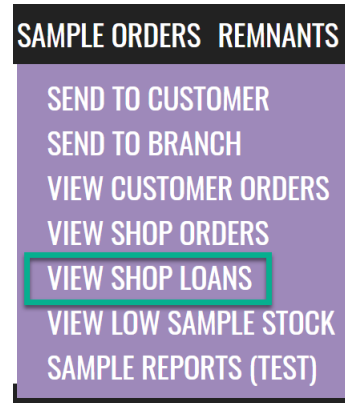
8. Select your branch (or branch loaned from)

9. Click on the customer who has returned the samples



10. Click on the **Edit** button

11. Select the tick box for samples that have been returned, and click **Update**



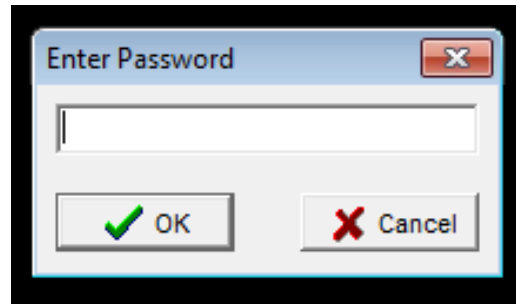
INFO: To see examples of emails sent to the customer [click here](#)

Mr Carpet Database / Order System

The Mr Carpet database is where all customers, measures, orders and fittings are entered. You will be allocated a unique password to access the database (this should not be shared with anyone else).

If you have not been provided with your database login, ask your branch manager.

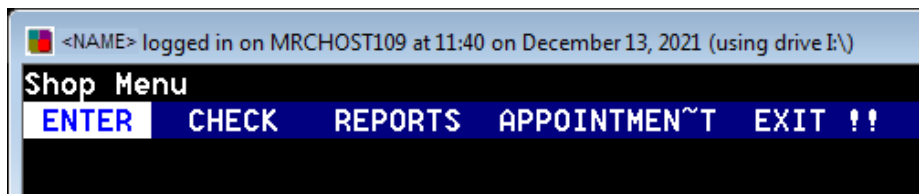
The desktop icon used to access the Mr Carpet database (above). It may also be called MRCDB.



Enter password, as shown on the right.

When you login to the database you will have access to the SHOP menu, and from there you can perform various tasks. A customer is allocated an order number from their first interaction when a measure is requested. This is later converted to an order.

The reference is a 5-digit number, prefixed by branch letter: **Fulham**, **Raynes**, **Sheen**



ENTER	CHECK	REPORTS	APPOINTMENT	EXIT
<ul style="list-style-type: none"> Cash Order Details Variat'n Order Requisitions Reservations Petty Cash Completions 	<ul style="list-style-type: none"> Stock Prices Order Status Stockholding Stock Orders Update addr's Fitters Fitter pay'ts 	<ul style="list-style-type: none"> Daily Routine Daily Cash Monthly Orders Monthly Sales Aged Debtors Order~Confirmat Archive Sales Order Book Statements 	<ul style="list-style-type: none"> Fitting Diary Measure Diary Manage Measure Alter Ftg slots Imminent Bkgs 	Exits the Mr Carpet database

IMPORTANT: If you experience any issues with the Mr Carpet database, contact David Cooper (x2103)

Where relevant, example videos are available in the following location:

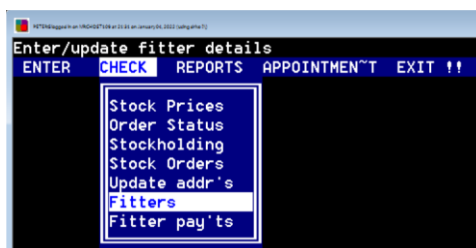
<S:\STAFFINFO\Manuals\Staff Handbook\Training Videos\>

Note: All videos are created without any sound.

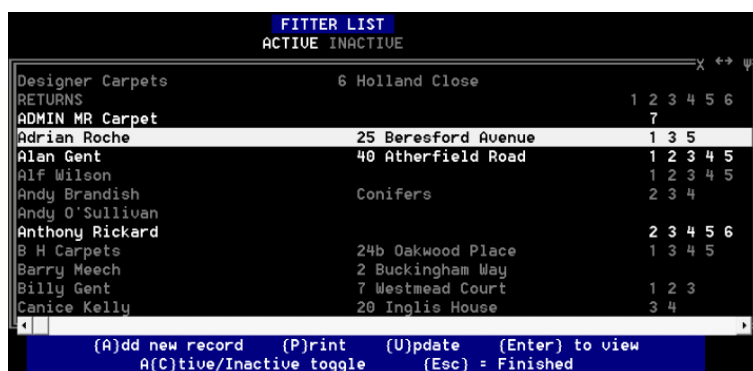
Fitters Contact Details

You can access the fitters' contact details via the Mr Carpet database **CHECK** menu.

1. Select '**FITTERS**' from the **CHECK** menu



2. Scroll down the list to find the fitter you need details of (press ENTER)..



3. The fitter's information will then be displayed.



IMPORTANT: INTERNAL USE ONLY: NO fitter information to be given to customers

Booking a Measure

A measure is the first point of contact for a customer and allows us to take accurate measurements. This also enables us to perform a survey of the area they are purchasing for. Items to consider when measure include uplift and disposal of old carpets, furniture in the room (will they clear the room), type of floor (concrete or wood etc). The process is shown in the [training videos below](#)

Converting a Measure to an order

To convert an existing measure, refer to '[Manage Measure](#)' from the appointment's menu.

Enter Menu

Below are the list of options from the menu, and links to example videos.

Process	Link to Video example
Cash (Any payments for orders)	MRCDB Enter Cash.mp4
Order Details	MRCDB Entering Order Details.mp4
Variation Order	MRCDB Variation Orders.mp4
Requisitions Requisitions (inc split delivery)	MRCDB Enter Requisitions.mp4
Reservations	MRCDB Enter Reservations.mp4 MRCDB Check Reservations.mp4 MRCDB Cancel Reservations.mp4
Petty Cash	Work in progress...
Completions	Work in progress...

Check Menu

Process	Link to Video example
Stock Prices	Work in progress...
Order Status	MRCDB Check Order Status.mp4
Stockholding	Work in progress...
Stock Orders	Work in progress...
Update Address	Work in progress...
Fitters	Work in progress...
Fitters Payments	Work in progress...

Reports Menu

Process	Link to Video example
Daily routine	Work in progress...
Daily Cash	Work in progress...
Monthly Orders	Work in progress...
Monthly Sales	Work in progress...
Aged Debtors	Work in progress...
Order Confirmation	Work in progress...
Archive Sales	Work in progress...
Order Book	Work in progress...
Statements	Work in progress...

Appointments Menu

Process	Link to Video example
Fitting Diary	MRCDB Fitting Diary.mp4 IMPORTANT: If you have added materials to an order (e.g. via Variation order, or missed from original entry), you MUST go into the fitting diary to book out the additional requisitions. If you do not do this, they will NOT be sent out with the rest of the materials for that order.
Measures Diary	MRCDB - Booking a Measure.mp4
Manage Measure	MRCDB Convert Measure to Order.mp4
Alter Fitting Slots	Work in progress...
Imminent Bookings	Work in progress...

Exit

Exits the database

Job Checklist

ALWAYS use a checklist for each customer order that is placed.

Print and use the template on the following page to track each element of the order that needs to be completed. Add the initials of each person involved in the order at the top of the three columns, so it is easy to check who completed each item.

Customer Name: _____	Job No. _____		
	JM	PG	PC
Order Carpet / Vinyl	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Order bespoke ancillaries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allocate Stock Carpet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Estimate Upgrades adjusted	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enter Requisitions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Scan & upload plans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Binding/Whipping Form	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<small>IMPORTANT: RUNNER INFO FORM SENT TO CUST</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<small>Emailed Kasia <input type="checkbox"/> Scheduled Templating <input type="checkbox"/> Scheduled Collection <input type="checkbox"/> Scheduled Fitting <input type="checkbox"/></small>			
Email Order Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convert fitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allocate deliveries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Order Checklist Templates

Fulham

<S:\STAFFINFO\Fulham\Job Checklist Fulham.pdf>

Raynes Park

N/A

Sheen

S:\TEMPLATES\Sheen\Job Checklist_SHEEN - Updated.pdf

File Naming Convention

Whenever you save a file, such as an estimate or cutting plan, ALWAYS save the name with the following format:

<JOB NUMBER> <CUSTOMER NAME>.doc/xls/pdf etc

e.g. 'F12345 Smith' or 'F98765 Munster Interiors Ltd' (when a company name is used).

Note: If you do not use the same name for the files as on the database, it can impact the functionality when attempting to open the files from within the MrC Database.

Ordering Carpets

Information Required

When placing an order, you need the following information:

- Supplier Details (telephone number, account number)
- Mr Carpet Account number for the supplier
- Customer Order Number
- Details of the carpet / lengths required

Supplier information is available here:

<S:\STAFFINFO\Suppliers Account numbers & Details\Supplier Account Details.xls>

INFO TO BE ADDED REF HOW TO TRACK RE-BRANDED CARPETS (JOSH PROGRAM)

Tracking Orders

Any order placed MUST be saved to the Progressive Order spreadsheet for the branch:

Fulham: <S:\STAFFINFO\Fulham\Fulham Progressive 040810.xls>

Putney: <S:\STAFFINFO\Putney\Putney Progressive Order Book.xls>

Raynes Park: <S:\STAFFINFO\Raynes\ Raynes Progressive Order Book 2015.xls>

Sheen: <S:\TEMPLATES\Sheen\Sheen Progressive Order Book.xls>

Enter all information into the spreadsheet, including any notes relevant at the time (e.g. Carpet out of stock/due ??? etc)

A	B	C	D	E	F	G	H	I	J
Date	Order No	Customer	Material		Size	Supplier	Contact	Del Date	Comment
04/01/2022	F28277	Harcourt	Shiruku (Chablis)	SHI-06 (Grey 130308)	4.80m x 5.00m	ITC	e-mailed		
04/01/2022	F28277	Harcourt	5" Faux Leather Binding Tape	Grey 11	35 Linear metres	Climpsons			
05/01/2022	F28348	Monty Public Relations Lt	New England	NE-6022 Woodstock	7.50m x 4.00m	Unnatural Flooring Sarah			
05/01/2022	F28348	Monty Public Relations Lt	New England	NE-6022 Woodstock	3.00m x 4.00m	Unnatural Flooring Sarah			
05/01/2022	F28348	Monty Public Relations Lt	5" Binding Tape	Lichen RB-7005	34 linear metres	Unnatural Flooring Sarah			
05/01/2022	F28348	Monty Public Relations Lt	Short Pin Gripper	None	1 Box (50')	MCD	e-mailed		
06/01/2022	F28440	Bampfyde	York Velvet (Hassle Free Supreme)	YOR-234 (French Grey)	5.00m x 4.00m	Whitestone	Lesley	7/10 days	Bale No 2524672
06/01/2022	F28440	Bampfyde	York Velvet (Hassle Free Supreme)	YOR-234 (French Grey)	3.70m x 4.00m	Whitestone	Lesley	7/10 days	Bale No 2524672
06/01/2022	F28440	Bampfyde	York Velvet (Hassle Free Supreme)	YOR-234 (French Grey)	4.00m x 4.00m	Whitestone	Lesley	7/10 days	Bale No 2524672

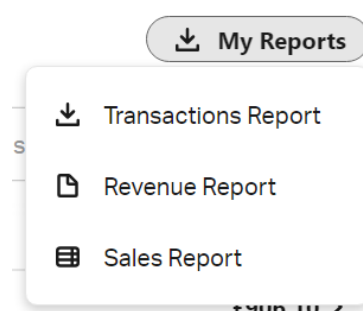
Branch Processes

End of Day Routine

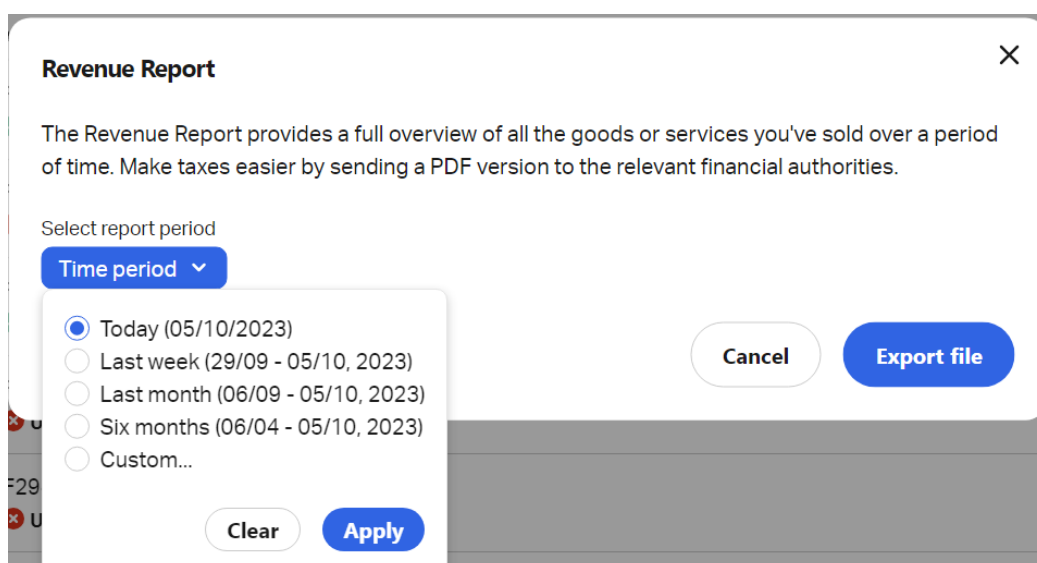
SumUp Report

At the end of each day you need to print the running totals for the day via a SumUp report, and print a daily report from the Mr Carpet database/system.

1. Log into the SumUp website via the link [here](#)
2. Click on **'My Reports'** in the top right corner, then select **'Revenue Report'**

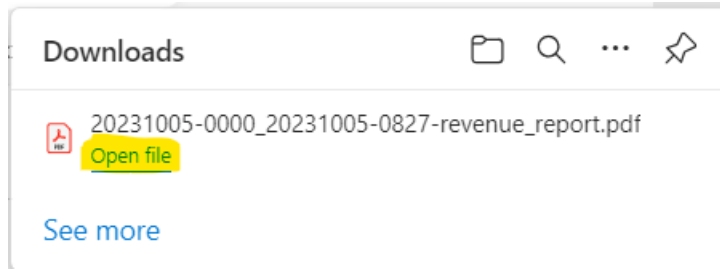


3. Select the time period for the report, typically **'Today (Date)'**, then click on **'Apply'**



4. Click on **'Export File'** to save the report to your PC (Downloads folder)

5. You should see a screen like the one below, click on **'Open File'**

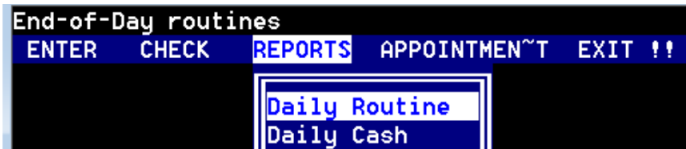


6. Print the file that opens and review the Total amount at the bottom of the report (you will use this figure for the MrC Database Daily Routine).

MrC Database (Daily Routine Report)

Once you have your PDQ report, you need to run the **Daily Routine** report from the Mr Carpet database.

Note: There are other reports such as **Daily Cash** which is to be run when any Cash or Cheques are received. Mainly, the Daily Routine is the report as most people pay via Credit Card or BACS (Direct Bank transfer).



1. Select **Daily Routine** from the **Reports** menu
2. Select the branch you are running the report for
3. Confirm the date for the summary (Defaults to current day's date)
4. You will then be prompted to enter the amount of the **SumUp** report, enter the amount as per the **PDQ Z-Totals** report.
5. You will be prompted to confirm the amount, check and confirm **Y** if correct. If not, press **N** and correct the value.
6. Once complete, you will see a **DRAFT PDQ Report** (see below left). If the values **DO NOT** match, it will be obvious (see below right). **Any discrepancies need to be corrected / Daily Routine report re-run.**

DRAFT PDQ Report for Sheen on 12/01/2022		PDQ total for Sheen on 12/01/2022 does NOT agree with Z Total of £ 3,500.00	
<i>To be retained by Shop if Total reconciles to PDQ machine summary</i>			
CRDT	27120 332938 Smith	2,500.00	
		<u>2,500.00</u>	
DEBT	27119 332935 Samson	500.00	
	27121 332938 Smith	500.00	
	27122 332941 Guyan	500.00	
		<u>1,500.00</u>	
	Total received	<u>£4,000.00</u>	
CRDT	27120 332938 Smith	2,500.00	
		<u>2,500.00</u>	
DEBT	27119 332935 Samson	500.00	
	27121 332938 Smith	500.00	
	27122 332941 Guyan	500.00	
		<u>1,500.00</u>	
	Total entered	<u>£4,000.00</u>	

7. Print the DRAFT PDQ report, and confirm it printed correctly
8. The PDQ reconciliation screen is then displayed, and needs to be printed

9. You will now be prompted to print the **Goods Received Report** which shows Bespoke and Stock carpets received that day, along with **Requisitions NOT received/allocated for fittings in period up to <DATE>**. This report is useful so you can follow up and ensure carpets are being delivered in time for fitting.

Requisitions NOT received/allocated for fittings in period upto 17/01/2022		
Delivery	Job Nr	Product and Colour
14/01/2022	S32778	12.00
	Ordered 25/11/2021; quoted del'y 2/3ÿdays (ref: KAS)	
	S32778-05 - Kasias Karpets Ltd - 07825156676	
14/01/2022	S32864	18.00
	Ordered 29/11/2021; quoted del'y 14ÿdays (ref: KASIAS)	
	S32864-07 - Kasias Karpets Ltd - 07825156676	
14/01/2022	S32864	18.00
	Ordered 29/11/2021; quoted del'y 7-10ÿdaysÿ (ref: KASIAS)	
	S32864-08 - Kasias Karpets Ltd - 07825156676	

10. Print the report(s) and confirm when all printed ok

Has 'O/S Goods for Imminent Jobs' report printed? (y/n)

11. You are then presented with the following three reports:

1. Imminent fittings with balance still outstanding
2. Unconverted Reservations for the next 6 days
3. Orders with balance outstanding over 30 days

Use these reports to follow up on balance payments 48 hours prior to fitting, or balances that have not been fitted but are due after 30 days as per our terms and conditions.

The 'Unconverted Reservations for the next 6 days' reports helps you to ensure fitting time is best used, and not lost to unwanted reservations.

12. You will now see confirmation of any BACS transactions

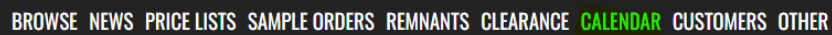
Finally, the jobs due for completion will be displayed. Ensure any jobs are completed and ready for fitting. This will avoid the Warehouse chasing that a job has not yet been passed.

Holiday Process

Before booking/paying for any holiday, ensure you have requested the time off and had it approved. This is important to ensure that there is no disappointment, and to ensure sufficient staff coverage in the branches.

To request holiday, submit the request via the [Mr Carpet Internal App](#)

1. Click on 'Calendar'

A screenshot of the Mr Carpet Internal App navigation bar. It is a dark grey horizontal bar with white text. The text includes: BROWSE, NEWS, PRICE LISTS, SAMPLE ORDERS, REMNANTS, CLEARANCE, CALENDAR (highlighted in green), CUSTOMERS, and OTHER.

BROWSE NEWS PRICE LISTS SAMPLE ORDERS REMNANTS CLEARANCE CALENDAR CUSTOMERS OTHER

2. Click on 'View Calendar'

3. Towards the bottom of the screen you will see the following, click on 'Add New Holiday Request' and complete as needed

A teal rectangular button with white text that reads "Add New Holiday Request".

Add New Holiday Request

A teal rectangular button with white text that reads "Edit Existing Holiday Request".

Edit Existing Holiday Request

4. IMPORTANT: Wait for approval of the request before booking any holiday

Sickness

Should you be unwell and unable to work, you **MUST** contact the branch manager first thing in the morning on the first day of sickness.

Ideally, this is required PRIOR to your scheduled start time.

If you are unwell for more than one day, you need to advise the branch manager **each day** if you remain sick. Also confirm when you will be returning to work for planning purposes.

Petty Cash

An amount of petty cash is retained in each branch for day-to-day expenses, such as stamps, tea, coffee etc. Receipts must be obtained and provided for any petty cash expense purchase.

If a petty cash purchase is required, speak to your branch manager **before** any purchase is made.

Additional Services

Door Trimming Services

Customers are advised that fitters are not responsible for trimming doors. Should any carpet being fitted now allow sufficient clearance, you can provide the following details so that the customer can arrange the service directly.

Name: Cain Palmer

Tel: 07985 647 749

Branches Covered: Sheen

E: cm_constructionltd@hotmail.com

Name: Lee Oswald

Tel: 07949 075 010

Areas: Sheen

E: <TBC>

Moth Clearance Services

Mr Carpet uses an external company to provide Moth prevention/disposal services to our customers. This service is necessary due to the infestation of moths in old carpets that have been increasing in recent times.

Under no circumstances should a fitter be removing carpets that are known to be infested with moths. This will potentially cross-contaminate new carpets and therefore MUST be avoided.

Customers deal directly with the service, so you can provide their details to the customer, as below:

Name: Asa Goldschmeid (Proton Environmental)

Tel: 07808 126 013

Branches Covered: Fulham/Putney/Sheen

E: asa@protonenvironmental.co.uk / www.protonenvironmental.co.uk

Whipping and Binding Services

Mr Carpet uses an external company to provide Whipping and Binding services to our customers. These are useful for stair runners, custom rugs etc.

Name: Kasias Karpets

Tel: 07825 156 676

E: <mailto:kasiakarpets@gmail.com>

Technical Support (Database/Desktop/Hardware)

If you experience any issues with the Mr Carpet database, please contact [David Cooper](#)

If the issues is non-urgent, please send an email, otherwise call David to discuss on extension 2103

Technical Support (Email / Virtual PC's)

If you experience any issues with email or Virtual PC's please contact Microcare to raise a support ticket.

Email: servicedesk@microcare-systems.co.uk

Useful Information

Documents

Bank Transfer Requests: <S:\CUSTDOCS\Bank Transfer Requests>

Cost Sheet: <S:\Templates\Manual Cost Sheet.doc>

Customer Enquiry: <S:\ARCHIVE\Sheen\Measure Sheets\Customer Enquiry Template.doc>

Estimate Template: [S:\CUSTDOCS\Costsheets\AAAAA Cost Sheet October 2021 \(Latest\).Xls](S:\CUSTDOCS\Costsheets\AAAAA Cost Sheet October 2021 (Latest).Xls)

Fulham Progressive Orders: <S:\STAFFINFO\Fulham\Fulham Progressive 040810.xls>

Manual Cost Sheet: <S:\TEMPLATES\Manual cost sheet.doc>

Order confirmation deposit (Visa): <S:\Archive\FULHAM\Order Confirmations\Order Conf Dep Visa.doc>

Order Checklist: [S:\STAFFINFO\Sheen\Job Checklist \(SHEEN - Updated\).doc](S:\STAFFINFO\Sheen\Job Checklist (SHEEN - Updated).doc) or <S:\STAFFINFO\Fulham\Job Checklist.doc>

Putney Progressive Orders: <S:\STAFFINFO\Putney\Putney Progressive Order Book.xls>

Price Promise / Price Match: <S:\STAFFINFO\PRICE MATCH – OUR PRICE PROMISE TO YOU.pdf>

Raynes Progressive Orders: <S:\STAFFINFO\Raynes\Raynes Progressive Order Book 2015.xls>

Sheen Progressive Orders: <S:\TEMPLATES\Sheen\Sheen Progressive Order Book.xls>

Supplier Account Details: <S:\STAFFINFO\Suppliers Account numbers & Details\Supplier Account Details.xls>

Trade Price Lists: <S:\STAFFINFO\TRADE PRICE LISTS>

Useful Websites

A list of useful sites for general reference below:

Type	Name	Website
LVT	Amtico	https://www.amtico.com/
LVT	Karndean	https://www.karndean.com/en-gb/floors/
LVT	Moduleo	https://www.moduleo.com/en-gb

