Team Meeting

August 22,2024

**Guest:** Andrea Kockler, Mechanical Product Manager- MP 820

**Staff Changes:**

Elvin has accepted the Instructional Design Coordinator position and his last day with our team is this Friday. Monday will begin his next step in his career at Hunter. Elvin began his career at Hunter in the Manufacturing department then moved to a temp role in technical support, transitioned to a perm position and now he returns to manufacturing. We wish him well and will see him around campus when we gather in December.

**Shipping Updates:**

In our 7/31/2024 meeting it was announced shipping was going to move to a every 2-week cadence. Brendan will travel into the office every 2 weeks to perform shipping duties. Starting Wednesday August 28th.

* Communicate to Customer: Hunter is a manufacturer and is set up to ship in bulk to our distribution channel. We have created a process to stand in the gap if our channel cannot facilitate a replacement, however this is the exception and not the rule. Shipping directly from Hunter corporate is infrequent because we refer customers to look at the channel that is stocked with replacement products.
* Communicate to Customer: The replacement order has been entered and customers will receive an email after a tracking number has been produced by our ship station.
* Internal Only: Shipping estimates cannot be provided. Replacement orders are filled after channel orders, FSM and Sales orders are filled.
* Internal Only: make sure to look at the status of any order you have placed for updates.
  + New = Created and not reviewed
  + On Order= Placed an order with customer service
  + Backordered=
  + Agent Action= Refer to comment in the shipping request for action needed.
  + Completed= Shipped

**Off Season Topics:**

Request for schedule changes now open. Please email Dana….Deadline is next Friday

Provide customer information from our approved content only.

The approval process for content to be published on our websites is via Ziflow. Approval is received by product managers and marketing content. We cannot provide instructions to customers that has not been approved.

IMMS will be sunsetting at the end of this year. More communication to come.

Reminder: End of year gathering will be December 9-14th, please talk with family and plan.

**Meet and Greet:**

Abdelilah Hamzioui- ( goes by Adel )

Located in Missouri

Languages: French and Arabic

Edwin Betancourt

Located in Texas

Languages: Spanish