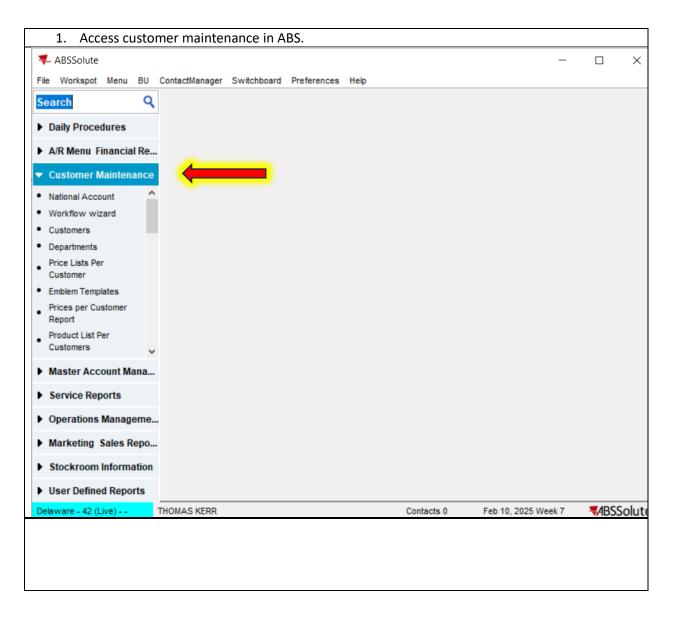
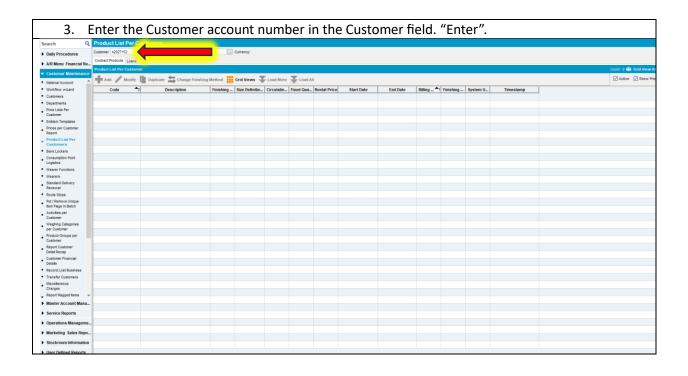
Objective: These step-by-step instructions outline how to properly set up a mat as either a leased product or a rental product. It is critical that the setup accurately reflects the service specified in the Customer agreement. Misclassifying a mat as a rental when it is not being laundered and switched out at the agreed-upon frequency is unethical and unacceptable. A mat can be changed from rental to lease if it isn't being exchanged every week and the customer understands the terms of a leased mat. Note that a leased mat requires attention and should be exchanged when cleaning is necessary - it is not to be ignored. Ensure all setups align strictly with the service commitment to the Customer.

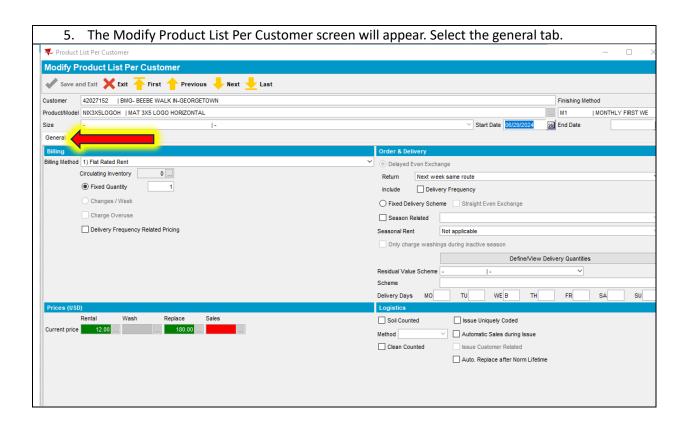


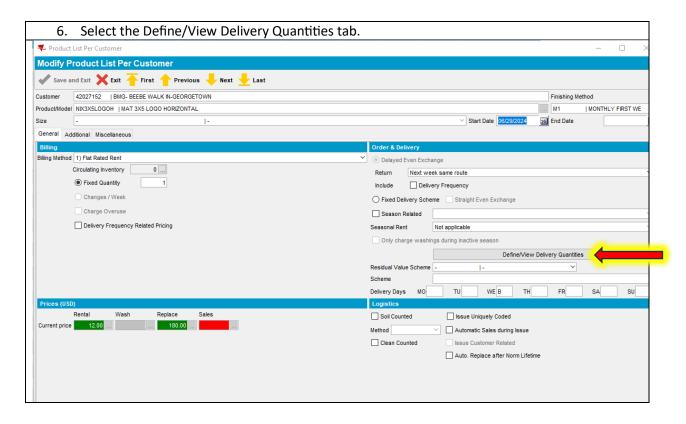
2. Select the Product List Per Customers Tab. (Note the font will turn blue when hovering over the text with your mouse.)

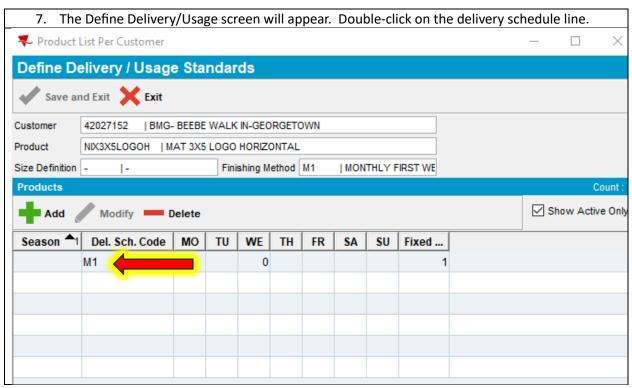
**Addition*

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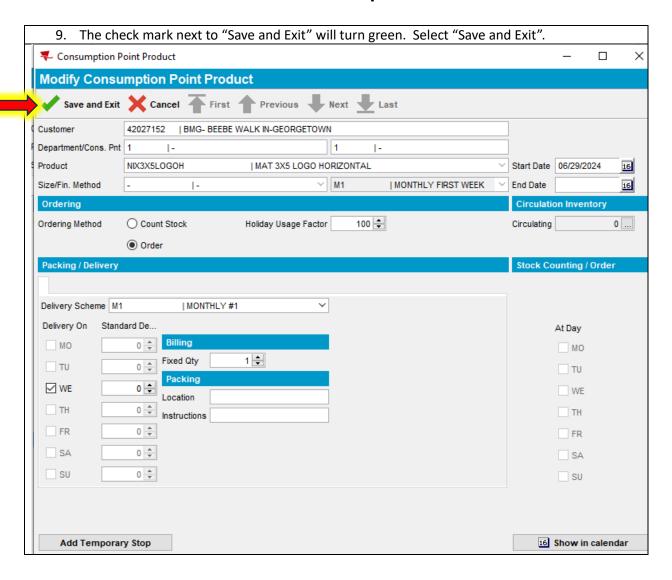


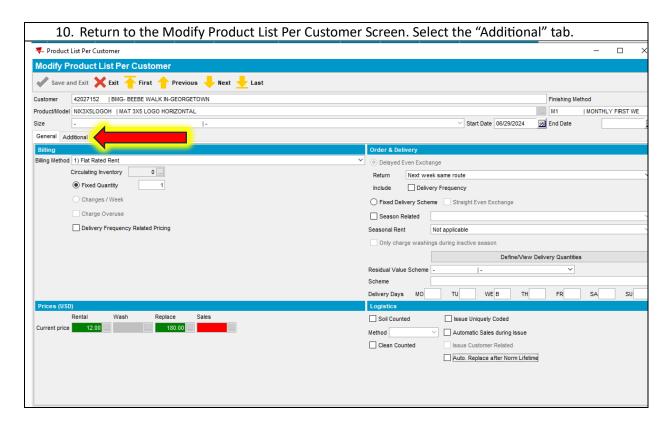


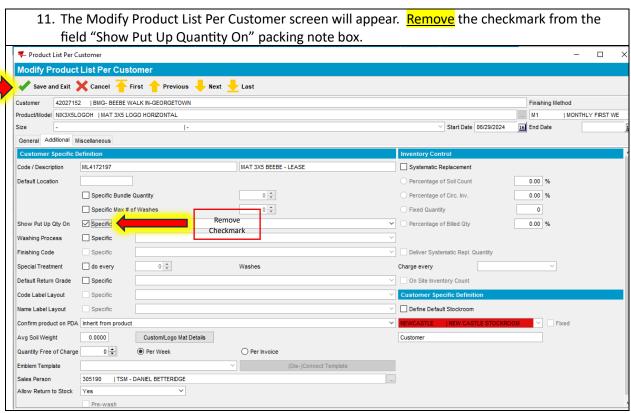




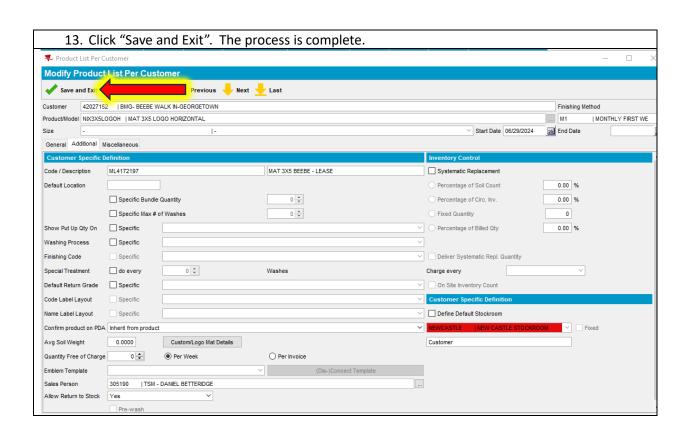
8. The Modify Consumption Point Product screen will appear. Change the standard delivery quantity to "0". The billing quantity remains – do not change. Consumption Point Product **Modify Consumption Point Product** Save and Exit X Exit Trirst Previous Next Last | BMG- BEEBE WALK IN-GEORGETOWN Customer Department/Cons. Pnt 1 Product NIX3X5LOGOH | MAT 3X5 LOGO HORIZONTAL Start Date 16 Size/Fin. Method ∨ M1 | MONTHLY FIRST WEEK End Date 16 Ordering **Circulation Inventory** Ordering Method O Count Stock Holiday Usage Factor 100 🖨 Circulating 0 ... Order Stock Counting / Order Packing / Delivery Delivery Scheme M1 | MONTHLY #1 Delivery On Standard De... At Day 0 😩 Billing MO MO 1 🖨 Fixed Qty ___ TU TU ✓ WE 0 - Instructions TH FR 0 💠 FR 0 💠 SA SA 0 💠 SU SU **Add Temporary Stop** 16 Show in calendar







12. Click on the Code/Description field. Add the symbol/word "- Lease" to the end of the product description. Product List Per Customer **Modify Product List Per Customer** ✓ Save and Exit 🗙 Cancel 🏲 First 👚 Previous 🕂 Next 🛨 Last Customer 42027152 | BMG- BEEBE WALK IN-GEORGETOWN Finishing Method ... M1 Product/Model NIX3X5LOGOH I MAT 3X5 LOGO HORIZONTAL I MONTHLY FIRST WE 16 End Date General Additional Miscellaneous Customer Specific Definition Systematic Replacement Code / Description ML4172197 MAT 3X5 BEEBE - LEASE Percentage of Soil Count Default Location 0.00 % 0.00 % Specific Bundle Quantity 0 ‡ Percentage of Circ. Inv. 0 Specific Max # of Washes Fixed Quantity Show Put Up Qty On Specific Percentage of Billed Qty 0.00 % Washing Process Specific Finishing Code Specific ✓ Deliver Systematic Repl. Quantity Special Treatment ___ do every 0 4 On Site Inventory Count Customer Specific Definiti Name Label Layout Specific Define Default Stockroom Avg Soil Weight 0.0000 Custom/Logo Mat Details Customer Quantity Free of Charge 0 - Per Week O Per Invoice 305190 | TSM - DANIEL BETTERIDGE Allow Return to Stock Yes



Conclusion: Properly classifying mats as either leased or rental is essential to maintaining transparency, ethical billing practices, and strong Customer relationships. A rental mat must be laundered and exchanged at the agreed to frequency, while a leased mat remains with the Customer and is exchanged as needed. Misrepresenting a mat's classification is unacceptable and undermines trust. By ensuring accuracy in set-up and alignment with the Customer Agreement, we demonstrate our commitment to integrity, reliability, and long-term Customer satisfaction.