



SALES PROCESSING GUIDEBOOK



Why Us?

- Provide high cost-effective product
- Reasonable price
- Great after sales service
- Delivery services (within Klang Valley)

*Apply to terms and conditions



SIGN UP AS SHELTON MEMBER NOW

- ✓ Points Redemption
- ✓ Shelton Member Birthday Treats
- ✓ Get reward when you introduce the membership to your friend / family reward
- ✓ Life Time membership
- ✓ Entitle mysterious gift set
- ✓ Entitle 6 % discount for any purchase

** Point Check & voucher redemption at sheltonjayaglass.com



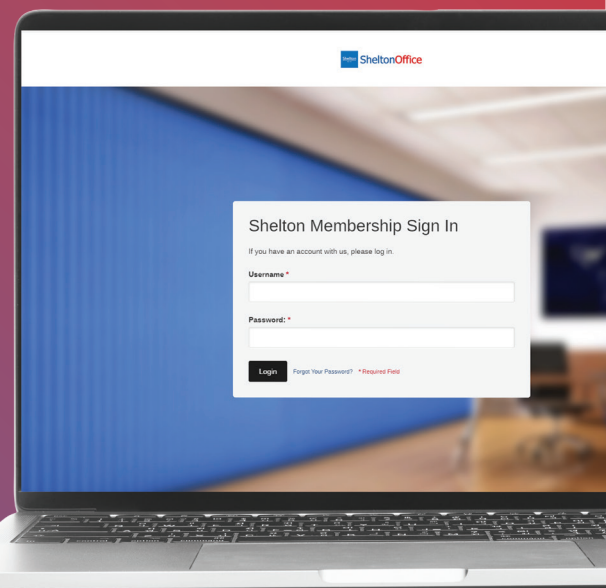
Get a Newsletter
by email / Whatapps



Get a Yearly Exclusive Catalog

**DEALER
WANTED**
contact us for more info

E: sheltonpuchong@hotmail.com
@ 012-5282553



RETAIL SHOP :

Puchong Showroom (HQ)

No.17 & 19, Jalan Bandar 6/1, Pusat Bandar Puchong.

T : 03-5891 1701 F : 03-5885 2686

M: 012-929 8807 (Ms.Leyha)/ 016-372 7225 (Ms.Wong)/ 011-62511885 (Ms.Ting)

E : sheltonpuchong@hotmail.com / wongshelton80@gmail.com /

shelton.ting@gmail.com / sheltonleyha90@gmail.com

Business Hour : Mon - Fri: 09:00 am - 05:30 pm

Kota Damansara Showroom

A-GF-05, Sunway Nexis, No.1 Jalan PJU 5/1, Kota Damansara.

T : 011-5941 1889 (Ms. Nadia)/ 012-782 8807 (Ms. Syafa)

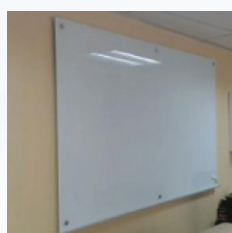
E : sales@sheltonmart.com.my / sheltonnad1@gmail.com / syafshelton@gmail.com

Business Hour : Mon - Fri: 09:00 am - 05:30 pm ; Saturday: 09:00 am - 1:00 pm

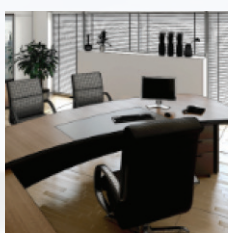
SALES PROCESSING GUIDEBOOK

CONTENT

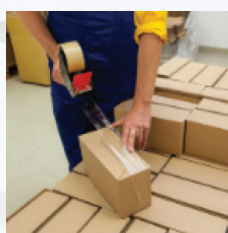
• Fund Installment Plan	2
• Payment Method	3
• Deposit Rate	3
• Leasing Plan	4
• Leasing Info	4
• Self Collect / Delivery Info	5
• Warranty	6
• Loading Fee	7
• Discounts	8
• Lucky Draw	8
• Free Gift	9
• Wholesale Policy	9
• Shelton's Sales Acknowledgement	10-11
• Quotation Terms & Conditions Acknowledgement	12
• Bad Debt	12



Glassboard



Office
Furniture



Packaging
Material



Industrial Tray
Basket & Container



Industrial
Dustbin



House keeping
product & tools



Steel Cabinet



Office
Automation






Stationery



Premium Gift

Company Name	Shelton Jaya Sdn Bhd
Bank	Public Bank, Jln Klang Lama
Public Bank Swift Code	PBBEMYKL
Account Number	3205 2850 21

PAYMENT METHOD

- **Pay Direct**
- **Cash** (not cash unless necessary)
- **Online Bank Transfer**
- **Cheque**
- **Credit & Debit Card**
- **Fave**

Fund Installment Plan

Posted Dated Cheque

Order Amount (RM)	Time	Payment
> 5000	3 Months	<ul style="list-style-type: none"> • Handling Charges (RM 100) • No interest is charged.
> 5000	6 Months	<ul style="list-style-type: none"> • Handling Charges (RM 100) • 1% interest will be charged monthly based on the total sales amount
> 5000	7 Months	<ul style="list-style-type: none"> • Handling Charges (RM 100) • 1.5% interest will be charged monthly based on the total sales amount
> 5000	10 Months - 12 Months	<ul style="list-style-type: none"> • Handling Charges (RM 100) • 2% interest will be charged monthly based on the total sales amount

Example for calculation (Steps):

1. RM 10,000 (total sales amount) x 1% (interest) = RM 100 (monthly interest)
2. RM 100 (monthly interest) x 6 months = RM600 (total interest charges)
3. RM600 (total interest charges) + RM 10,000 (total sales amount) + RM 100 (handling charge) = RM 10,700 (total amount to be paid)

* All fund installments plan need to be applied using Installment Application Form.

* All approved funding installments will need to sign Installment Agreement.

Payment Method

Order Amount (RM)	Payment
< 5000	• Full payment
> 5000	<ul style="list-style-type: none"> • 50% deposit & remaining 50% will have to pay after full installation (for engineering works and all products except furniture) • 60% deposit & remaining 40% will have to pay before delivery. (for furniture only)
> 30,000	• 50 % deposit, after certain installation, customers must pay 30% of the balance and the remaining 20% will have to pay after full installation
All export types order	• 80% deposit and remain 20% must be paid before delivery
Marking works (for engineering works)	• For unconfirmed works, the marking fee must be paid in full (RM≤200). (Deductable after confirming work)
Material sample (ex: tempered glass)	• Refundable deposit (RM50)

*** Shelton Jaya Sdn Bhd retains ownership of all products not paid in full. Upon receipt of the full payment, these property rights will be released.*

Deposit Rate:

- 50%: Apply to all products
- 50%+30%+20%: Progressive
- 80%+20%: Export

*** Please refer to the payment methods above for all payment details.*

Public Bank Credit Card Installment:

- For PBB cardholder only
- Minimum RM500
- Installment for 6 & 12 months only

Shelton's Reasonable Price Policy:

Shelton always provides products and services at reasonable prices, including:

- Experienced senior craftsmanship and installer with engineering background,
- Products warranty
- Delivery services
- Excellent after-sales service

Leasing Plan

Order Amount (RM)	Payment
≤ 6 Months	<ul style="list-style-type: none"> • Application fee (RM 10) • 1 % processing fee charged based on the total amount • 2% interest will be charged monthly based on the total amount
≥ 7 Months	<ul style="list-style-type: none"> • Application fee (RM 10) • 1 % processing fee charged based on the total sales amount • 4% interest will be charged monthly based on the total amount

Example for calculation (Steps):

1. RM 10, 000 (total lease amount) x 2% (interest) =RM 200 (monthly interest)
2. RM 200 (monthly interest) x 6 months = RM1200 (total interest charges)
3. RM 10, 000 (total lease amount) x 1% = RM100 (processing fee)
4. RM1200 (total interest charges) + RM 10,000 (total lease amount) + RM 10 (application fee) + RM100 (processing fee)
= RM 11,310 (total amount to be paid)

* All leasing plan need to be applied using Leasing Application Form.

* All approved leases will need to sign Leasing Agreement.

Leasing Info

Company name	Contact	E-mail
BSNC LEASING (M) SDN BHD	03-21611313	enquiry@bsncorp.com.my
CIMB FACTORLEASE BERHAD (WALK IN)	1300-888-828	mybusinesscare@cimb.com
FIBON CAPITAL SDN BHD	07-7720900	fiboncapital@fibon.com.my
IFS FACTORS (MALAYSIA) SDN BHD	03-21617080	
KENANGA CAPITAL ISLAMIC SDN BHD	03-21722888	capital@kenanga.com.my
MALAYSIA DEBT VENTURES BERHAD	03-26172888	mdvinfo@mdv.com.my
MAYBANK FACTORING EFS (WALK IN)	03-22972456/7/8/9/60	
MIDF DFI BHD	03-21738888	biz.advisory@midf.com.my
MY COMMERZE SDN BHD	03-27113129	
PLANWORTH GLOBAL FACTORING SDN BHD	03-21662728/2729	
PLC CREDIT & FACTORING SDN BHD	03-26901010	plc@plccf.com.my
SMALL MEDIUM ENTERPRISE DEVELOPMENT BANK MALAYSIA BERHAD	03-26037700	
ZIKAY FACTORING SDN BHD	03-26948089/6089	info@zikayfactoring.com.my
OTRIX FACTORING (M) SDN BHD (FUNDING EQUIPMENT ONLY)	03-26327691 (Derek)	

Self Collect / Delivery Info

Charge (RM)	Payment
Free	<ul style="list-style-type: none"> • Within Klang Valley (minimum purchase RM500) * <i>within 51km from Puchong</i> • Within Klang Valley (minimum purchase RM150) for first time/ new customer • Sales amount ≥ RM5,000 (within 100KM from Puchong) • Sales amount ≥ RM10,000 (above 100KM from Puchong) • Sales amount ≥ RM20,000 (above 400KM from Puchong) • Self collect (not including loading) * <i>Extra charge RM50 for loading fee</i> • Own transportation or logistics agency
1,200	<ul style="list-style-type: none"> • Perak • Pahang (areas except Bentong & Karak)
1,800	<ul style="list-style-type: none"> • Perlis • Kelantan
1,500	<ul style="list-style-type: none"> • Kedah • Penang • Johor • Terengganu
400	<ul style="list-style-type: none"> • Negeri Sembilan • Pahang (Karak & Bentong area only)
Depend on the cost charge by the logistics agency	<ul style="list-style-type: none"> • Logistics agency search by Shelton

Types	Estimate Time
Product supply	<ul style="list-style-type: none"> • 2- 3 Days
Engineering products & services	<ul style="list-style-type: none"> • 7-14 Days

Warranty

Time	Detail
1 year	<ul style="list-style-type: none"> • Floor Spring (applicable for tempered glass products & services only) <i>*Terms and Condition Apply</i>
1 year	<ul style="list-style-type: none"> • Accessories part (applicable for certain office chair and sofa only) <i>*Terms and Condition Apply</i>
1-2 year(s)	<ul style="list-style-type: none"> • Office automation <i>*Terms and Condition Apply</i>
1 year	<ul style="list-style-type: none"> • Cleaning machine, hand dryer & hair dryer <i>*Terms and Condition Apply</i>
1 year	<ul style="list-style-type: none"> • Projector & AV equipment <i>*Terms and Condition Apply</i>
1 year	<ul style="list-style-type: none"> • Steel Cabinet Lock <i>*Terms and Condition Apply</i>
No warranty	<ul style="list-style-type: none"> • Glass boards • Safe boxes • Stationary • Housekeeping products • Premium & gift • Industrial tray • Dustbins • Packaging materials <i>*After signing delivery order, products sold other than those listed are non-refundable.</i>

Loading Fee

Products	Manual Handling By Staircase Charges
Steel Cabinet except: mobile compactor)	• RM10/Item/Floor
Mobile Compactor	• 4 X 1 Bay Depth Mobile Compactor- RM40/Item/Floor
	• 6 X 1 Bay Depth Mobile Compactor- RM60/Item/Floor
	• 8 X 1 Bay Depth Mobile Compactor- RM80/Item/Floor
	• 10 X 1 Bay Depth Mobile Compactor- RM100/Item/Floor
	• 5 X 1 Bay Depth Mobile Compactor- RM50/Item/Floor
	• 7 X 1 Bay Depth Mobile Compactor- RM70/Item/Floor
	• 12 X 1 Bay Depth Mobile Compactor- RM120/Item/Floor
	• 4 X 2 Bay Depth Mobile Compactor- RM80/Item/Floor
	• 6 X 2 Bay Depth Mobile Compactor- RM120/Item/Floor
	• 8 X 2 Bay Depth Mobile Compactor- RM160/Item/Floor
	• 10 X 2 Bay Depth Mobile Compactor- RM200/Item/Floor
	• 5 X 2 Bay Depth Mobile Compactor- RM100/Item/Floor
	• 7 X 2 Bay Depth Mobile Compactor- RM140/Item/Floor
	• 12 X 2 Bay Depth Mobile Compactor- RM240/Item/Floor
Safe Box	• RM150/Item/Floor. ** Manual Handling by Staircase is " NOT ALLOWED " for: 1. SS010-SAFE-SS65/3 2. SS011-SAFE-SS65/4 3. SS012-SAFE ID-01 4. SS013-SAFE ID-02 5. SS014-SAFE ID-03
Tempered Glass board	• RM100/Item/Floor (start from 2nd Floor)
Tempered Glass Partition	• RM 1/per sqft/ Floor (start from 2nd Floor)

* Self collect for safe box is unavailable.

Discounts

Discount (%)	Conditions
6 %	<ul style="list-style-type: none"> • Shelton's members only • Every products (except packaging materials)
5%	<ul style="list-style-type: none"> • Order > RM 30,000 for single transaction/ billing (only for tempered glass products & engineering works)
0.5 %	<ul style="list-style-type: none"> • Full cash payment for order > RM 5,000 for single transaction/ billing
10 %	<ul style="list-style-type: none"> • Discount on service charge for glass door repair works (applicable for existing customer only) (only for tempered glass products & engineering works)
1 %	<ul style="list-style-type: none"> • Introducer reward (please refer to friend introduce program)
1 %	<ul style="list-style-type: none"> • First time/totally new customer
1%	<ul style="list-style-type: none"> • Order > RM 250,000 for single transaction/ billing (only for tempered glass products & engineering works)
1%	<ul style="list-style-type: none"> • Order > RM 25,000 for single transaction/ billing (only for product supply not include tempered glass products)
0.3%	<ul style="list-style-type: none"> • Pay 60%-90% deposit with minimum purchase RM 20,000 (only for tempered glass products & engineering works)

* Not applicable to any ongoing promotions, discounts, offers and/or clearance items and any wholesale products.

Lucky Draw

Lucky draw	Detail
One (1) lucky draw coupon	<ul style="list-style-type: none"> • Every RM 10 spent on Shelton Aluminium Glass Cleaner – Extra Clear • Every RM 200 spent at Shelton Jaya Sdn Bhd
Prize	<ul style="list-style-type: none"> • 1st prize : RM 50 • 2nd prize : RM 30 • 3rd prize : RM 20

* Apply to terms and conditions

Free Gift

Gift	Conditions
Panda	• Sales value > RM2500 for single transaction
Free Membership/ Panda toy	• Sales value > RM5000 for single transaction
Glass cleaner, Panda, Lucky Draw Ticket, Get 6% on next purchase, 3 units of strong magnet and microfiber glass cloth	• Purchase a magnetic glass board
Glass cleaner and microfiber glass cloth	• Purchase a non-magnetic glass board
Glass cleaner	• Early payment for every credit customer (at least 5 days in advance)

* Free Gifts Free Gifts are available while supplies last on a first-come, first-served basis.
All free gifts must be self collect.



**Like & Share
Our Facebook**

Shelton Office

Get A FREE Glass Cleaner!!!
(Self collect)

Wholesale Policy

Define:

- Premium & Gift: >RM2,000
- Minimum purchase certain products quantity

Shelton's Sales Acknowledgement

A. PRE-SALES	Please Tick (if fulfill)
1. Sent catalog/ E-catalog	
2. Listen to customer requirements & record	
3. Customer's contact detail	
4. Site inspection (if applicable)	
5. Get the type version site measurements from the person in charge (for engineering works)**	
6. Confirm the measurements with the customers (for engineering works)**	
7. Check Stock Availability	
8. Quotation including the following information:	
i) Product detail & price	
ii) Discount/Warranty etc.	
iii) Transportation & loading charges	
iv) Payment info & method	
v) Floor plan of each engineering service (ex: wall floor plan & ceiling floor plan)(for engineering works)**	
vi) Highlight the renovation area in the floor plan (for engineering works)**	
B. Dealing Sales	Please Tick (if fulfill)
1. Send quotation and floor plan (for engineering works)	
2. Send quotation (for product supply)	
3. Whatapps/ Call to confirm that the customer has received the quotation	
4. Receive Purchase Order & signed floor plan from customer (for engineering works)	
5. Receive signed Purchase Order (for product supply) / Signed Quotation / Permanent Written Form	
6. Written Contract Based / Sales Agreement	
C. Proceed Sales	Please Tick (if fulfill)
1. Update in Shelton's System	
2. E-mail SO to production team	
3. Debtor Code Create (if received payment)**	
4. Issue Tax Invoice (if full payment settle)	
5. Prepare DO Invoice (priority 87 office print)	
6. Follow up job schedule :	
i) Update address in Whatapps (for engineering works)	
ii) Plan delivery schedule	

Continue on 2nd page



Shelton's Sales Acknowledgement

D. After Sales/Payment	Please Tick (if fulfill)
1. Receive DO signed by customer	
2. Whatapps/ E-mail Shelton's bank info for credit terms & COD customer	
3. Tax Invoice / Proforma Invoice / Balance Statement	
4. Follow up with the payment for the credit customer	
5. Collect payment	
6. Record payment method	
a) Bank in/ Online Bank in/ Bank Transfer (bank in slip required)	
b) Cash (no cash unless necessary)	
c) Cheque	
d) Fave	
e) Direct Pay	
7. Update payment info in system	
8. E-mail/ fax/ Whatapps feedback form for customer	
9. Receive feedback form from customer for improvement	

* Not applicable for any insurances

Complete Explanation
by Salesperson,

Name:

Date:

Signed by:

Quotation Terms & Conditions Acknowledgement

1. Job above RM 5000 Deposit : 50%
Deposit : 50% ,30% for job done 80%
Balance 20% after Job Completed
2. Job below RM 5000, Full Payment Collect
Job Below RM 5000, Full Payment Upon Confirm Job.
If confirm please stamp & sign. Re fax or email to us.
 - a) While Stock Last/Subject Stock Availability
 - b) Validation Date : 30 Days (Price May Revise After 30 Days)
 - c) We Reserve the right to change any T & C

***Bank Account no. 3205285021 (Public Bank) - Payee Name : SHELTON JAYA SDN BHD
***Branch : Jalan Kelang Lama Swift Code : PBBEMYKL

- 1) We are sincere apology for inconvenience and gentle remind to our respectable customer ,during job in progress , for speed up job purpose, we are Strictly Follow No Amend/No Drawing Changes /No return policy , Exception is product defect , frustration event , Shelton Production/Delivery Team Fault , or act of god occur.
- 2) Acceptance / Confirm Order Policy : No Oral Order Confirmation allow /accept by Shelton , All Acceptance Only by Chop / Sign / Word , Either By Email /By Whatapps/By SMS / By Fax /By Purchase Order /By Any Letter Form Inform /Payment Deposit Received / ONLY subject to Any Written Form communicate to Our Sales Office with Free Consent
- 3) Any Communication to Site/Delivery Team is Not amount to Final Confirm / Accept / Only Negotiation Stage , Except : Shelton Sales Office 016 372 7225
- 4) Offer is Subject to Stock Last , Time /Discharge by Any Other Unexpected Event
- 5) Deposit Rate /Consideration : 50% / Zero Deposit Subject to Official Purchase Order under Factor List Approval
- 6) Delivery Time : Unknown/Pending Logistics Department Inform ,Estimate : 2-3 Days For Product Supply , 7-14 Days For Engineering Product & Service / Subject to Final Site Measurement Date / Acceptance Received Date /Any Unexpected Event
- 7) Discount Allow: Strictly Only by Shelton discount policy/ Membership Registration /Bulk purchase policy/if any Periodic Promotion
- 8) Customer Care Remind : All / Full Material Code Must Be Decide and Communicate to Shelton Sales Office in Written Form
- 9) Payment Method : Full Payment/Progress /Installment Payment Up to 6 Month , Subject to Factor List Approval
- 10) Payment Method :Cash (Get a Shelton Official Receipt) /Bank Transfer/ Cheque / Online Transfer/Credit Card
(May ask for Zero Interest Installment From Your Bank)/ Bank Slip Copy Must Provide/Communicate to Sales Office /TT /LC
- 11) Cancellation After Material Ready May Forfeit Deposit or any expenses occurs

Bad Debt Policy

Define:

- 3 months (start from the day DO is issued) no payment received and respond / reply from customer
- 3 months (after due of credit term) no payment received and respond / reply from credit customer
- 2 months dishonest cheque from installment customers

Action will be taken:

- Gentle but firm reminders every week.
- Individual/Company name will be registered in CTOS.
- The issue will be referred to Magistrate Court.

* Refer to Shelton's Bad Debt Policy

Agreed & Signed By: