

**Error Rectification Authorization (ERA)** Today's Date: \_\_\_\_\_

An error that needs to be rectified at **NO CHARGE TO CUSTOMER** now requires separate paperwork from Additional Work Authorization, called Error Rectification Authorization.

Paperwork Flow:

- 1) Marketing/Sales/Production Manager/Office Manager/Superintendent fills out this form, and hands it over to Estimating. Estimating receives it and follows exactly the same process as AWA. The created ERA paperwork is handed over to Brian.
- 2) The responsible department supervisor starts his/her investigation, concurrently; the ERA paperwork works its way into Purchasing and Shipping. Marketing coordinates the ETD on the Shipping Schedule.
- 3) The supervisor fills out the costs and the earliest ETD date, signs it, and takes it to Marketing. Marketing notifies sales or customer of the ETD / ETA.
- 4) Supervisor hands this to Brian Fife, Tod (or Jim) for Manager Authorization.
- 5) Jason Armstrong receives a copy of the ERA and matches with the P.O. for credit, charges the vendor for shipping cost, and/or adjust the inventory.

Project# / Name: \_\_\_\_\_ Delivery Method: \_\_\_\_\_

Send To: \_\_\_\_\_ P.O.#: \_\_\_\_\_

1) Findings By Sales/Marketing:		
2) Findings By Supervisor:		4) Corrective Action:
2) Responsible 3-Person Station:		
3) Cost of Goods:	3) Cost of Labor:	5) Cost of Shipping:
3) Earliest ETD:		3) Signature of Supervisor:

4) Manager Authorization Signature: \_\_\_\_\_