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|---------------------------------------------|------------------------------------------------------|---------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------|
| <b>B</b>                                    | <b>I</b>                                             | <b>N</b>                                    | <b>G</b>                                                               | <b>O</b>                                         |
| SEND A SHIP DATE REQUEST EMAIL TO CS        | ANSWER AN EMAIL FROM AN ECOMMERCE ACCOUNT            | APPROVE AN ORDER WITH 2 SPECIAL ORDER ITEMS | ENTER A NO CHARGE REPLACEMENT ORDER                                    | ASK ANNA A QUESTION ABOUT AN ORDER               |
| APPROVE AN ESTORE ORDER                     | SEND A CREDIT REQUEST TO CS                          | CONTACT A FACTORY FOR INFO                  | ANSWER AT LEAST 10 CHATS IN ONE DAY                                    | PROCESS A CANCELLATION                           |
| SEND A SHIP DATE REQUEST EMAIL TO CS        | ANSWER OR SEND AN EMAIL TO PURCHASING ABOUT AN ORDER | <b>FREE</b>                                 | APPROVE AN ORDER WITH AN ELECTRONIC ITEM                               | APPROVE AN ORDER WITH AT LEAST 5 SCHLAGE ITEMS   |
| ENTER AT LEAST 10 MYKNOBS ORDERS IN ONE DAY | APPROVE AT LEAST 50 ORDERS IN ONE DAY                | <b>CREATE A TEMP ITEM</b>                   | APPROVE AN ORDER WITH A BACKORDERED ITEM                               | <b>ASK ANNA TO PRINT AN ORDER</b>                |
| APPROVE AN ESTORE ORDER                     | ENTER A REPLACEMENT ORDER                            | APPROVE AN ORDER FOR A DIRECT SHIP ITEM     | TAKE THE QUIZ FOR THE INSIDE EDGE (CAN COUNT IF YOU DID IT PREVIOUSLY) | APPROVE AN ORDER THAT HAS AT LEAST 10 LINE ITEMS |

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| <b>B</b>                                         | <b>I</b>                                                               | <b>N</b>                                    | <b>G</b>                                    | <b>O</b>                                             |
| SEND A SHIP DATE REQUEST EMAIL TO CS             | TAKE THE QUIZ FOR THE INSIDE EDGE (CAN COUNT IF YOU DID IT PREVIOUSLY) | ANSWER AT LEAST 10 CHATS IN ONE DAY         | APPROVE AT LEAST 50 ORDERS IN ONE DAY       | APPROVE AN ESTORE ORDER                              |
| ENTER A NO CHARGE REPLACEMENT ORDER              | APPROVE AN ORDER WITH AT LEAST 5 SCHLAGE ITEMS                         | APPROVE AN ORDER WITH 2 SPECIAL ORDER ITEMS | ASK ANNA TO PRINT AN ORDER                  | ANSWER OR SEND AN EMAIL TO PURCHASING ABOUT AN ORDER |
| APPROVE AN ORDER WITH AN ELECTRONIC ITEM         | ANSWER AN EMAIL FROM AN ECOMMERCE ACCOUNT                              | <b>FREE</b>                                 | APPROVE AN ORDER WITH A BACKORDERED ITEM    | <b>CREATE A TEMP ITEM</b>                            |
| APPROVE AN ORDER THAT HAS AT LEAST 10 LINE ITEMS | SEND A SHIP DATE REQUEST EMAIL TO CS                                   | APPROVE AN ORDER FOR A DIRECT SHIP ITEM     | ENTER AT LEAST 10 MYKNOBS ORDERS IN ONE DAY | APPROVE AN ESTORE ORDER                              |
| ASK ANNA A QUESTION ABOUT AN ORDER               | APPROVE AN ORDER WITH A EMTEK OR BALDWIN ITEM                          | PROCESS A CANCELLATION                      | CONTACT A FACTORY FOR INFO                  | SEND A CREDIT REQUEST TO CS                          |

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|-----------------------------------------------|------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------|
| <b>B</b>                                      | <b>I</b>                                 | <b>N</b>                                                               | <b>G</b>                                         | <b>O</b>                                             |
| ENTER AT LEAST 10 MYKNOBS ORDERS IN ONE DAY   | APPROVE AN ORDER WITH A BACKORDERED ITEM | SEND A SHIP DATE REQUEST EMAIL TO CS                                   | APPROVE AN ORDER THAT HAS AT LEAST 10 LINE ITEMS | ENTER A NO CHARGE REPLACEMENT ORDER                  |
| ENTER A REPLACEMENT ORDER                     | PROCESS A CANCELLATION                   | TAKE THE QUIZ FOR THE INSIDE EDGE (CAN COUNT IF YOU DID IT PREVIOUSLY) | APPROVE AT LEAST 50 ORDERS IN ONE DAY            | ANSWER OR SEND AN EMAIL TO PURCHASING ABOUT AN ORDER |
| <b>CREATE A TEMP ITEM</b>                     | ANSWER AT LEAST 10 CHATS IN ONE DAY      | <b>FREE</b>                                                            | APPROVE AN ORDER WITH AN ELECTRONIC ITEM         | APPROVE AN ORDER WITH 2 SPECIAL ORDER ITEMS          |
| APPROVE AN ORDER WITH A EMTEK OR BALDWIN ITEM | ASK ANNA A QUESTION ABOUT AN ORDER       | APPROVE AN ESTORE ORDER                                                | ANSWER AN EMAIL FROM AN ECOMMERCE ACCOUNT        | SEND A SHIP DATE REQUEST EMAIL TO CS                 |
| SEND A CREDIT REQUEST TO CS                   | CONTACT A FACTORY FOR INFO               | APPROVE AN ORDER WITH AT LEAST 5 SCHLAGE ITEMS                         | ASK ANNA TO PRINT AN ORDER                       | APPROVE AN ORDER FOR A DIRECT SHIP ITEM              |