



BluewaterBridgeServices.com
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Managed Service **Customer Information Steps**

Managed Service – Customer Information Steps

1. Bluewater assigns a Large Yacht account manager to work with the vessel.
2. Bluewater takes a physical inventory on-site at the boat. (Or vessel submits detailed inventory.)
3. Data from the vessel inventory is entered into Bluewater's Inventory Management Software.
4. An electronic copy of the inventory is provided to the vessel for their records.
5. Bluewater stores the vessel's inventory electronically for easy access and updating.
6. Bluewater account manager conducts a monthly review of orders by the vessel. Any new inventory is added to file.
7. A monthly review is done by the LY account manager to check for old editions of all charts, publications, cruising guides, land based guides and electronic charts.
8. The LY account manager creates a customized list of new editions/missing items based on boat inventory and itinerary.
9. Bluewater then notifies the vessel via email on a monthly basis of all old editions and missing items in their inventory.
10. Once Bluewater receives confirmation from the vessel to purchase the recommended items, the order is processed and shipped to the pre-determined shipping location.
11. The LY account manager will update the vessels inventory to reflect new items supplied to boat.

Contingencies

I. Boat Purchases Items from Bluewater Superyacht Bridge Services

- A) Confirmation email provided with each order
- B) Order is fulfilled based on confirmation
- C) Inventory is updated for vessel
- D) Copy of new inventory sent to vessel

II. Boat Purchases Items—retailer other than Bluewater Superyacht Bridge Services

- A) Boat sends email to Bluewater with list of items purchased from retailer
- B) Inventory is updated for vessel
- C) Copy of new inventory sent to vessel