

Laura Watson

From: Phillips, Rena
Sent: 05/14/2003 12:58:58 PM
To: Watson, Laura M.
CC:
BCC:
Subject: Training

Here is the remainder. I attached it to the Rifle notes!!

Dec. 1st starts new year for parts.

Credit card orders normally ship after 2 days, check or money order – orders usually ship within 5 business days.

If you receive a credit card denial contact customer ask for a different credit card for the order.

Open accounts – discount and payment terms – line of credit – R#'s to get open accounts have to apply – credit app and parts dept. app. – then goes to accounting. Discount depends on amount dealer spends per year. For dealer pricing have to spend at least \$500 each year, \$1,000 or more a year to get MSP pricing. RARC's do not get parts at no charge.

LE (Law Enforcement) orders have to be faxed in on department letterhead – LE wholesalers only have to sign limited sales agreement. All government orders go to Jessica.

EDI – Electronic Data Invoicing – Sports, Inc., Ace Hardware, True Value/True Serve and Gander Mountain.

Bill to orders go to Dell.

When taking orders always ask if business or individual.

Sports, Inc. fax in on an order form with P.O.

We do not take international orders – send to George McHugh (George can not do onesie, twosies).

Shahoud's is our receiving center for repairs.

Guns that are still worked on at factory:
Model 552
Model 541
Model 581
Model 1196-Parts from 11-87 will interchange
Model 600 (only for recall and safety modification program)
3200 – (Update)

Repairs can not ship to a different address than originated.

Model 597

If consumer has repair issue, suggest Mann & Son, if customer insists on sending to the factory then send to Ilion.