



AGENDA OCTOBER 31, 2003

JOHN--Express mail out of OHL we need to email the Othie Kimball and Reggie Turner. Only time that they are allowed to ship by premium freight service is if the customer is paying for it. Express delivery must be charged. Can be shipped standard and arrive in approximately 3 days.

- ShopRemington.com. This is the website where customers can purchase accessories online. Link from accessories. You can also search for other dealers.

Calls should go to Eddie or Linda 1st, Tom or Al 2nd, then use the mailbox below. Calls for press should be transferred to ext. 2279. This is a voice mailbox. Gunroom will be handled by Todd with Jessica as back-up.

LAURA--New Person for Nov & Dec for Agenda & Cust Serv Mtgs. Laura handed out a schedule for 2004.

- Checks--Anyone have any issues of checks missing between here and AR? Due to checks with no orders or repairs, Laura has set up a book to log in checks that will be at a new location in her area. We also need to copy incoming checks and attach these to orders or repairs.
- Name Tags--be sure to wear your nametag on Saturday to the dinner. Be there by 5:45. Dinner at 6:30 speaker at 7:30.

NICOLE--Tax exemption information--R-accounts are set up as tax exempt. If a dealer does not have an R-acct, please contact Pat to see if they are, in fact, tax exempt. LETAX also needs to provide exemption info. The information must be current.

DELL MARIE--Ron is still checking the Safety Modification tick sheets. We need to continue filling them out as complete as possible.

DEREK--Customer Service Meeting--Looks like we're 1.2 mil short company over-all. We did make budget this month with original forecast, first time this yr. Guns--600 above forecast. Ammo--a little short. CLUltra--is on production hold and probably won't make deer season. BuckHammer--195,000 rounds out by EOM, 200,000 by End of Nov. Rest of EtronX should ship by end of Nov. Both rounds can't be loaded at the same time.

STATS--Country Store--\$5 orders so far w/ a total of \$863. Most are mugs, caps, decals, and a few history books. Parts--899 orders for \$87,000 total. 2002--809 orders for \$68,000. We're even on B/O's and we have 102 guns awaiting approval. 86 guns in the gallery and 108 guns awaiting parts. Guns in hse, 596 down from 652. Calls--7400 total last week, 7600 total last year. In 1999 there were 10,400 calls taken.

LAURA--sent around a new break schedule for more complete phone coverage.

DANNY--introduced a new program w/ extended terms for O/U & Auto-loaders. This is due to Beretta discontinuing their sales to distributors.

KEN--710 mag latches will be set up in parts. Premier RARC repair time ~8 days. RARC's ~21 days.