

CONSUMER SERVICE AGENDA
March 14, 2002

- **Tracking repair packages when there is no tracking number – John**
We can use the full repair number, i.e. RE00012345, in the reference section to track repairs that do not show a tracking number.
- **All legal mail and calls need to be directed to Jan Jones and not Donna Gaffney – John**
- **SAP – John**
We need to be sure all line items have the appropriate information. If we do not fill in the appropriate lines, the order hangs out in never never land.
- **Safety modification – John**
When customers state they are not going to participate, we need to ask why. We would like to have a feel as to why customers do not want to take advantage of the program. Please make a note on the tick sheet.
- **Sending ammo back to Lonoke via FedEx ground**
If you have a customer that does not have UPS ground access, FED EX ground can also ship ammo back to the plant.
- **Customer appreciate day – suggestions???**
Please send your suggestions to John

Will Summer have her baby by the end of the week or day (3/12)?

1 week – Dell Marie

Thursday, 7am., 8 lbs. 9 oz. 20" long, black hair, blue eyes. – Christy

I think she'll have the "little leprachaun" on Saint Patricks day. She'll be back the following Monday to help with the calls – Nancy

She will not have the baby before Thursday at 3:30PM. – Derek

By end of week 6lbs 5 oz – Laura

By Wednesday evening before 9:00 p.m. – 7lbs – Kathy

By tomorrow – Tonya

Wednesday – Karin

She's faking it...she's not really pregnant - Todd