

Agenda
Consumer Service Team Meeting
Oct. 23, 2002

- Safety Modification Program- Laura
Do not advise the customer to send the bolt only, the whole gun needs to be shipped in.
- Order Entry- Kaye
Verify the address and get phone numbers even on no charge orders.
- Model 710 parts- Dell
OHL should have as of 10/10; we should have shortly for orders.
Do not use Paducah as a part source.
- ARS Label Request Form- Dell
Under description put the reference number as the serial number.
Do not use the model number or the description of the gun.
Do not spell out the serial number.
- Armorer School Discount- Ken
Armorer School Attendees should be transferred to Kim Steffey regarding purchase of a firearm.
- Breaks- Ken
Please take break when scheduled and return on time.
No faxing when on break.