

TEAM AGENDA  
APRIL 18, 2002

**NRA COVERAGE (John)** - *We will have assistance from customer service – Kathy and Karen if needed. DO NOT schedule drs. appts. vacation, etc. Requested that the remaining CSR's take 1/2 hour lunches to assist with the phones. John and the crew will be back on Tuesday, April 30. Norma will be our point of contact for any system problems, phone problems, illnesses, etc. Let's all pull together and keep it going.*

**ADDRESS CHANGES ON REPAIRS (Denise)** – *what procedures do we need to follow with new shipping address requests*  
*If it's a repair that can not be mailed back to New York burroughs (Queens, the Bronx, Brooklyn, Staten Island and Manhattan) – need to ship to an FFL holder that we have on file.*  
*No address on repair must have current ID faxed or mailed in to us with correct address information.*  
*If the customer needs firearm shipped to a different address than it came from – this needs to be requested with the original correspondence.*

**SUMMER FLEX HOURS (John)** - *Please submit your schedule to John by mid May. Flexing begins June 19 and goes through August 28. July 4<sup>th</sup> is blocked due to being a 3 day work week anyway (Thursday and Friday off that week).*

**STREN DEFECTIVE LINE (John)** – *How are we processing the returned line? Where is it?*  
*We will have a box by Angie's desk to deposit the returned line in.*

**MODEL 700 CALLS (John)** - *The sheets will probably be revised again. Strongly encourage our callers to have conversion completed. Inform them that anytime you can unload a firearm while the safety is on makes for a safer firearm. Any FSR's need to be sent to the factory. The American Hunter and American Rifleman is scheduled for release April 20<sup>th</sup>, so we will probably have an increase in calls.*  
*With the Garza inquires use the Q and A's provided by Ann Cohen. This was an economic issue and is now closed.*