

# SERVICE BULLETIN

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A.J. Antunes & Co. is pleased to announce our newly enhanced website which features Customer Self Service (CSS) Module for easy, user friendly ordering online, order information, warranty submission and warranty information. Outlined below are the **Features** of this new module, steps for **Getting Started** and steps for **Entering Orders** Online. We are very excited to provide the benefits of this convenient feature to you, our valued customer. Here is the HOME page after you log onto YOUR ACCOUNT:

The screenshot shows the A.J. Antunes & Co. website interface. At the top left is the company logo. A navigation bar contains links for Home, Cart, Account Info, Contacts, Logout, and Help. Below this is a 'Menu Selections' sidebar with various options like Order Entry Catalog, Account Information, and Service Bulletins. The main content area features a 'Product Price/Availability Search' section with a search box and a 'SEARCH' button. To the right of the search box is a 'USER INFO' box displaying 'User: 10055109' and 'Cust ID: 10055109' with a 'LOG OUT' button. Below the search section is an 'Order Status - 45 day history' table with columns for Order Date, PO Number, Order Number, Invoice Number, and Order Status.

Order Date	PO Number	Order Number	Invoice Number	Order Status


Beginning January 1, 2006 there will be a \$15.00 Surcharge for orders placed under \$100.00. **This fee will be waived if the order is placed online.** There will still be a processing fee for Next Day Air Orders placed online, but there will not be a Minimum Order Surcharge. This processing fee will be added when invoiced and will not show up on the Order Acknowledgment that is generated by the CSS computer program.

## Features of Customer Self Service Module:

- **Order Status – 45 day history:**
  - By clicking on the Sales Order you can see exactly what is on the order, the intended ship date, pricing, method of payment
  - If the order has shipped and has not yet been invoiced, you will be able to see the shipping information next to: BOL
  - If the order has shipped and is invoiced you can see the invoice number on the Sales order.
  - Besides viewing the order, you also have the ability to print the order.
  
- **Placing an Order**
  - Order Entry Quick allows you to quickly place order using part numbers
  - **Your** pricing will be viewed automatically
  - Instant feedback if part number is incorrect or if pricing has changed
  - Ability to request ship date for whole order or line by line
  - Ability to add order comments for whole order or line by line
  - Ability to look up Ship To address if different than Sold To address
  - Ability to order for your customers (available soon)
  - Ability to copy order template for ease of ordering next time (available soon)
  - Automatic e-mail acknowledgement of order to personal e-mail
  - **NOTE:** This acknowledgement does not confirm information on order. For the 1<sup>st</sup> two to three orders placed online, a separate confirmation will come from AJA Customer Service Rep. to verify ship date and additional order information
  
- **Warranty Claims submitted online**
- **Owners Manuals – all chain account manuals are now on the website**
- **Technical Manuals**
- **Service Bulletins – complete listing for easy access**
- **Reports**
  - Order Summary
  - Order by Order report
  - Customer Credit report
  - Order by Item report
  - Invoice History Report
  - Up to date real time reporting directly from AJA computer system
  
- **Personal Administration**
  - Ability for you to decide your password after initial password is given
  - Enter your e-mail address to receive e-mails of the orders you place online
  
- **GETTING STARTED USING CSS**
  1. In order to receive e-mails, when an order is placed, you must put in an e-mail address under the Personal Admin section.
  2. There is no need to change or enter your password. Simply enter an e-mail address.
  3. If you would prefer to have a secure password instead of the password given to you by AJA, you can do this in the Personal Admin section.
  4. Enter the old password, enter your new password and e-mail address. This will be your NEW password the next time you log in. Your customer ID# stays the same. **You will need to inform everyone in your office of the new password.**
  5. **Now you are ready to enter an order (see Procedure for ENTERING ORDERS using CSS.)**

➤ **ENTERING ORDERS USING CSS**

**Click on Order Entry Quick**

1. Enter item number:
2. Enter quantity
3. Click on Enter
4. Continue entering part numbers and quantity and clicking on **Enter**. You will submit when you are finished entering part numbers.
5. Now **Submit**
6. Computer is retrieving information from QAD database. This may take a few seconds.
7. You may get the message: The item XXXXXXX is not available. Enter this part number in the Order Comments and note that you want to order this part number and the quantity. Customer Service will add part to the order and send an acknowledgement.
8. You receive real time information concerning a wrong part number or price so that you have up to date information.
9. Once you are ready to Submit the order, click on Check Out
10. You can now:
  - a. Continue ordering
  - b. Empty Cart
  - c. Save Order Template-more information to come about this feature
  - d. Check Out
11. Again, you have the opportunity to delete any items
12. You can enter a comment or ship date for each line item
13. **Specify a Request Date**. The same lead times apply for orders entered using CSS as if the order was faxed to AJA. CSS default is 5 days so you must note a different date in the Order Comments if you need it sooner than 5 days.
14. Finish Order: You can now enter an Order Comment: This is when you would list the items that are not available.
15. Choose the Ship To addresses: Use the book icon (  ) to pull up a list of addresses that are currently in our database. You are NOT able to enter a new address. Again, enter this information in the Order Comment section and it will be added to the order by our Customer Service Dept.
16. Enter Shipping Method
17. Enter Payment Method. In order to use your own UPS account number, please select COLLECT and add your account number into the order comments section.
18. Enter whether Partial Shipment is OK
19. Enter Purchase Order number
20. Submit Order
21. You will receive an e-mail which says that we have received your order along with a summary of your order.
22. The order should also pop up on the screen. If you do not see the order pop up, your company may have a block on pop-ups. Someone in your IS dept. can disable pop ups from our website.
23. You can also view the entire order by going back to the Home page. You will see it listed on the Order Status – 45 Day History
24. This order will go directly to the A.J. Antunes & Co. computer system and is LIVE.

❖ **CONVENIENCE – AJA is here to serve you, but if you prefer Customer Self Service, it is available 24 hours, 7 days a week, and 365 days a year for your convenience.**

As Director of Customer and Technical Services, I am very proud to present this newly enhanced website as a feature for our customers and I encourage you to use it. Please call me directly at 630-784-3429 or our toll free number 800-253-2991 ext. 3429 for additional information and assistance.

Sincerely,  
A. J. Antunes & Co.

Jane A. Bullock  
Executive Director of Customer and Technical Services