

SERVICE BULLETIN

NO. 259

DATE: 2/10/06



A.J. Antunes & Co.

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TO: ALL INTERNATIONAL AUTHORIZED SERVICE AGENCIES

RE: NEW ENHANCEMENTS TO THE AJA WEBSITE

A. J. Antunes & Co. is pleased to introduce our enhanced website module, CSS (Customer Self Service). Everyone wants information at his or her fingertips and the convenience of accessing that information when they need it. This is especially true for you, our International Service Provider.

This new CSS module integrates with our computer system in order to give you real time information 24/7. We know that it is difficult for you to wait for the time difference between our office hours and your office hours. We believe this new website enhancement will greatly benefit you by giving you real time information even when our office staff is not available. Here are some of the features:

1. Log onto www.ajantunes.com
2. Click on the **Antunes Foodservice - MY ACCOUNT**
3. Log in by using your customer ID# and password: Please e-mail lucy.witcher@ajantunes.com if you need this information. For your password remember – do not use CAPS LOCK.
4. When attempting to use the on-line system, you must first turn of any pop-up blockers you have installed on your computer. This will allow access to the on-line system and all of its capabilities.

➤ **Features:**

➤ **Order Status – 45 day history:**

- By clicking on the Sales Order you can see exactly what is on your 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 (Except when shipped by freight)
- 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
- Automatic e-mail acknowledgement of order to personal e-mail once an e-mail address has been entered in the Personal Admin section on the Home page. (See Procedure for GETTING STARTED).
- **NOTE:** This acknowledgement does not confirm information on order. A separate confirmation will come from AJA Customer Service rep. to verify ship date and additional order information

➤ **Reports**

- Order Summary
- Order by Order report
- Customer Credit report: Provides detailed credit information on the selected customer
- Order by Item report
- Invoice History Report
- Up to date real time reporting directly from AJA computer system

➤ **Personal Administration**

- Orders will automatically be e-mailed to e-mail address that you designate
- Ability for you to decide your password after initial password is given. (All contacts in your office will need to be aware of new password if changed from the initial AJA password.)

There are additional features available in the CSS module that we will inform you of as they become available. Also, we will have sales and technical service messages that will change periodically to let you know the very most up-to-date information concerning A. J. Antunes & Co.

Please feel free to contact me directly, Jane Bullock at 630-784-3429 or jane.bullock@ajantunes.com or contact your AJA Customer Service Representative.

Your satisfaction is important to us and we want you to use this new module. Therefore, we look forward to your input.

Sincerely,

Jane A. Bullock
Executive Director of Customer and Technical Services