

SERVICE BULLETIN

NO. 248 DATE: June 25, 2005



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TO: ALL AUTHORIZED SERVICE AGENTS / INTERNATIONAL SERVICE PROVIDERS
SUBJECT: Resources available on the A. J. Antunes & Co. website

In our ongoing support of our Authorized Service Agencies / International Service Providers, we at A.J Antunes & Co. want to make you aware of all that is available to you on our website: www.ajantunes.com. We are in the process of upgrading our website in a two phase initiative. **Phase 1:** more secure and robust order entry process giving real time information concerning order status, order history, part numbers and pricing. Completed by end of 3rd quarter 2005 **Phase 2:** upgrade to catalog and owners manuals functions. Completed by end of 4th quarter 2005

Listed below are some of the many features of our website currently available. Log on often to become aware of new enhancements as they become available.

Available without user ID and password:

- Sales Brochures, spec sheets, price list
- Catalogue of equipment
- Trade show dates

Available in password protected secure module on website. On the main AJA webpage, select YOUR ACCOUNT. You must have a customer ID# and password to view the features listed below. Contact Lucy Witcher at lucy.witcher@ajantunes.com if you need your ID# and password.

Training:

- Technical manuals in a Microsoft PowerPoint format for ease of training technicians; the manuals may be printed in sections or complete. The manuals contain operation and maintenance information from the owner's manuals as well as a theory of operation, component description and function and a pictorial parts testing and replacement procedure.
- Owners manuals
- Service bulletins

Warranty:

- Submit & track warranty claims
- Review adjustments
- Ensures accuracy with part numbers, pricing, labor rates, & handling
- Allows for concise reporting to chains
- Incorrect information highlighted
- Confirmation of successful warranty submission

Daily operation:

- Local service center lookup
- Parts lists and pricing look-up (Which can be down loaded to an excel spreadsheet)
- Track orders

There is a reason we have self-checkout in grocery stores and gas stations: Convenience. We know that you need important information from A. J. Antunes & Co. at your fingertips. AJA is committed to making your job easier by providing real time needed information via our website. For additional information about our web enhancements, you can call anyone in the Technical Service Department at 630-784-1000 or call me directly at 630-784-3429.

Sincerely,
Jane A. Bullock
Exec. Director of Customer and Technical Services