

SERVICE BULLETIN

NO. 250

DATE: 7/21/05



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TO: ALL NORTH AMERICAN AUTHORIZED SERVICE AGENCIES

RE: Minimum Order Bulletin

As most of you know, A. J. Antunes & Co. has a minimum ordering requirement of \$100 net (\$200 list). While there have been many instances in the past where we have overlooked this, including the processing of air orders, beginning January 1, 2006 we will begin to enforce our minimum ordering requirement.

Providing proper support to Equipment that A. J. Antunes & Co. manufactures means providing a first time fix within 48 hours after the initial contact with the customer. Our mutual customers expect this, and there's no reasons why it can't happen.

Whenever a part is needed and it's not in stock, ordering just one will not satisfactorily maintain the adequate inventory levels needed. What happens if a similar occurrence takes place? If only a quantity of one is ordered it puts you right back in the same place when the part is needed again, another emergency. This is easily overcome by keeping a quantity of at least two (2) in your inventory; when the quantity goes down to one, it should signal your parts department to re-order.

Many of you already have the proper inventory levels and already provide the first time fix our Industry strives for, and we are grateful for your continued support. When we think about all of the manufacturers a typical service agency represents, as well as the variety of Models a manufacturer has within their product line, it's easy to understand the challenges of always maintaining satisfactory inventory levels.

We hope that this 5 month advance notice will give everyone ample time to review their inventory levels, and make adjustments where required. Please remember that:

- We provide you with "free freight" for one stocking order every month; using it effectively should eliminate most needs for any emergency shipments.
- Once a year, you can return freight prepaid any new, current, and resalable part without any restocking charge.
- Our secure website, accessible with your own logon ID and password provides you with many resources, like our Technical Manuals designed to aid in a quick and proper diagnosis and repair.

Within the next week or so we will be sending a parts list categorized by Customers (chains). This format should enable you to maximize your inventory purchases by only purchasing parts for chains in your territory. As always, please feel free to call the Technical Service Department if there are any questions about this or any other matter regarding Antunes products or policies.

Regards,

Technical Service Department
A. J. Antunes & Co.