

SERVICE BULLETIN

NO. 253

DATE: 11/15/05



A.J. Antunes & Co.

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SUBJECT: MINIMUM ORDER POLICY

A.J. Antunes & Co. is celebrating its 50th anniversary in 2005. We have grown and flourished due to our positive customer relationships. We thank you for your business and we look forward to many more years of our business relationship.

As we look toward our next 50 years, it is important to run our business efficiently. So far this year we have processed over 5,000 invoices from domestic service agencies. 25% of those have been under the AJA required minimum order amount of \$100.00. While I am aware that emergencies arise, it is difficult for us to continue to allow under minimum orders without an added surcharge.

Therefore, beginning Jan. 1, 2006 there will be a \$15.00 surcharge added to ALL orders that are placed under \$100.00, unless the order is processed via the AJA website. This will include Next Day Air orders, which already have an additional \$7.00 expediting/handling fee added on. A reminder notice of this policy was sent in late June 2005.

Of course, if there was an error on our part and we need to ship additional parts on an order under \$100.00 there would not be a surcharge.

I would like to work together with you to avoid this additional expense for you and ultimately our customers. Because there will be an added charge for even emergency orders, we believe that those added costs will be offset by the saved shipping costs when you place less orders with larger quantities. Even for orders processed over the AJA website, we will still add the \$7.00 fee for expediting the order. As a reminder, we do allow on stocking order per month to be shipping with Free Freight.

As I said above, in order to waive the \$15 surcharge for below minimum orders, you can place your order over the AJA website using our newly enhanced Customer Self Service (CCS) module. For more information about this opportunity, please either e-mail me or call me directly at 630-784-3429 or toll free at 800-253-2991 ext. 3429. I will be very happy to walk you through the new order-entry process.

One additional area to address is the Drop Ship occurrences. We ask that you also examine your records concerning the number of drop ship addresses on your orders. We ask that you limit, when possible, the drop ship orders to your branch facilities only. At this time, we are not imposing a Drop Ship charge, but I will be reviewing this area during 2006. Thank you for your cooperation as we all look to grow our business in 2006.

Sincerely,

A. J. Antunes & Co.

Jane A. Bullock

Executive Director of Customer and Technical Services