



# Petersen-Arne

4310 W. Fifth Ave. P.O. Box 2683, Eugene OR 97402 (541) 485-1406 Fax: (541) 485-3459



## Customer TLC Preferences

Because your success is our highest priority, we want to know how we can help assist you with the information and service that you need. Please take a couple of moments to review the options below so we can customize our programs to you and your preferences.

**Account Name:** \_\_\_\_\_ **Account #** \_\_\_\_\_

### Subscribe to our New Products and Specials Newsletter:

We issue the announcement of new products into the warehouse via a weekly e-mail newsletter format. Which category of product would you like to receive at which e-mail address?

E-mail Address for each subscription:

All Categories    Quilting & Sewing    Paper Accents    Scrapbooking    Stamping    Books & Patterns    Crafts, Beading & Floral    Yarn & Needlework


Thanks, but no e-mails. I don't need to be informed of new products or specials regularly.

### Customer Care Call Program

Would you like us to call you regularly for your orders? Our helpful representatives will call you on a schedule to help you personally with your orders and inform you of special opportunities.

Weekly                       Bi-Weekly                       Monthly

Is there any particular day of the week or time that is best for you? \_\_\_\_\_

Thanks, but no scheduled calls are needed to submit my orders. I'll call customer service if I need help.

### Ordering Mechanisms

Petersen-Arne offers a number of ways for you to place your order.

- via our web site ([www.petersen-arne.com](http://www.petersen-arne.com))
- via Pixie, a small handheld barcode scanner, which uploads scans into the shopping cart on our website
- by calling our toll free number, 800-547-2509
- by faxing in your order to 800-285-3549
- by e-mailing to [sales@petersen-arne.com](mailto:sales@petersen-arne.com)

### Backtags

Backtags can be turned on to provide item numbers and a barcode for each product you purchase. If you choose to receive backtags, one will be generated and attached to the packing slip whenever you order an item from P-A for the first time, or for the contents or assortments.

Yes, please send backtags with my orders                       No thanks, I do not need backtags

### Automated Order Confirmations

Would you like to receive an automated confirmation when your order has reached us? This allows you to have a copy of your order as it goes to the warehouse for fulfillment.

Fax my confirmation to: ( \_\_\_\_\_ ) \_\_\_\_\_

No order confirmation needed

E-mail my confirmations to: \_\_\_\_\_ @ \_\_\_\_\_ . \_\_\_\_\_

## **Order Holds**

- Submit orders to the warehouse without delay
- Hold all orders for PO# or approval by \_\_\_\_\_
- Contact me if the order is under a freight allowance threshold so that I can bulk it up
- Contact me if the order is under the minimum to process without fees

## **What additional information do you need on your packing slip and invoice?**

- UPC number     Yes, please     No, thanks
- Retail pricing     Yes, please     No, thanks

## **Accounting Statements**

We will normally send an accounting statement if there is a balance due at the end of the month. We often hear customers say that they don't use statements. If we send one, will you use it?

- Yes, I like to confirm your records against my bookkeeping.
- No. Only send one if there is an issue that I need to know about, such as past due amounts, or aged credits.

## **Invoices**

What is your preferred method for receiving invoices?

- A posted invoice is fine as you've always done
- Email them to: \_\_\_\_\_@\_\_\_\_\_. \_\_\_\_\_

## **Freight Shipment Delivery:**

If your order is large enough, it could arrive on a freight truck. Do you have a dock? Do you require a lift gate?

- Yes please, since we do not have a freight dock. We know that lift gate fees may be incurred.
- No thanks, we have a freight dock for trucks

## **Routing Instructions:**

Some customers have special instructions on file with us for any goods that might ship FOB or freight collect, such as drop shipments. We can keep your instructions on file for those situations? If you have instructions, please check at least one or more of the following:

- Use when orders don't qualify for freight allowances
- Use for Drop shipments, which do not qualify for regular freight allowances
- All shipments

Freight Company \_\_\_\_\_ Account Number \_\_\_\_\_

Comments: \_\_\_\_\_

## **Backorders:**

Petersen-Arne never backorders anything automatically. Items, which you want to keep note, but not commit to purchasing, should be placed on a Wish List. When something is on Backorder, you are committed to purchase the goods. Please instruct us how to handle your backorders:

- Automatically add them to the next regular order/shipment if quantities are still available
- Ship when available, regardless of size or freight concerns
- Contact when they are in so that I can bulk up the order \_\_\_\_\_
- Never backorder anything on my account

**Thanks for personalizing your Petersen-Arne experience.**