

TSI NEWSLETTER



Price Changes & Product Information

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<u>Product</u>	<u>Change</u>	<u>Date</u>
Turbonics	+5%	January 1
Flex Duct	+6%	January 15
Duct Wrap/Insulation	+6%	January 15
Panasonic Fans	+7%	February 1
Caleffi	+3.5%	February 1

Reclaim Cylinder Deposits

- 125# \$325.00
- 30# \$ 70.00
- 50# \$ 80.00

Non-Stock, Special Order

Carrier/Bryant/TempstarParts



Carrier Replacement Components Division (R.C.D.) and Fast Parts has changed their minimum dollar amount for a direct shipment of any part that needs to be ordered from the factory. Parts which are not stocked by TSI and are ordered either same day or next day direct ship from R.C.D. and Fast Parts will require a minimum order of \$35.00 plus freight and any premium shipment charges that apply.

To keep these premium charges to a minimum, we encourage you to let TSI order your parts with our normal stock orders which are placed weekly. Following this process will usually get the part to you in about 10 days.

If quicker delivery of your part is required, remember that same day or next day shipment is available by ground freight, or air freight shipment is an option at an additional cost.

TRAINING

Munchkin Boiler & Phoenix Water Heaters

Green Bay

February 17
TSI Training Room

Madison

February 18
TSI Training Room

3:30-7:30 P.M.

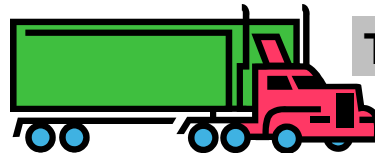
\$45 per person or \$35 per person if you attended the Fall Hydronic class.

This includes materials and a meal.

To reserve your spot for Green Bay call Susan Smyser at 920-491-5205 or e-mail ssmyser@tsihvac.com

To reserve your spot in Madison, call Carol Gieck at 608-327-2350 or e-mail cgieck@tsihvac.com.

T.S.I. TRUCK DELIVERY CHARGE



We are pleased to be able to announce a reduction of our truck delivery charge, effective January 19, 2009. Declining oil prices have allowed us to make these reductions and we are glad to pass the savings on to our customers.

Delivery charges will be reduced to \$3.00 for metro Madison and Green Bay and \$6.00 for outside the metro routes. The charge is per delivery and not per order.

Thank you for your continued support.



Customer Returns—Policy & Procedure Guideline

Overview

Should you as a valued customer order the wrong product, more product than was needed or if TSI has provided the wrong product due to a packaging or picking error, this policy serves as a guideline on how to handle returns to TSI.

Policy/Procedure

Return Value: TSI will not process returns where the total value of the return is less than \$25.00.

Product Condition: Any product being returned must be in new re-sellable condition. Items that have been installed are not returnable.

TSI/Supplier Error: If the return is being made due to an error by TSI or a supplier to TSI, the product may be returned at no cost to the customer, provided the product has not been installed.

Stock Product: Product that is typically stocked by TSI may be returned for credit with the original invoice. If the product is returned within 60 days of the original purchase, there is no restocking fee. If the product is being returned after 60 days, the restocking fee will be 20%. Product may not be returned after six months from the purchase date.

Non-Stock Product: Products not normally stocked by TSI, those ordered at the request of a customer, may only be returned upon approval from TSI. The restocking fee would be the total of the supplier's restocking fee, plus a TSI handling fee of 10%, plus any related freight charges.

Obsolete/Close-Out/Sale Product: All sales are final on any product sold as part of a promotion to sell product that has been discontinued, either by the manufacturer or TSI. If a product has become obsolete or a non-stocking item since the original sale date, the product may be accepted for return within 60 days of the invoice date.

Electrical Items: Electrical items such as supplies and service parts (e.g. circuit boards, thermostats, capacitors, coils, contactors, relays, switches, etc.), are susceptible to damage that may not be visible. TSI will only accept for return, items that have not been installed, that are in their original, unopened package.

\$\$ Notes from the Credit Department \$\$

It's a new year and you should review those old receivables. Send a Final Notice letter to those over 90 days and consider referring them to a collection agency. Never pay the agency until they collect for you. This also tells the slow pay customer that you're taking firmer action to collect. Check the free Wisconsin Circuit Court Access site (wcca.wicourts.gov) to see if there are other court actions open, other judgments or tax liens on a person or business. Are you taking the cash discount from your supplier? It's the same as earning 12% on your money (a 1% cash discount) so if you're not, consider going to the bank and use your line of credit.

Do you know which departments of your business are profitable? Ask your accountant to change your Income Statement so it has numbers by department. Start reviewing benchmarks for your employees and for your business. What is the average invoice for each service tech? Which techs are completing calls the 1st time. How many callbacks does each have? See the Grandy & Associates December newsletter for more information. Remember to review receivables, payables and weekly sales each week to help you plan for adequate cash flow.

From the HR Department

The U.S. Department of Labor has unveiled the FirstStep Recordkeeping, Reporting and Notices elaws Advisor—its latest tool to help employers comply with federal employment laws. By using this tool, employers can easily determine which recordkeeping, reporting and notice requirements apply to them under the major laws administered by the Department. This new elaws Advisor has been integrated with the revised and expanded FirstStep Poster and FirstStep Employment Law Overview Advisors. All three Advisors help employers identify the federal employment laws relevant to them and then explain how to comply with the requirements. This new suite of elaws Advisors is available at www.dol.gov/elaws/firststep. Please call me with any HR questions you may have.

Cheryl Hoffman, HR Specialist—TSI—Phone: 608-327-2314

Old Irish Proverb: Listen to the sound of the river and you will get a trout.

