



501 Galveston St.  
Wichita Falls, TX 76301

## Market & Sales Communication:

### **Customer Service Bulletin 06012011: Valid Purchase Orders**

Magic Aire is dedicated to reducing customer order turn backs and errors in processing that result in customer disappointment. To achieve these goals everyone's cooperation is appreciated in the following areas.

#### Customer Responsibilities:

Present an order with clear information regarding:

1. Submit orders to **[purchaseorders@magicaire.com](mailto:purchaseorders@magicaire.com)**, or fax to **940-397-5603**
2. Bill to information
3. Ship to information
4. Shipping Method – designate if using Magic Aire Flat Rate program standard or 2<sup>nd</sup> day delivery.
5. Items ordered must be in accurate codestring format
6. Quantities defined
7. Accurate net pricing
8. Review Magic Aire acknowledgments to verify order was interpreted and entered as expected.

#### Magic Aire Responsibilities:

1. Proof customer order for obvious mistakes or inconsistencies
  - a. Pricing
  - b. Missing or inaccurate code strings
  - c. Shipping method not consistent with history or order type
  - d. New Bill to or Ship to
2. Enter clean orders in 24 hours or advise customer that clarifications are required
3. Schedule clean orders within 72 hours of receipt or advise customer of special constraints