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**To:** Federal Field Sales Organization

**RE:** Spec Credit Filing and Purchase Order Management Changes

Federal is continuously looking for ways to improve our speed of response to our customers and to improve communication with our channel partners.

Two changes that we are making are as follows:

- All new spec credits that are not submitted through SpecPath should use the attached updated form and process starting from today. The form should now be sent to [fispeccredit@federalind.com](mailto:fispeccredit@federalind.com). If you have sent in requests for spec credits over the past three months to the previous mail box, please resend them to the new mailbox
- All new equipment orders should be sent to [fequiporders@federalind.com](mailto:fequiporders@federalind.com) beginning today

The above changes are being made to ensure that the following improvements can be made:

- Ensures that we have continuity when someone leaves or is reassigned internally for orders as well as spec credit applications
- Ensure that when an individual Customer Service Associate is on vacation that orders continue to get processed. This will speed up internal order processing on the front end of the business
- Ensures that we don't miss entering and processing orders that are mixed with other inquiries such as delivery dates, pricing requests etc.
- Recognize performance of work related to work with consultants

If you have any questions on the above, please let me or your regional Sales Manager know.

Sincerely,

Chris Baichoo

VP Sales & Marketing