



***record-usa* NEWSLETTER**

April 2013

From: Mark Dugo- Vice President Sales & Marketing

We wish to thank you for another tremendous quarter to start what we truly believe will be our best year yet. All indications are that the 1st quarter 2013 will be the most successful that we've shared in our history! The support you've provided lends credence to great products backed by exceptional service. But we know it takes commitment and desire to want to continue what we started. We believe we have the team in place to ensure that we meet your every need; that we exceed your every expectation; that we perform to your total and complete satisfaction.

With our sincere thanks and gratitude, we promise to work alongside each and every one of you in our quest to become not the biggest, but unquestionably, the best of the automatic door providers that you have the option to buy from.

We understand that it is your choice to use our products and services, and that we have to earn your trust. So we start each and every day with the attitude that your phone call is a favor. You may choose to do business with others; for many reasons you may have to do business with others; our efforts are to ensure that you want to do business with record-usa.

We no longer are such the small company and the charming underdog. But we will not lose sight of where we started. The personal touch and the establishment of friendships; the quick reply and the willingness to do what needs to be done, that will never go away.

It's pretty simple. We want to help. We want to hear from you. We want to accept errors and failures and make them right- to make sure they don't happen repeatedly. But first and foremost; we want to succeed because when we do- you do. And we cannot ask for more than that.

Thank you all again for all that you do for us. We cannot say it enough and we will not take it for granted.

Enjoy the start of Spring and please, let us know what we can do for you.

record-usa

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www.record-usa.com



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From: Michael Vinnik- Inside Sales Manager

As you may be aware, we are currently working on a rather large project in British Columbia, BC called Surrey Memorial Hospital. Below are some of the progress pictures.



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Next we would like to do something we call:

Who We Are & What We Do

Customer Service Department



Glenn Bird- Customer Service Manager

"One of the interesting things about working for record-usa is that a job description isn't really a necessity, we all simply do what is asked of us to meet our customer's needs. If it were necessary to categorize what I do it can be summed up as management of the customer service department. My department handles all order entry, scheduling, expedites, and post order issues. When in doubt, feel free to contact my department and we can always direct you to the appropriate person to best assist you."



Misty Kohnle- Customer Service Representative

"I'm part of the fabulous Customer Service Team at record-usa! I'm in charge of multiple steps in the process from order entry to shipping issues. We want the customer to be taken care of in the quickest and most efficient way possible. I'm also a part of the Blasi process: quoting, PO to Blasi and order entry. Please let me know if you ever need anything and I'll be glad to help!"



Jennifer James- Customer Service Representative

"I am one of two customer service representatives here at record-usa. I handle anything from order entry to shipping issues and most everything in between. I also handle all credits, including inquiries from customers, researching and processing."

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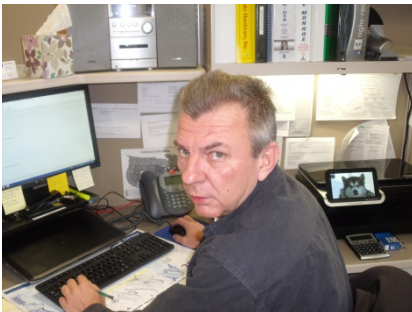
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Michelle Marban- Customer Service Representative

“I’m the receptionist here at record-usa. I assist Misty and Jennifer with order entry and processing. I also receive and follow up with credit applications for any future record dealers.”

National Accounts Department



Brian Sheppard- National Accounts Manager
(aka “The Ferret”)

“I Manage the day to day operations for National Account service and Installations, assist with responding to quote requests from GC’s and Glass Contractors, participate in RFP’s / RFI’s for all existing and potential new Accounts, and I help resolve any issues related to scheduling, materials, billing, etc.”



Nichole McCollum- National Accounts Coordinator

“I Complete all order entry for National Accounts. I also Coordinate the ship/install dates with the GC and installer.”

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Jennifer Byrd- National Accounts Coordinator

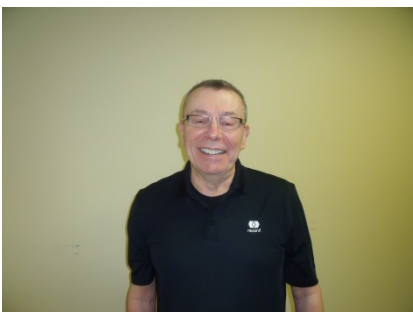
“I dispatch all service calls for National Accounts. I am in charge of all the National Account invoicing, both AP and AR. I also process contracts and lien waivers for any new install jobs.”

Inside Sales Department



Michael Vinnik- Inside Sales Manager

“Other than torturing you each month with these newsletters, I work with Leo to help him with the substitution request and approval process. I also head up the special pricing proposal program (which I also know is torturous for you). And finally I work in the field, in coordination with our Dealers and Branch Offices, doing AIA Presentations with firms around the country.”



Leo Diekhans- Inside Sales Administrator

“Michael thinks I spend my time looking for projects where record-usa or KM Systems, Inc. is specified, and submitting substitution requests to architects for those projects where we are not specified but one or more of our competitors are. I am trying to increase our footprint in the markets across North America. Our success rate is improving daily. I also assist with getting our foot in the door so to speak with targeted architect firms and arranging AIA presentations. Another of my more annoying traits is I continually contact you looking for updates on those projects that I have forwarded to you to bid, and to follow up on the sales quotes that Michael has produced per your requests.”

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Technical Support Department



Bill Groft- Technical Support Manager

“I work on the phone as technical support, helping technicians on the street with their issues getting our product together properly and performing as it should. I work with Customer Service in helping with order shortages and parts identification concerning Customer needs as well as help correct common issues with new product. I help create and supply literature to the factory to go with the products, such as Installation Manuals, Owner’s Manuals and various other documents.”



Waylin McMillen- Technical Service Manager

“I track and repair all returns to record-USA. I conduct technical phone support for dealers. I submit RGAs for credit through the proper channels.”

And Finally...

Mark Dugo, Charlie Wisdom, Darren Devinney, and Darren Rogers are in the field selling. Please do not contact them for anything that fits beneath the job responsibilities listed under each individual above.

Thank you.

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