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# CUSTOMER CONNECTION

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## SHIPPING NOTICES IMPROVE CUSTOMER SERVICE

New shipping notices via e-mail and fax are taking the guesswork out of product deliveries for JM Eagle customers across the country.

Recently implemented and currently being phased in at all JM Eagle plants in the United States, the notifications inform customers that pipe is on its way as soon as it hits the road. It eliminates the need for customers to make an extra call to find out if their orders have been processed and learn when their pipe will arrive.

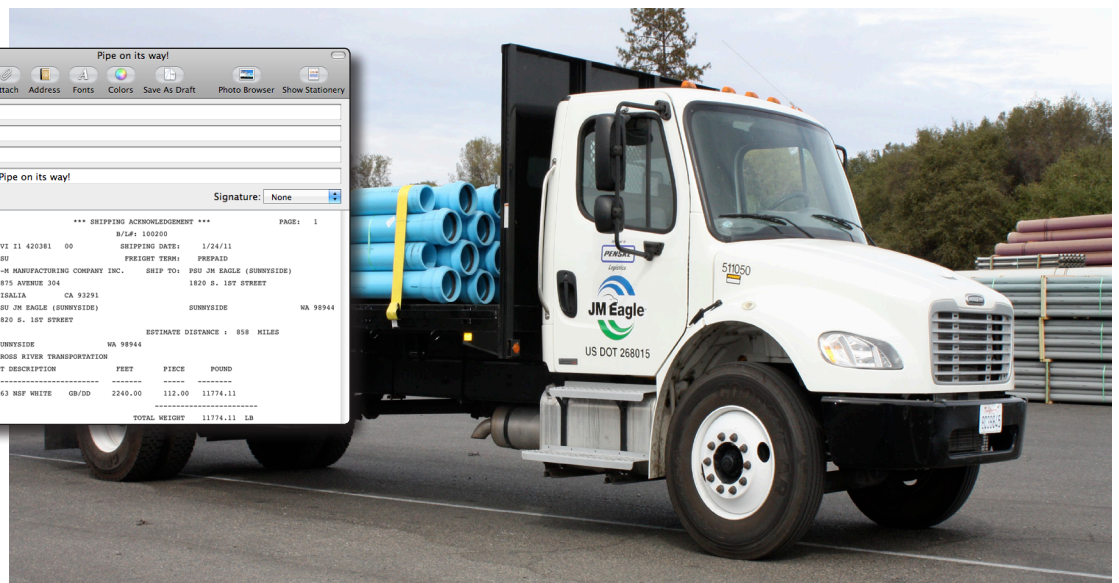
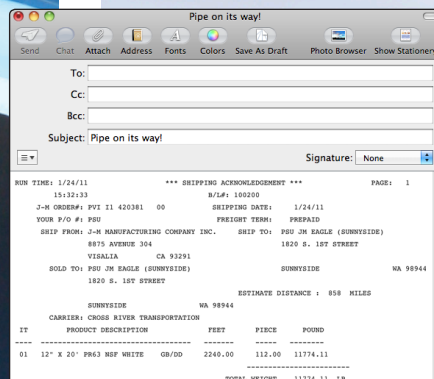
“It’s just like a shipping notice from FedEx,” explains Stan Lin, JM Eagle traffic manager. “It’s a courtesy to the customer that should greatly enhance our service.”

Previously, sales would process orders and plants would ship them without sending

anyone word. It was a process that left customers out of the communications link after the orders were placed—unless they chose to inquire with their salespeople, who then had to place inquiry calls to the plants.

Now customers receive notifications of shipments, which include the shipping time, ordered items and mileage estimates to the shipments’ destinations, via their choice of fax or e-mail. The reports are generated automatically at the plants with one simple push of a button.

“At JM Eagle, this is the type of win-win service that we strive for,” says Lin. “It is already creating greater efficiencies at all stages of the order-filling process and improving the communications with customers.”



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