



THOMAS BUILT BUSES TARGET CUSTOMER PROGRAM FOR REPLACEMENT PARTS



WHY SHOULD YOU BECOME A TARGET CUSTOMER?

You've got a business to run ... and that means operating costs are a key concern.

It's critical that each facet of your business is run efficiently ... and economically.

That's why you shouldn't be operating without support from the Thomas Built Target

Customer Program.



Target Customer Program And Your Business

A Target Customer receives parts shipments direct from our North American Parts Distribution Center network, boasting 2 million square feet of warehouse space. Program enrollment, ordering, invoicing, questions or problems are all handled through your Thomas Built dealer, your front door to Target Customer Program information and services.

If you're interested in becoming a Target Customer, your first step is enrollment through your Thomas Built dealer. After your application has been approved, you are free to place parts orders, at your convenience and at

highly competitive Target Customer prices, through your enrolling dealer. Your orders will receive daily stock order service (shipment the day after the order is placed) or emergency order service (same day shipment) depending on your needs. Orders over \$500.00 are shipped freight prepaid!

Plus, you're backed by significant dealer resources when you need them, such as parts from dealer inventory for immediate delivery and top-notch parts interpretation.

Benefits To Your Bottom Line

Take a look at the specific benefits you can expect from Target Customer Program status:

Lower Operating Costs

Thomas Built's Target Customer prices are as aggressive as many independent distributor or supplier direct programs. Lower parts acquisition costs spell big benefits to your bottom line.

Reduced Inventory Levels

The Target Customer Program, with its access to our \$200 million in parts inventory and frequent parts deliveries, will allow you to reduce your in-house inventory of replacement parts, which should lead to substantial savings.

Convenience In Building And Placing Orders

Fast, easy, flexible! That's a fair description of parts ordering under the Target Customer Program.

PARTS DELIVERED DIRECT TO YOU FROM PARTS DISTRIBUTION CENTERS ACROSS NORTH AMERICA



Manage your replacement parts costs more efficiently by becoming a Thomas Built Target Customer. You'll get:

- **Competitive acquisition costs on replacement parts**
The best prices around on all-makes replacement parts
- **Unbeatable parts availability**
Access to 700 different product lines of replacement parts (fit all makes of Class 6-8 vehicles, including trailers)
- **Daily stock order shipments**
- **Emergency order service**
- **Electronic order entry option**

Electronic Order Entry Option

Order parts online directly from your dealer's Parts Distribution Center. Through an Internet connection using Internet Explorer 5.5 or higher, you'll benefit from 24/7 online access to track order status and receive parts availability and pricing information. There's no special hardware or software to install. To begin doing business as a Target Customer, you'll simply need a login and password.

Getting Started As A Target Customer

The Target Customer Program was designed to help customers manage replacement parts costs effectively. Interested in Target Customer status? See your Thomas Built dealer for more information and enrollment procedures.

**FIND OUT WHAT THE TARGET CUSTOMER PROGRAM
WILL DO FOR YOU!**

**FOR MORE INFORMATION ABOUT THE TARGET CUSTOMER PROGRAM,
CONTACT YOUR THOMAS BUILT BUSES DEALER.**



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