

Monaro Timber

NEWS

46 - 48 Townsville St Fyshwick ACT
Ph 02 62806467 Fax 02 62806487

The monthly newsletter from
Monaro Timber Pty Ltd

Happy New Year

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The past twelve months have been very hectic for the building industry. That definitely includes us here at Monaro Timber. We have had a good year and in fact feel that we are still only scratching the surface. Over the past year we have added many new products to our range including glues, abrasives, sheet material and some different species of timber. We have also started stocking significant volumes of Ash, Jarrah and Blackwood. We increased sales of flooring to levels higher than any other year (to those old customers of mine I refer back to the Adams days) and we have also sold a lot of decking, in particular our fantastic Aussie Hardwoods. Finally, with the inclusion of our workshop on site we have also increased our output here too. All of these changes have been a response to the needs of our clientele. Without you we have no business and this fact is uppermost in our minds. We acknowledge that we don't always get it right but we are committed to doing our best and always seek to improve. At this point I must thank the crew at Monaro Timber, Ray, Stephen, Josh and Murray, for the 110%

effort I know they give. We will continue with our renovation program and hope we can do an even better job next year. I hope your financial year has been a good one and we look forward to working with you again.

New Name.

As of July one we have operated as a company. This won't really have any direct effect on you as a customer as we are still trading as Monaro Timber. For those of you on account with us there will be some new paperwork we need completed shortly to update our records and get our house in order. Someone will talk to you about this. Included with this newsletter is a copy of our new bank details. If you are currently using a direct deposit system it is very important that you change the details in your computer before making your next payment. If you don't use the direct system I suggest you consider it as it will reduce your costs.

Eftpos Payments.

You may be aware that we accept Eftpos (ie credit and debit

cards) payments for over the counter sales. We have never accepted these payments for accounts as we figure it costs us to give the credit in the first place and we are not really in a position to cover bank fees as well. The good news is we have implemented a new payment plan.

- 1 Account customers can pay their account using cards and if paid within 14 days of a purchase we will process without any fees.
- 2 Account customers can choose to pay their 30 day account on or before the end of the month using cards and we will process for a 5 % fee.
- 3 Account customers can choose to pay their accounts after the due date and we promise to reconsider the future of the account!

This new system will allow you to accrue reward points on your credit card and also take advantage of the longer payment terms offered by some cards. Please talk to us about this if you would like to take us up on it. That's all for this month.

Regards Shaun.