



The Brighter Side

SUNRISE LIGHTING SYSTEMS, INC.

Volume 1 Issue 10

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How can we serve
you better?

We Want to Serve You Better!

We here at Sunrise Lighting Systems want to make sure that we are doing all that we can to serve our customers in the best way possible. We hope you enjoy this month's newsletter and that it serves its purpose of informing and enhancing our service to you!



We hope you have a happy and safe Halloween!



Daylight Savings

Don't forget this Sunday, November 1st, is Daylight Savings time! So roll those clocks back Saturday night and enjoy that extra hour of sleep!

QUOTES & ORDERS & ORDER STATUS

Quotes:

The quickest and most efficient way to get a quote is to email or fax the following information to [Jeremy Kinzel](#) or [Sam Westra](#):

1. Job Name
2. Contractor
3. Fixture Request
4. Quantities

Please don't hesitate to call us! We love to help and want to do everything we can to get you what you need quickly and accurately. The written request is so that we can triple check that we have everything correct on our end so that we can get you exactly what you are looking for!

Orders:

When sending your orders, please note the following to tips to help get your order entered as quickly as possible:

1. If your order was quoted (a non-stock order), please be sure to mark your order with the Sunrise quote number (ie: JK09-0001)
2. If you are requiring your order to ship same day, please mark in bold letters: SHIP SURE TODAY!
3. Ship Sure orders need to be sent over before noon.
4. If you have an extra urgent order, please call or email [Janna Halterman](#) to be sure that she has received the order.

If you have a question, comment, or concern, just call! We can fax or email order acknowledgements according to each person's preference. So, if you would like your acknowledgement a particular way, please let Janna know.

Order Status:

You have two contacts for order status: [Janna Halterman](#) and [Megan Brisby](#). Please always include your PO# in your request and we will get you your PO's status ASAP.

How Can We Serve You Better?

We want to know how we're doing! Please take time to answer some of the below questions and email your answers to [Janna Halterman](mailto:janna.halterman@sunrise-lighting.com). These responses will be shared with the office to help improve our service to you.

Thanks!!!

- How are our response times to quote requests?
- How quickly do we get quotes back to you?
- How satisfied are you with Sunrise Customer Service?
- How well do you believe we know our manufacturer lines?
- How satisfied are you with your communication with our outside salesmen?
- What area do you believe Sunrise Lighting Systems can improve?



Doing it right the first time for you...

SUNRISE CONTACTS:

Robert McVicar - Owner

robert@sunriselightingsystems.com

Henry Kim - Owner

henry@sunriselightingsystems.com

Jeff Collins - Northern Salesman

jeff@sunriselightingsystems.com

Dean Shipp - Southern Salesman

dean@sunriselightingsystems.com

Jeremy Kinzel - Quotations

jeremy@sunriselightingsystems.com

Sam Westra - Quotations

sam@sunriselightingsystems.com

Megan Brisby - Customer Service

megan@sunriselightingsystems.com

Janna Halterman - Order Entry

janna@sunriselightingsystems.com

YOUR THOUGHTS AND INPUT

So many options and choices! Need more information? Look no further than your Sunrise Rep. The answers you are looking for may be nothing more than a phone call or e-mail away.

Your questions may be things that are on the minds of others as well and could be a subject in our newsletter. So, if you have a topic or product that you would like to see more information on, please send the request to Janna and we will be sure to include it in a future issue.

Thank you!

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**Do it right
the first time!**