



Departmental Contact List

AMSOIL is providing this departmental contact list to its valued Dealers and customers, and it is the company's hope that the list will aid in the growth of your AMSOIL business by increasing your access to timely and accurate information. Be sure to read the descriptions of each functional area to ensure communications reach the right person and are handled as quickly as possible.

AMSOIL requests Dealers and customers follow a few basic guidelines when using these contacts. These guidelines were created to help keep the channels of communication as available as possible so personnel can effectively serve everyone.

- Use the phone numbers and email addresses published inside, and discontinue use of old phone numbers and email addresses, many of which have changed. When in doubt call the main switchboard at 715-392-7101.
- When reaching voicemail instead of a live person, listen to the entire message and leave a detailed message including name, ZO number, phone number and a detailed purpose for the call.
- **DO NOT:**
 - hang up and call the same number back.
 - hang up and call someone else.
 - leave a message and then call back in.

- After leaving a voicemail or sending an email, wait until the end of the next business day before calling back or sending a second email (See Escalation Policy on page 4).
 - Because it wastes staff time when several people simultaneously seek to respond to the same information, a mass emailing of concerns or complaints to AMSOIL corporate staff members is inappropriate and inefficient.
 - Carbon copying (cc) or blind carbon copying (bcc) numerous non-involved individuals on a communication is not appropriate.
 - Foul language and mean-spirited communications will not produce effective results and are unacceptable. Typing in all caps and bolding words is the same as yelling and is also unacceptable.

AMSOIL thanks Dealers and customers in advance for their commitment to this communication process and dedication to the AMSOIL business and products.

Customer Service

TELEPHONE ORDERING

- Product & literature orders
 - Order status
 - Back order questions
 - General shipping / delivery questions
 - Product availability
 - Order ship date
 - Order shipping / picking errors
 - Hours of operation
 - Special shipping requests / charges i.e. Next day air costs etc.
- CALL LINE:** 800-777-7094
HOURS: 7 a.m. to 7 p.m. Central Time

INTERNET ORDERING

- Processes Internet orders
 - Order status, back order questions
 - Shipping and billing issues for online ordering
 - Online account creation (Account Zones) and password reset
 - Website and online store navigation
- CALL LINE:** 715-399-6550
EMAIL: internetorders@amsoil.com

FAX & MAIL ORDERING

- Purchase orders
 - Retail co-op advertising orders
- CALL LINE:** 715-399-6551
FAX: 715-392-5225
EMAIL: paperorders@amsoil.com

DEALERS & PCS

- Registration
 - Renewals
- CALL LINE:** 715-399-6552
EMAIL: registrations@amsoil.com

COMMERCIAL & RETAIL ACCOUNTS

- Application review & registration
 - EZ online account registration
- CALL LINE:** 715-399-6553
EMAIL: accounts@amsoil.com

ACCOUNT INFORMATION MAINTENANCE

- Contacts
 - Email submission or change
- CALL LINE:** 715-399-6685

COMMISSIONS & MARKETING PLAN

- Monthly Commission Statements (for commission checks, see Account Services)
 - Direct Jobber Reserve Accounts
- CALL LINE:** 715-399-6554
EMAIL: commissions@amsoil.com

AMSOIL U. CONVENTIONS & MEETINGS

- CALL LINE:** 715-399-6554
EMAIL: meetings@amsoil.com

VOLUME TRANSFERS

- Use the phone and email for questions only
 - For transfers use the volume transfer form under "Forms" in the Dealer Zone
- CALL LINE:** 715-399-6555
EMAIL: transfers@amsoil.com

T1 CERTIFICATION, AWARDS & INCENTIVES

- CALL LINE:** 715-399-6555
EMAIL: achievement@amsoil.com

Marketing/Communications

TRADE SHOW CO-OP

- Co-op application for events
 - Trade show entry / booth fee reimbursement
 - Literature and G-item orders for events
- CALL LINE:** 715-399-6565
FAX: 715-395-0908
EMAIL: tradeshowcoop@amsoil.com

RETAIL ACCOUNT CO-OP FOR ADVERTISING

- Ad review and approval
 - Submit proof of advertising for credit
- CALL LINE:** 715-399-6565
FAX: 715-395-0908
EMAIL: retailadvertisingcoop@amsoil.com
SUBMIT COPY: 925 Tower Ave., Superior, WI 54880

VEHICLE GRAPHICS CO-OP

- Submit proof of purchase, picture of wrapped vehicle and signed agreement
- EMAIL:** vehiclegraphicscoop@amsoil.com

TESTIMONIAL SUBMISSIONS

- Gathers data and develops stories for publication
 - Assists Dealers with locating testimonials for reference projects
- CALL LINE:** 715-399-6556
FAX: 715-395-0908
EMAIL: testimonials@amsoil.com

ADVERTISING

- Assists Dealers and retail accounts with advertising questions
 - Approval for logo use and advertising
- CALL LINE:** 715-399-6557
EMAIL: ads@amsoil.com

LEADS

- Lead request processing for T1-certified Dealers
 - Catalog and information for leads
 - General information requests
- CALL LINE:** 715-399-6558
EMAIL: info@amsoil.com

RACING PROGRAM

- Racing-related co-op requests for sponsorship and shows
 - Racing co-op merchandise and monies
 - Corporate-level sponsorship programs
- CALL LINE:** 715-399-6569
FAX: 715-395-0908
EMAIL: racing@amsoil.com

CORPORATE TRADE SHOWS & EVENTS

- Display purchase & rental
 - Participation & operation
- CALL LINE:** 715-399-6488
EMAIL: tradeshow@amsoil.com

COMMUNICATIONS

- AMSOIL publications and website content
 - Literature items and marketing materials
 - Photography and graphic art materials, files
- CALL LINE:** 715-399-6559
EMAIL: salespromo@amsoil.com
AMSOIL MAGAZINE LETTERS TO THE EDITOR: letters@amsoil.com

PRICE LIST INFORMATION & CORRECTIONS

- Revisions to price lists
 - Pricing discrepancies
 - General price list information
- CALL LINE:** 715-399-6566
EMAIL: pricing@amsoil.com

AMSOIL WEBSITE ADMINISTRATION

- Assists Dealers with linking issues
 - Website errors, malfunctioning web content, bad or dead-end links
- CALL LINE:** 715-399-6560
EMAIL: webadmin@amsoil.com
PASSWORD TROUBLE
CALL LINE: 715-399-6550

WEBSITE VIOLATIONS

- Domain name
 - Content
 - Price listing
 - Selling products
- EMAIL:** webviolations@amsoil.com

ALTRUM

- All sales and product related questions
- CALL LINE:** 715-399-6567
EMAIL: info@altrumonline.com

AGGRAND

- Application Rates
 - Soil Analysis
 - Technical Inquiries
- CALL LINE:** 715-399-6419
EMAIL: info@aggrand.com

GENERAL QUESTIONS OR SUGGESTIONS

- For general questions or suggestions that don't fall into any other department
- EMAIL:** suggestions@amsoil.com

DEALER BUSINESS SOFTWARE

- General questions and technical support
 - For billing issues see Accounting
- EMAIL:** dbsadmin@amsoil.com

Accounting

ORDER HOLD & RELEASE

- Orders placed on credit hold
- Over credit limit

CALL LINE: 715-399-6568

EMAIL: orderholds@amsoil.com

COLLECTIONS

- Past due invoice information
- Make a payment or set-up payment plan

CALL LINE: 715-399-6561

EMAIL: collections@amsoil.com

CREDIT

- Commercial / Retail credit applications
- Application status
- Credit limit questions
- Credit references

CALL LINE: 715-399-6562

FAX: 715-395-5332

EMAIL: credit@amsoil.com

DEALER & ACCOUNT SERVICES

- Accounts receivable
- Check or credit card payments and information
- Account balance
- Copy of invoice or statement of account
- Product returns
- Invoice or billing issue
- Direct deposit question
- Commission check
- Computer package adds, changes or deletes
- Premium Dealer Zone and Dealer Business Software billing

CALL LINE: 715-399-6348

FAX: 715-395-5332

EMAIL: accountservices@amsoil.com

SALES TAX

- All sales tax-related questions

CALL LINE: 715-399-6348

FAX: 877-482-7290 (tax certificates only)

EMAIL: salestaxquestions@amsoil.com

Technical Services

OIL ANALYZERS

- Program development
- Reports
- Interpretation
- Available tests

PRIMARY: 877-458-3315

SECONDARY: 715-395-0222

EMAIL: info@oaitesting.com

NEW PRODUCT IDEAS

- Provide AMSOIL with new product idea or packaging suggestion

EMAIL: ideas@amsoil.com

ONLINE LOOK-UPS

- Report an error or typo in any online look-up tool

EMAIL: lookups@amsoil.com

FOR TECHNICAL QUESTIONS REGARDING AMSOIL PRODUCTS, INCLUDING ASSISTANCE WITH PRODUCT RECOMMENDATIONS AND WARRANTY, CONTACT AMSOIL TECHNICAL SERVICES:

TECH SERVICE LINE: 715-399-8324

FAX: 715-392-3097

EMAIL: tech@amsoil.com

Distribution Center and Shipping

DISTRIBUTION DEPARTMENT

- Special stocking requests / availability
- Distribution Center questions

CALL LINE: 715-399-6377

EMAIL: distribution@amsoil.com

DISTRIBUTION CENTERS HOURS OF OPERATION

Except as noted
Monday 9 a.m. to 7 p.m.
Tuesday-Friday 9 a.m.
to 5:30 p.m.
Saturday-Sunday Closed

ANCHORAGE

Carlile Anchorage
Logistics Warehouse
1301 Whitney Rd.
Anchorage, AK 99501
Hours: Monday-Friday
8 a.m.-5 p.m.
PH# 907-646-0428
customerservice@carlile.biz

CHICAGO

485 Thomas Drive
Bensenville, IL 60106
PH# 877-822-5171
FAX# 630-595-4601
chicago1@amsoil.com

COLUMBUS

707 Hadley Dr.
Columbus, OH 43228
PH# 877-830-4763
FAX# 614-274-9852
ohio02@amsoil.com

DALLAS

2232 Commerce Dr.
Arlington, TX 76011
PH# 877-822-4295
FAX# 817-633-5160
dallas@amsoil.com

EDMONTON

14328-121A Ave.
Edmonton, AB T5L 2T2
PH# 877-830-4769
FAX# 780-454-5883
edmonton2@amsoil.com

LANCASTER

1828 William Penn Way
Lancaster, PA 17601
PH# 877-822-4294
FAX# 717-396-0419
lancaster@amsoil.com

LAS VEGAS

4545 North Lamb Blvd.
Suite C
Las Vegas, NV 89115
PH# 877-822-4206
FAX# 702-644-2228
lasvegas@amsoil.com

ORLANDO

7215 S. John Young Pkwy.
Suite 249
Orlando, FL 32809-4453
PH# 407-438-5247
FAX# 407-438-5249
orlando@amsoil.com

PORTLAND

16260 S.W. 72nd Ave.
Building #2
Portland, OR 97224
PH# 877-830-4768
FAX# 503-968-2878
portland@amsoil.com

RICHMOND

530 Eastpark Ct.
Suite C-D
Sandston, VA 23150
PH# 877-830-4771
FAX# 804-328-2827
richmond@amsoil.com

SUPERIOR

1101 Susquehanna Ave.
Superior, WI 54880
Hours: Monday
8 a.m. to 7 p.m.
Tuesday-Friday
8 a.m. to 4:30 p.m.
Saturday-Sunday Closed
PH# 715-395-0437
PH# 715-395-0438 Lit.
FAX# 715-395-0432
superior@amsoil.com

TORONTO

6625 Tomken Rd., U12-14
Mississauga, ONT L5T 2C2
PH# 877-822-5172
FAX# 905-564-0028
toronto1@amsoil.com

WICHITA

3800 West 29th St. So. Ste 5
Wichita, KS 67217
PH# 877-830-4767
FAX# 316-943-3842
wichita1@amsoil.com

Escalation Policy

Because AMSOIL strives to provide excellence in customer service, the company created this escalation policy for Dealers and customers to resolve unsatisfactory communications with AMSOIL. The primary reasons for using this policy are if you left a voicemail or sent an email that requires a response, and didn't receive a response by the end of the next business day, or if you receive a response you feel warrants further review. AMSOIL asks Dealers and customers to use this channel only in those situations where the normal communication path has been fully utilized without a satisfactory conclusion.

- For non-returned email or voicemail communication - provide as many details as possible, including the department you contacted and the email address or phone number you left a message with, the time and day of the message and the details of the issue.

- Email AMSOIL at resolution@amsoil.com or
- Call AMSOIL at 715-392-7101 and ask the switchboard operator for the supervisor of the department where your message was originally directed.
- For review of a decision or policy interpretation - provide all email correspondence, or if via phone, include details on the issue, the department contacted, the response received and the reason for requesting the review.
- Email AMSOIL at resolution@amsoil.com