

Tab 3 Performance Capabilities:

1. Overall Experience:

PPC has a complete network to serve our customers at every touchpoint of the process. PPC's store team services the customer at the store level, ensuring the right products are specified and delivered while PPC's outside sales team, known as "Account Develop Managers" are responsible for servicing the customer in terms of credit management, product delivery, training, warranty, etc. In addition to the face-to-face service from the PPC sales teams, we have dedicated customer service technicians available to all customers through a customer service phone line and on-line. PPC has a dedicated national sales manager and regional corporate account managers to promote the program and ensure all aspects of the business, including sales and service, are managed properly.

PPC's standard procedure is to work directly with the AFI member to determine the best servicing location based on the member's needs and the local PPG representative will be the main contact for the AFI member. This representative will provide immediate customer service needs, offer local technical support, as well as respond to any quote need. The local PPG representative can coordinate any samples, product literature, product quotes. If needed our staff can conduct product training for facility employees to enhance their knowledge of proper application and problem solving issues.²

2. Orders/Online Functions:

The order process occurs with the member placing orders with their servicing location. Orders may be placed through multiple channels; **in person** at any store location (company owned or dealer), **email** to store location, **phone order** or **on-line** order. On-line ordering is not encouraged as many questions are needed when purchasing paint. We track all colors from each agency in our stores for record keeping purposes. Colors, sheens, applications are all guided through the order process. The order is filled by the servicing location and may be delivered (usually at no charge) or picked up by the customer. The ordering process does not vary between company owned stores or dealer locations. All orders are sold directly to the customer which will receive the AFI pricing on their invoice. Most orders are prepared in the store and ready for pick up within the hour. Orders scheduled for delivery are typically delivered within 24 hours at NO CHARGE to the customer. Customers can visit www.pittsburghpaintsco.com for more information. At this time we are transitioning to punch out capabilities for the future. There is no minimum order and we offer free delivery.

3. Payments:

PPC's standard payment terms are net 30. PPC accepts cash and most forms of credit cards. PPC can set up payment terms on large purchases which may include bulk orders or equipment purchases. Terms of the financing would depend on the customer's credit worthiness and the dollar value of the purchase.

PPC's standard transaction document is a customer invoice showing the materials purchased along with the AFI pricing. PPC will also accept a PO from the ordering agency as a means of credit to establish a charge account. If there is no PO from the customer, a credit application will be requested in order to establish a charge account. In some cases, agencies have requested that PPC sign an additional terms and conditions with the agency in addition to AFI. PPC accepts the P-Card at no additional cost to AFI members

4. Shipping and Delivery:

PPC has the distribution footprint (as mentioned previously) and salesforce to support all AFI Members across the continental US along with Alaska and Hawaii. PPC also has a WORLD-CLASS DELIVERY MANAGEMENT SOLUTION supporting our company store locations with Integrated maps showing PPG store locations, delivery locations and vehicle movement. Our delivery management system allows for same day delivery or next day depending upon time of order. There is no charge for delivery to AFI members. PPC has vans and lift trucks that can deliver to too jobsites and facilities.

5. Administration:

Marketing begins with training for our field sales teams. PPC's dedicated AFI national sales manager conducts in person and on-line training for all levels of our sales force. Training is conducted by region and includes sales teams and management for the market. In person training events also include joint sales calls on agencies to promote PPC and AFI. PPC with AFI to develop co-branded sales flyers which are distributed to potential clients.

PPC's sales teams are also provided with a current AFI membership list to ensure we are calling on active members, sharing the benefits of the program offered by PPC. "Get to Know You" meetings are forwarded to our Regional Sales managers. PPC's Region managers and Sales teams are encouraged to attend each event in their area. We plan to continue with the same type of training and program awareness if awarded this contract.

The account manager will provide immediate customer service needs, offer local technical support, as well as respond to any quote need. The local PPG representative can coordinate any samples, product literature, product quotes, credit issues, etc.

AFI members will receive a tracking code under each account which will track all of their pricing and purchases for ease of Monthly/quarterly reporting.

* Upon request, PPC will provide product training for AFI members and contractors that may be providing services to a member. PPC product training is conducted by our experienced sales team and may be scheduled at the members convenience for time and location. PPC also offers training through our long-term relationship with our vendors for non PPC manufactured sundry items, like spray equipment. Complete product information and Technical Data Sheets are available at pittsburghpaintsco.com and PPC personnel are available to assist with product selection before a project begins. All training may be scheduled at NO COST to the AFI members.