

## **Maytag Product Specialist & Fry's Electronics Frequently Asked Questions:**

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**Q: Fry's does not have a certain model in stock? Why are there problems with stock at Fry's? What can we do about getting more stock in certain items?**

**A:** I know we lose sales at Fry's because of lack of stock. Fry's knows they lose sales because of lack of stock at times. Fry's is not like Sears with a central warehouse that has every model and every color waiting to be delivered. I want the MPS to stop worrying about stock problems as there is nothing they or I can do. It is a Fry's issue and here is why: Fry's has a limited amount of space inside their stores which is where all deliveries to customers come from. There is only so much room and only so many products can fit in the store. Sometimes there may be a lack of stock simply because there is not enough room in the store to physically fit more product. One store a few months ago actually refused delivery of product from a number of manufactures because they did not have the room to fit it. Therefore Fry's may be out of a certain model until they have more room to fit product in the store.

Another reason they may be out of stock is because the buyers have a dollar amount cap of product inventory they can keep in the store. If they have too much dollar inventory inside the store they will not order more products until some of what they have on hand is sold. I hope this helps you understand why a model might be out of stock. Fry's does do a pretty good job of keeping its best selling and advertised products in inventory. Occasionally this is not the case but most of the time they have stock in these products. Products that are not advertised (ranges, dishwashers) might not be in stock all the time simply because they want to have stock of the popular products and space is limited. Do the best you can with what you have to work with, and don't worry about things you can't control.

**Q: A customer wants to special order something and there is no PLU. What do we do?**

**A:** In order for Fry's to order an item it needs to have a PLU assigned to it in the system. If an item is not a floor model or has not been ordered in the past, it will probably not have a PLU assigned to it. A salesperson will need to email the buyer and tell them to assign a PLU and then order the product. The salesperson will need to take the customers phone number and call them when the product arrives in the store. This is not the best special order system, but it is what it is. Once the buyer receives the email, they assign a PLU in the system and order the product. Often times this process can take a few weeks before the product arrives in the store. That is why Fry's tells people it can be 2-3 weeks for a special order to arrive. I know we lose special order sales because of this process, but again, all we can do is work with what we have and not worry about things we can't control.

Here is a start to finish look at how a special order works at Fry's:

1. Customer comes in with a model they want to order. Fry's does not have this in stock.
2. Item has a PLU already. (If item does not have a PLU, the salesperson emails the buyer to assign a PLU and order the product.)
3. Customer pays for product and is given a gift certificate to redeem the product when it arrives in the store
4. Salesperson emails buyer to order product.
5. Salesperson gets customer info and tells them they will call them when product arrives in the store.
6. Buyer receives email and orders product.
7. Product arrives in store and salesperson calls customer.

Often times a salesperson will not want to bother with this process and will walk the customer. A good salesperson will know how the process works. If you have someone in your store who knows how to do this well, ask them about the process.

**Q: What does Fry's have access to order? Will Fry's ever carry this model? Does this model come in a certain color?**

**A:** Fry's has access to order any model and any color that is in the Maytag, Amana, or Jenn-Air Full Line catalogs. You should all have a copy of these catalogs. If it is not in these catalogs, they can not order it. If you have a question as to what they can order or if a model comes in a certain color, refer to these catalogs. The catalogs will answer a lot of questions. All of these models can be ordered via the special order process outlined above. All of these models are also listed on the price sheets Fry's posts on their computer.

**Q: What is the retail price of a certain model?**

**A:** Fry's sales associates have access to all Maytag, Amana, and Jenn-Air models and prices via their computer. There is a retail price sheet that the buyers post.

**Q: On some of the washers, it is not noted anywhere that I can see what the RPM's are. Where is the best place to find that information?**

**A:** Neptune: 5500 800 rpm  
6800 850 rpm  
6500, 7500, 9800 1000 rpm  
Atlantis: All models 620 rpm  
SAV models: 640 rpm  
Amana NAV2330 640 rpm  
All other Amana models 710. These will also say 710 rpm on the front control panel.

**Q: Are drying racks included with the Neptune dryers?**

**A:** Drying racks are included with the 7500 and 9800 dryers.

**Q: Will the Neptune Washer and Dryers remember the Favorites that are stored in the event of a power failure/ being unplugged?**

**A:** Yes. Unplug yours on the floor, plug it back in, and it should still have all the favorites stored in it.

**Q: Is it possible to list the past winners of Maytag Gift Certificates?**

**A:** Maybe that is something we can start now that I will have records of the winners, but I don't have info on the past winners. Good idea though.

**Q: Customers are talking about hearing the clothes get wrinkled and wound up in the TL– is that correct?**

**A:** If a consumer chooses an improper cycle for what they are washing, things may get tangled. For example, if they are washing dress shirts and choose the Super Wash cycle instead of the Dress Shirts cycle they may tangle. The cycles are designed to match tumble action, and spin speed for the types of clothes they are washing. A front loader works in the same way with tumbling and spin speed. A consumer may feel the clothes are tangled in the TL or front loaders simply because they are used to their old washer, and the new TL and front loader work differently. Personally, I am willing to live with a little tangling in the clothes, (it will come out in the dryer, it's no big deal), to gain all the BENEFITS of the TL. That's my opinion

**Q: I was at another national chain store, like Lowe's and saw a Maytag "Performa" washer and dryer. Is Fry's going to carry these?**

**A:** Actually, these aren't new. They've been out for over a year. Performa is only available at Lowe's. Fry's has regular Maytag instead and has similar price points as Performa. Maytag makes some products and designs exclusive to some stores in order to avoid retailers price matching constantly.

**Q: Owner of Maytag FL washer has repeated problem with mildew/mold build-up?**

**A:** Please refer to Memo sent to all MPS regarding settlement to Maytag customers on this issue. Website: [www.maytagsettlement.com](http://www.maytagsettlement.com) Phone number: 1-866-288-0515.