



September 1, 2011

To: Boise Cascade Engineered Wood Products Distributors
From: Denny Huston
Subject: Service Program

I want to take this time to clarify our service program that we first announced in February, 2008. At that time, we coordinated the program so it was consistent at all three of our mills. I have attached the original memo.

Simply stated, it was and remains: If it is ordered by Tuesday, it will be called ready, at the latest, the following Wednesday.

We provide a list of standard inventory at all three mills. This list is on our website and distributed by customer service. The White City list contains 189 skus, Alexandria 259 skus, and St. Jacques has 102 skus. Items on this list are not guaranteed to be on ground inventory available for immediate shipment. These items are designed to meet the policy of "order by Tuesday, called ready, at the latest, the following Wednesday".

For example:

August 2011						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

If you place an order on Tuesday, August 2nd, for a standard item, it will be called ready at the latest on August 10th. If you place an order on Thursday, August 4th, for a standard item, it will be called ready at the latest on August 17th.

An increase in order file may require moving the lead time on standard items one week; however, this information would be provided to customers in the weekly service program update and be communicated in advance of any lead time move.

Products ordered that are not standard items, or products that require special services, such as bundle cuts or special packaging, will have additional lead times as determined by customer service.

For White City customers, less than unit quantities are not available from the mill, but can be ordered through Norman Distribution.

I hope this clarifies our service program. If you have additional questions or concerns, please contact your Area Manager, Customer Service or me.

Thank you for your continued support of Boise Cascade Engineered Wood Products.

February 5, 2008

To All Boise EWP Distributors

From Denny Huston

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Subject EWP Service Programs

In September, we created a cross functional team to examine the EWP service programs. This group included the three customer service managers as well as three Area Managers. Our goal was to create a program that clearly communicated:

- Stock vs. non stock products
- Lead time of stock products
- Lead time of non stock products
- Determination of lead time changes

This information is standardized in a one page Excel spreadsheet which also includes any special ordering requirements for a particular product.

The following general rules were agreed upon:

- Orders placed by Tuesday for standard stocking items would be called ready by the following Wednesday
- A specific lead time for non stocking items would be determined
- An increase in order file may require moving the lead time on stocking items (note first bullet point) one week; however, this information would be provided to customers in the weekly service program update and be communicated in advance of any lead time move.

I have attached the service program spreadsheet and an updated stock length chart for each plant. If the lead time is extended for stock items, that extension would also be added to the non stock lead time as shown in the spreadsheet.

I have discussed the program with the Customer Service Managers and the Plant Managers. They have agreed that the program can start 2/15/08.

Your Area Manager will visit with you soon to discuss any specifics you may have.

I appreciate your continued support of Boise Engineered Wood Products.