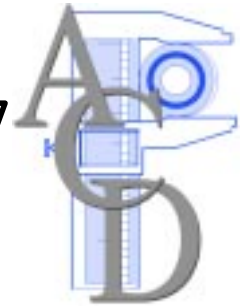


# DePuydt Daily



Hydraulic • Pneumatic • Packing & Seals • Standard • Metric

January-February 2001

Volume 7, Issue 1

## Spotlight

This section is dedicated to the introduction of our A.C. DePuydt family members.



**Darren Held**  
Vice President of Operations

"When I started at A.C. DePuydt 6 years ago, I couldn't believe that there was not a single computer in the office." In fact the only technology was 2 or 3 typewriters and a calculator at every desk. Since then, one of Darren's primary jobs has been the deployment and up-keep of all the technology we now employ. His VP job also involves insuring that the everyday operations (continued on p2)

## Trailer Kits



Ready for display at your shop! (Front & back shown)

By Darren Held

Do you repair trailers? If you do, we want to help. We now carry five kits for small axle assemblies. Each kit comes with bearings, seal, dust cap and cotter pin, for complete axle repair. And all come

packaged on a card for easy display. These kits are used on trailers for boats, snowmobiles, motorcycles, utility and water sports. If you've got a trailer to repair, we've got your kit. Give us a call!

## Time For a Change

By Darren Held

Change is always difficult, and in fact its often impossible. But if you have the will and the resources, change can become a reality. This year, A.C. DePuydt will make a significant change. No, we're not changing our name, address or phone number. And we're not changing the product we sell or the people who sell it. The only thing we are going to change is our service and your satisfaction. It is our

mission to increase your satisfaction by offering improved customer service. Our current action plan will address this in four areas. First is operational reorganization. We've already started by moving Bryan Fort from the warehouse to the order desk. This move has two intended results. It reduces the time you spend waiting to speak with a sales associate, while allowing us to move Arnold Calderon from the order desk, so that he is

able to focus on identifying and sourcing custom and hard to find parts. Arnold will continue to provide crucial technical support, while heading the creation of an electronic library of manufacturer's specs, groove dimensions, fluid compatibility, and any other relevant information.

The second area is customer knowledge. With a new product guide and improved web site on the horizon, we are moving towards giving you the tools needed to make the best educated decisions when choosing seals and packing for all of your hydraulic and pneumatic applications (continued on p2)

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If you use JM Clipper seals, call us, we're an authorized distributor!

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