

# Rathbone Energy Lithium Ion Battery & Charger Order Process Procedure

With minor exception All is moving smoothly. There will always be exception. The 1st quarter 2008 event and March 23<sup>rd</sup> 2008 event is why we are not currently carrying stock in-house. It will take at least eighteen months before this self financed company will be able to stock these products. Of course THIS IS THE REASON that you are able to receive the pricing structure of Premium Panasonic and Sanyo cells and excellent Rathbone product at the price of Chinese cell packs. We are depending on high volume to restructure from theft.

1. Usually the lead time works like this:
  - a. Over a few weeks or if I am lucky, days, I collect enough orders to do two things,
    - i. Meet my minimum order requirements
    - ii. Spread the freight enough so that I can continue the current price structure
2. Then I send a purchase order.
3. The next working day I receive a total with freight.
4. I then go to my bank and send a bank wire.
5. +/- 15 working days, sometimes later, I receive an email letting me know the product has shipped.
6. \*The day I receive a client's money is not necessarily the day I run the wire.
7. \*Sometimes I am waiting to meet the minimum, sometimes I have someone or more than one other client asking me to hold up my order so they can get their money in line and send to me so they will be in that shipment.
8. \*Recently I had several of these; a \$4,600.00, \$3,800.00, \$3,500.00, and \$2,800.00 order, all closely placed orders, all asking me to hold up my next order until they delivered me the money for their placed orders. Three weeks later none had sent me the money. I cannot really blame them, they were still trying, it is simply an economic depression that has us ALL in a real bind.
  - a. \*Anyway, because I kept waiting, I lost time on those orders, about four weeks. Trying to accommodate everyone, and really needing the orders, it was my bad decision and I am paid for it. Because of this some orders were delayed in arrival.
9. **Back Orders:** Understandably, I do not pay special freight to receive incoming back orders. They ship in container to me with other orders.
10. After I receive shipments I open all boxes, I
  - a. Inspect and test the batteries and chargers
  - b. Log the serial numbers
  - c. Stage the product for clients in chronological order
  - d. Pack
  - e. Run paper work
  - f. Ship, the client receives copy of the shipping status
11. What I know NOT to do:

- a. Contact my manufacturing vendor asking the status of the batteries.
  - b. Since I am an assembler in a manufacturing environment I understand that there are always variables and that my vendor has other work that must be attended and for his own reasons, has his absence days as well. He is a good vendor and I want to keep him as a good vendor. He will tell me anything special I need to know as soon as he can if he deems necessary.
12. Absence, Back log of other items to be manufactured for other markets, daily rolling power black outs (Very common in China), and something I mention in other parts of my web sites, battery cell allocation issues. I do not accept substitute battery cells so when that happens they already understand, I wait.
- a. From my Buy American Page: My Lithium Ion Broadcast Battery packs are manufactured in China to my specifications using Panasonic, Sanyo, and now, some LG cells. LG got a foot in the door when the Panasonic Anode plant caught fire and battery cells were being allocated. This has not changed.
13. Sometimes, usually for medical reasons or doctors visits I do not get to the bank to wire money to the factory on the planned day. For instance recently I had my head hanging over the bed or ceramic bowl of water for four days, new medicine side effects.
14. Of course, ALL of these reasons have a lot to do with the very low price you received for premium battery packs, and the hit I am taking in margin loss.
15. BUT NORMALLY, ALL IS SMOOTH.

Ron L Rathbone  
Rathbone Energy, Inc.  
800-223-1775 Sales  
865-484-1783 Office  
[sales@rathboneenergy.com](mailto:sales@rathboneenergy.com)  
[www.rathboneenergy.com](http://www.rathboneenergy.com)  
[www.rathboneenergy.biz](http://www.rathboneenergy.biz)  
[www.rathbonebatteries.com](http://www.rathbonebatteries.com)  
[www.batteriesandcircuits.com](http://www.batteriesandcircuits.com)  
[www.allbroadcastbatteries.com](http://www.allbroadcastbatteries.com)  
[www.rathbonebroadcastbatteries.com](http://www.rathbonebroadcastbatteries.com)