



COMPANY NEWSLETTER

August 2006

Manufacturers of Spence Regulators, Nicholson Steam Traps, Spence Strainers International & Rockwood Swendeman Products

New Employees at Spence Engineering Company



Pictured from left to right: Gregg Barbiero, Richard Paulus, Linda Willis, Jay (William) Gieseler and Jayson DeMan

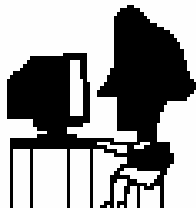
You have probably already spoken to each of them several times over the past two months. Now it's time to put a name with a face. Please welcome the latest additions to the Spence Engineering Company family.

Pictured from left to right are Gregg Barbiero - Applications Engineer, Richard Paulus - Sales Project Coordinator, Linda Willis - Customer Support, Jay (William) Gieseler - Applications Engineer and Jayson DeMan - Spence Strainers Product Manager.



SpenceNET - Frequently Asked Questions (FAQ)

Listed below is a list of the most frequently asked question (FAQs) about SpenceNET. These questions and answers are posted under the "Spence Information" heading in the SpenceNet Main Menu section. We hope that these answers make it easier for you to navigate our newly redesigned Rep and Distributor secured website. If you come across any bad links or if you experience any technical problems, please report them to: SecureAreaSupport@SpenceEngineering.com. Thank you.



Q: Why can't I see all open/completed orders for my assigned customers without "Switching Accounts"?

A: SpenceNet is driven by Customer Number. We are currently working with our IT Dept. to change the search method.

Q: Why can't I see all my orders?

A: If you have two or more customer numbers, you will be required to have a sign on for each customer number.

Q: What is 12/30/39 & 12/31/39 in the Promise Date?

A: An order and/or line item coded with this date is still being reviewed by our Materials Dept. and has not been assigned a ship date. 12/30/39 & 12/31/39 represent the "Will Advise" date on our previous secure site. Our IT Dept. is working to change to "Will Advise" for SpenceNet.

Q: I'm not sure I understand "Advance Search". What are all the capabilities of "Advance Search"?

A: Click on our AdvSearch features link, located under the Order Management heading in the SpenceNet Main Menu, for details on how to best use Advance Search.

Q: Where do I find Shipment Tracking Numbers?

A: When you select "Completed Orders" if an order shipped via UPS the tracking number will appear on the Completed Order Detail Page, Shipment Detail Page and the Invoice. There is a hyperlink to UPS Website for you to track your order right from SpenceNet.



SpenceNET - Frequently Asked Questions (FAQ)

Q: When will I be able to track LTL carrier shipments?

A: Our IT Dept. is currently working to make tracking of LTL shipments available and we will notify you when this feature is added.

Q: Why doesn't Spence have a Message Board?

A: Our SpenceNet Calendar shows all activities taking place at Spence by month.

Q: How do we maintain Password Security?

A: All Passwords should be changed by the Rep. "Principle" every 8-10 weeks. Each individual user can change his/her own Password at anytime but "Principle" user is the only logon authorized to establish/change all Passwords within a Rep. Organization. To change your password, click the User Profile button, located in the far left column of the SpenceNet Welcome page.

Q: How do my Distributors/Customers receive new Passwords?

A: Distributors/Customers requiring a new Password to SpenceNet Secure Area should request via "Secure Area" on Spence Web Site. Password will be assigned by Spence. Distributor/Customer will be notified via email of new secure area logon.

Q: Am I limited as to how I can search on "Switch Account"?

A: No, "Switch Accounts" is a fully searchable field for your territory, i.e. Customer Number, Customer Name, City/State, even Zip Code

Q: During the day when I sign on to SpenceNet, how long before my logon expires?

A: SpenceNet will automatically log you off after 6 hours if there has been no activity by you during that time frame.

Q: SpenceNet directs us to several Software Programs. Are these programs licensed?

A: Spence Engineering Company, Inc. is not responsible for license compliance with 3rd party software.

Q: How do I turn hidden tool bars back on for Acrobat Reader?

A: Press the F8 function key or Press the "Show Toolbar" icon in the bottom left corner of the screen.

Q: How do I change background color (TrueView) in Autodesk?

A: Select Tools, Options, Click on Display Tab. Under windows elements section color button. Select uniform background, then chose new color from dropdown list.

Q: Who should I contact for Technical Web Site Support?

A: Please email description of problem, with screen shots if needed to:

SecureAreaSupport@SpenceEngineering.com

Q: How do I capture a Screen Shot of my Active Window?

A: Hold down the ALT key the press the Print Screen key. This will copy the image to your clipboard, then paste were you needed.

Q: How do I capture a Screen Shot of my Desktop?

A: Press the Print Screen kev. This will covv the image to your clipboard. then paste were you needed.

Up Coming Events:

August 21, 22 and 23, 2006 – Spence Product Training Seminar, Spence Training Center, in Walden, NY

August 24, 2006 – (TAP) Twelve Action Points of Steam Training Program, hosted by MV Controls, Brooklyn, NY

August 25 through August 28, 2006 – Physical Inventory at Spence, no products will be shipped during that period.

September 4, 2006 – Labor Day, Spence Engineering Company will be closed.