

CR4b Trophy Report—*George Camp*

For the better part of two years JCNA has slowly and carefully managed the Trophy program to correct a poor stock position and policies that were more aligned to the 80s---the 1880s! Modern storage methods are now employed with historical tracking and automatic re-order points/ triggers established.

I am pleased to announce that stockage levels of all trophies are sufficient for the upcoming year and several policy changes have been made that I want to make sure you are aware of.

- Due to the limitations of the current on line shoppe program trophies can not be ordered on line. The largest issue was that regardless of weight or size the maximum amount charged for shipping was \$7.95. So 80 lbs of trophies moving 2500 miles cost just that—hardly a good move for JCNA. All that your club needs to do is call 888-258-2524 ex#3 or write Publications@jcna.com and make your needs known. Trophies can be paid for with any method you choose but please remember that if you pay by check it will cause a delay. We do hope to have a new model up this year and return to electronic ordering options.
- Remember when trophy orders required you to order 12 weeks out—forget those days. Distance is a factor but for most clubs orders placed two weeks prior to your event should pose no problems and if you do not mind paying the shipping overnight has been used for those who needed it. This should allow you to more precisely determine your exact needs as your registration nears completion.
- BUT if you are not sure of exact numbers that has changed also. Order what you feel comfortable with and when the day is over simply return the excess and they will be purchased back by JCNA. This is limited to the same year purchase and same order return. In other words the 2 extra trophies you ordered for this year are

fine but the 10 found in the club storage are not—sorry. Note the boxes have changed as has the quality of production.

- For clubs that source your own trophies I would ask to the above point—will the trophy shop take back your excess?
- JCNA has eliminated the previous practice of “short” order (penalty incurred) and has worked hard with Wilton Armetale to hold prices at the current level and reduce minimum order quantities. WA has given us everything we have asked for (short of free) and they are a wonderful vendor to deal with. While production has moved to Mexico I will tell you the finish quality on the trophies has improved dramatically. Thank you WA.
- Coventry West continues to provide World class storage and shipping! Thank you CW for your service and support of JCNA.
- Lastly I would thank All clubs that have worked with us during his rebuilding process. Your patience and support is appreciated.

George Camp