Monsanto

FROM (NAME & LOCATION) P. W. Gann

DATE January 10, 1972

SUBJECT Customer Returns of Therminol FR

REFERENCE

TO : Carl Sigler
B2NH

cc: B2NG - W. E. Ault
G4NK - G. W. Kasten
B3nf - A. J. Koenig
1740 - R. McCutchan
B2SC - C. Paton
B2NK - E. M. Potter
B2NG - D. F. Smith
B2NK - G. Taylor
B2NH - A.M. Vidlak
1060 - J. Corder/M. B. Mullally
1740 - D. Elden

Background

Monsanto has instructed all Therminol FR customers to return all Therminol FR which they may have on hand or in use. Also, in the event the customer flushes his heat exchance system with Therminol 55, 66 or some organic material like xylene or toluene (to aid in cleaning FR from his system), this "flush" material will likewise be returned to Monsanto for incineration at Monsanto's expense.

Five locations were selected to receive customer returns:

1. Los Angeles, California
2. Elizabeth, New Jersey
* 3. Anniston, Alabama
(previously was Atlanta, Georgia)
4. Houston, Texas
5. Sauget, Illinois

} Consolidation Locations

Department 246 at Sauget, Illinois is also the final collection and disposal point.

Monsanto is attempting to account for all Therminol FR -- from customer to final "safe" disposal.

Material return will include "unused material in original Monsanto sealed drums for credit" as well as used FR and flushing material for disposal only.

We are instructing the customer to:

1. Use --
   a. "non-leaking" drums with outside free of material.
   b. Drums must meet DOT 17E Specification.
   c. 55 gallon drums be 18 gauge minimum with 2 bung in head, 5 gallon drums be 24 gauge minimum.
2. Clearly label "return for credit" those drums so authorized (original Monsanto drums, unopened and seals intact).
3. Use our red label "return for disposal" on all other drums.
4. Label contents of drums.

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However, 100% conformance to this request is doubtful and the receiving warehouses should be prepared to handle "leakers" and mis-labeling. Care at the warehouse is required to avoid area contamination of PCB. Monsanto does not want PCBs to enter surface or sanitary drains.

No drums (leaking or not) containing Therminol FR returned from our customers are to be sent back to the customer. Prompt resolution of leakers at the receiving location is required.

Procedure: (Effective January 6, 1972)

1. Our project's "Therminol Fluid Return Notification" pink form to COP with copy to Mr. C. B. Sigler and Mr. D. Elden.

   This is an alert on customer's intention and indicates whether material is returned for "credit" or for "disposal only".(Copy attached) COP's procedure automatically alerts the receiving warehouse.

2. Drum labeling:

   a. Return for credit, customer will use his own label or stencil designating "return for credit".

      Only original Monsanto drums with the original Monsanto seals intact are to be accepted for credit. Any exceptions will have been previously agreed to prior to customer shipment and "specially" noted on the"Therminol Fluid Return Notification" form.

   b. Return for disposal, customer will use the attached red disposal label properly addressed which we supply him. The return for disposal drums will include 100% Therminol FR (partial used drums which he had on hand, or drainings from his system) and flushings. Flushings will contain low FR content, the balance being Therminol 55, 66 or possibly an organic fluid like xylene, toluene or kerosene. The customer is requested to label the contents of the drum on the red label.

3. The 5 receiving warehouses are to received all returned Therminol FR drums, including leakers. Since these drums are not to be returned to the customer, provisions at the receiving locations are needed for rapid decisions and disposition (including possible redrumming) of any leakers. It is my understanding that you have arranged for this eventuality.

   Consolidated shipments at the outlying 3 warehouses receive shipment instructions to Sauget through Miss Vidlak.

   Consolidated shipments from the Anniston Plant are handled by normal intra-plant transfer. Copy of Krummrich's receiving reports on FR returns (direct from customer and consolidated shipments) to go to P. W. Gann.

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4. I need the following "warehouse receiving report" information on each customer return as it is received at the initial receiving locations:

   a. Customer
   b. Customer shipping point
   c. Monsanto receiving locations
   d. Number of drums marked "return for credit", and of these drums, the number of drums with broken or "non-Monsanto seals" and number of leakers, if any.
   e. Number of drums marked "return for disposal" (our red label). Include in the report:
      Drum net weight
      Number of drums leaking
   f. Number of drums marked other than above.
   g. Disposition of the leakers; final correction of leakers and return to warehouse (for complete accountability) of the PCB involved.
   h. Copy of the carrier's "delivery receipt".
   i. Your plan to maintain a control record on these activities is greatly appreciated.

5. The four outlying receiving locations will consolidate truckloads for shipment to Department 246, Sauget, Illinois plant.

   a. Send copy of "consolidated" shipping order to P. W. Gann.
   b. Likewise, send a copy of Sauget plant's receiving reports (customer returns and of consolidated shipments) to P. W. Gann.

6. Initiating Credit to customer.

   Credit processing will be through standard procedures based upon the receiving reports from the initial warehouse receiving the customer return. The previously issued pink form "Therminol Fluid Return Notification" should aid in verifying credits. Please call me at 4-2522 if questions arise.

   Caution: Department 246, Sauget must not duplicate on the consolidated shipments from the four outlying warehouses.

   In the event the original purchase price is in doubt, a credit price will be at the current 5-39 drum quantity price (apply to all drum returns as per C. Paton) or at 5 gallon can price where appropriate. Do Not credit customer for outgoing freight. Exceptions to the above requires Mr. Paton's approval.

   Monsanto pays for return freight from customer to warehouse and from consolidation point to Sauget.

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7. Freight Classification

Return material (original drummed FR, drained FR or flushings) will normally carry a freight classification of "Plastic Liquid".

8. Costs

Costs related to warehousing, shipment consolidation, freight (from customer and from consolidation point to Sauget), correcting leaking drums and incineration require identification and appropriate charging to the project.

Messrs. Elden and Koenig are working out the accounting control and cost reporting details.

P. W. Gann

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Attachments

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