Monsanto

FROM (NAME & LOCATION) P. W. Gann - B2SD

DATE January 10, 1972

SUBJECT Therminol FR Conversion -- Status, Week Ending 1/7/72

REFERENCE

TO : C. Paton

cc ~~B2SL - T. L. Gossage~~
B2NK - W. B. Papageorge
B2SF - N. T. Johnson
~~B2SC - J. J. Roder~~
B2SC - D. E. Roush
FMC/DED/RLN/OSR

① ~~NORM, I think you should send to Reg Mgrs~~ OK

② ~~B[illegible]~~ /Corey

1. Conversion - Commitments

Replacement fluids order since December 20, 1971

T-55	6 customers
T-66	7
T-77	1
*Lost	1

*Royal Industries (Litton), Santa Ana, California. Reportedly converted prior to 12-20-71 to T-66. Then switched to Humble Therm due to sludge formation with converted T-66 system.

Note: Urgently need release of Monsanto's Conversion Bulletin.

2. Flammability Notice

Seventy-five customers sent letters since 12/20/71 which specifically alerts user to difference in flammability of T-55 and T-66 versus the FR's.

3. Acknowledgement of delivery of 12/15/71 Monsanto official FR notice.

712 receipts
10 letters returned (addressee unknown, moved, etc.)

Cross check of receipts against customer list is planned week of 1/10/72.

4. Consolidation Warehouses

Effective January 10, 1972 the southeast collection terminal is changed from Atlanta to the Anniston, Alabama plant.

5. Procedure

A. Communications to COP

1. Placement of customer orders by Conversion Team for new material must be via yellow order from, delivered to Mrs. K. Labitzke's desk for logging, approval and delivery to COP.

DSW 361585

5. A. 2. Have initiated a "Therminol Fluid Return Notification" (pink form) for alerting COP, warehouses and accounting of customer's plan to return FR fluid. Again, this form is coordinated through Mrs. Labitzke's desk.

3. Communications to customers.

"Typical" paragraphs have been developed, covering the present customer inquiry subjects. These paragraphs are selected and/or modified on an "as needed" basis to meet the customer's circumstances.

Practice is to confirm "action" phone calls with customers and to give us an opportunity to alert customers on the flammability issue.

B. Customer conversion

Status of customer conversion is based upon:

1. Actual ordering of replacement fluid. Daily IBM run reviewed, in addition to known customer orders through the Conversion Team.

2. Customer notice of returning FR fluids. (No new notices received since 12/20/71)

3. Return fluid receiving reports from consolidation warehouses. (No new notices received since 12/20/71)

P. W. Gann

/kl

DSW 361586