

FRICTION PRODUCTS GROUP

Foster City

June 20, 1977

TO: A. F. SCHMALTZ
FROM: E. P. HOFF
SUBJECT: TURNAROUND TIME - NAPA

In response to your letter of June 16, 1977 to P. Grim; the only thing we might suggest at this point is other warehouses contact their respective NAPA DC's and possibly use the attached letter.

We have had some success with this letter, in that the DC's on the West Coast will contact us for parts that the jobbers may need immediately. In some cases, the jobbers will call us direct, informing us who services them as a DC, so billing can be handled accordingly.

We might point out, before we supply a jobber direct, this is cleared through a respective DC, so there is an understanding that we are not trying to "take them direct".

Also, in the NAPA letter from Mr. McKenna to Mr. Conway, there are no DC's mentioned that are of the West Coast and we are not aware of any of our DC's complaining.

EFH/vl

Attachment

Route to: R. Cutler, G. Paulin

cc: P. Grim, B. J. Ivarsson