Monsanto CUSTOMER REACTION REPORT

RETURN TO: COMPLAINT SECTION
ORGANIC ADMINISTRATIVE SERVICES DEPARTMENT
ST. LOUIS B - 2 - S

File - Complaints

CUSTOMER: Sonneborn Building Products

LOCATION: Belleville, New Jersey

PRODUCT: Aroclor 1254

COMPLAINT NO.: 4-12-67

TO BE COMPLETED BY DISTRICT SALES OFFICE

DATE PRELIMINARY INFORMATION GIVEN TO CUSTOMER	DATE COMPLAINT FINALIZED WITH CUSTOMER
	10/11/67

CUSTOMER REACTION: (This should include customer's reaction to our settlement and effect on future business relations.)

Sonneborn will cooperate with us by filing claim with Roadway for the missing drum of Aroclor 1254. They fully accept our finding that 50 drums were sent from Anniston and that only Roadway is to blame.

The problem now is to gain cooperation from Roadway. Even though a month has passed, Roadway has made no effort to pick-up the odd drum and little effort to find the missing Aroclor. Sonneborn feels obligated to apply economic pressure against Roadway to get results.

Sonneborn understands the reason for mis-coding their order and feels certain it will not reoccur.

SIGNATURE	DATE
E. L. Kaiser	10/13/67

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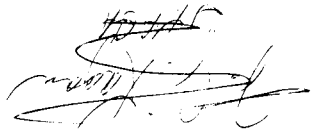

H. L. Gray
Counsel

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