Monsanto — CALL REPORT — ORGANIC DIVISION

DICTATE IN SEQUENCE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES
3. NAMES OF CARBONEES
4. IMMEDIATE ACTION NEEDED
5. REPORT ON CALL

REPORT CAPTIONS:
1. OBJECTIVE
2. PERSONS CONTACTED
3. RESULTS
4. ACTION REQUIRED

CUSTOMER NAME	DATE OF CALL
Central Solvents & Chemicals Co.	8/4/70
CITY AND STATE: Kent, Washington	DATE RECEIVED: 8/6/70 — DATE TYPED: 8/6/70

CUSTOMER MAILING LIST CHANGES – SERVICE CENTER USE ONLY

NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG.	CATEGORY CODES

REGION	SERVICE CENTER	SALESMAN
St. Louis	Seattle	A. W. Hempelmann/fs

TO ~~G. N. Buhrmann~~ St. Louis

CC D. F. Beason/R. V. Johnson, St. Louis
D. H. Bechtold/F. M. Luckett, Chicago
R. E. L. Lamkin, LA
J. G. Hicks, SC

Interviewed Dick Glover, Vice President - Branch Manager.

GENERAL: Dick wasn't exactly complaining but he did indicate that their ex president, Mr. Sampson, has invoked such a strict credit approval that he, and he understands many of their other branch people around the country, are spending so much time collecting money that they are not making efficient sales calls.

ATTENTION F. M. LUCKETT: Bud, I don't want any finger pointed at Dick Glover but it would seem the effectiveness of this firm's sales force could be seriously reduced if they have to talk credit rather than product good qualities and benefits during their calls on customers and prospects.

PLASTICIZERS: Had a six months review with Dick and the Kent branch is slightly better than 50% of last year's sales in the face of a depression economy in the Seattle area. This speaks well for the efforts of the Kent branch.

Reviewed with Dick some of our major customers' needs like Technical Research, Davidson Products, Gaco Western, and I encouraged him to call on us any time he felt we could be of help.

Glover informed me the conversion of their Aroclor biphenyl customers is just about complete. They have lost some of the traffic paint business to chlorinated paraffin but they do not intend to have any material to be returned after August 30.

In mid July this firm replenished their inventory of drum plasticizer material from St. Louis

S-331 (REV. 12/68)

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