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July 7, 1977

Mr. Bob McKenna
National Automotive Parts Association
10400 West Higgins Road
Rosemont, Illinois 60018

Handwritten notes:
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Dear Mr. McKenna:

We have your letter of June 9 concerning Turnaround Time.

We agree our average shipments are made in 5 to 6 days but there are some circumstances that should be considered as follows:

- (1) Shipments to 16 NAPA Distribution Centers are carried on by NAPA Company owned trucks. Three of the warehouses included in your survey are shipped in this manner. These trucks usually pick up weekly however, it is possible, depending upon their schedule, that two weeks elapse between pick ups.
- (2) It is not unusual for warehouse orders to be marked "hold shipment for prepaid freight". Attached are examples from NAPA Atlanta and Dallas.
- (3) Our shipments to the West Coast are combined into a weekly truck load. This combination shipment arrives in 8-12 days. Small Distribution Center shipments averaging 500 to 1,000 pounds take 3 weeks or more to arrive.

Our suggestion is to continue with the present shipping method however, we welcome any comments or suggestions.

Sincerely,

P.H. Grim, Jr.
Manager - Customer Relations

PHG/drh

cc: R. Cutler/A. Schmaltz
E. Hoff

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