

From: MULLIGSS--ISDCVVM3
To: LINK --MCILINK

Date and time 05/07/92 11:26:30

From: SANDI MULLIGAN - MLS - B-14C09 - (302)773-1744
Subject: ASIAN PAINTS
MCI:
*To: INDMAG LTD, BOMBAY (TELEX)
*EMS: MCI Mail
*MBX: telex: 1184374
*MBX: country: 953
*MBX: Answerback: IMAG IN
MCI:

TO: MR. S. H. CHAUHAN/INDMAG/BOMBAY

FROM: SANDI MULLIGAN - WILMINGTON

RE: ASIAN PAINTS - INDENT 4283 / JBMM31000

THANK YOU FOR BRINGING THE PROBLEM OF THE TINTING STRENGTH FOR THIS ORDER TO OUR ATTENTION IN YOUR NOTE OF MAY 6TH.

UPON FURTHER INVESTIGATION, WE HAVE DISCOVERED THAT ONLY 1 TRAY (#3) HAS THE POSSIBILITY OF HAVING TINTING STRENGTH OF 97. WHAT WE LEARNED IS THAT WE ACTUALLY HAVE NO READING FOR THIS TRAY NUMBER, SO AN ESTIMATE WAS MADE ON THE "LOW" SIDE. THIS LOT COULD MEET THE STANDARDS OF 102 +/- 2 THAT ASIAN PAINTS REQUIRES, BUT WE DO NOT KNOW FOR SURE. IN ADDITION, ED MCCULLOUGH HAD REQUESTED THAT ONLY THOSE TRAYS THAT WE WERE SURE MET THAT REQUIREMENT WERE LOADED, BUT THE WAREHOUSE USED TRAY #3 BY ACCIDENT.

WE ARE SORRY THAT THIS OCCURED FOR THIS SHIPMENT....WE DO HAVE SPECIAL INSTRUCTIONS LOADED INTO OUR SYSTEM FOR ASIAN PAINTS AND ED IS CONSTANTLY AWARE THAT ASIAN PAINTS HAS THESE SPECIAL REQUIREMENTS AND MAKES A POINT TO SPECIALLY ASSIGN MATERIAL THAT ONLY MEETS THESE SPECIFICATIONS. WE HOPE THAT THIS DOES NOT INCONVENIENCE YOUR CUSTOMER SIGNIFICANTLY. ED HAS ALSO TALKED WITH JOHN DICKINSON ABOUT THIS, SO HE IS ALREADY AWARE OF THIS OCCURANCE.

IF THERE IS ANYTHING FURTHER I CAN HELP WITH, PLEASE DON'T HESITATE TO ASK.

THANK YOU.

cc: MCCULLER--ISDCVVM3
KRISHNS --IN00H1 Shankar KRISHNAN

DICKINJG--JLCL01

SANDI MULLIGAN
INTL. CUST. REP.
INTERNATIONAL CUSTOMER SERVICE

N36338