CALL REPORT — ORGANIC DIVISION MARKETING DEPARTMENT

Fall 10/

DICTATE:
1. HEADING INFORMATION
2. NAMES OF ADDRESSEES AND CARBONEES

REPORT:
1. IMMEDIATE ACTION REQUIRED
2. PERSONS CONTACTED
3. OBJECTIVE
4. RESULTS
5. FURTHER ACTION REQUIRED

CUSTOMER NAME	DATE OF CALL
BROWN COMPANY	9/29 - 10/1
CITY AND STATE	CHANGE REQUIRED CALL DATE
KALAMAZOO MICHIGAN	

CONTACT DATA AND MAILING LIST CHANGES - DISTRICT OFFICE USE ONLY

NAME AND TITLE	PUT ON	TAKE OFF	MP	MAG	CATEGORY CODES
~~B. G. Tibbetts~~					
~~C. D. Carter~~					
~~R. L. Jacobus~~					
~~W. C. Moore~~					
~~R. S. Tramp~~ cc					
~~T. L. Gossage~~					
~~N. T. Johnson~~					

TO
B. G. Tibbetts
St. Louis

Phil Slayton - NY
Paul Hazelmeyer - Everett, Mass

PERSONNEL CONTACTED: Bill Fredericks, Production Mgr., Mill No. 2
Kurt Reese, Asst. Production Supt., Mill No. 2
Ray Kuehl, Coatings Supt.
Mark Daly, Corporate Director, Commodities Purchasing
Craig Panse, Technical Service
Wil Thompson, Technical Service
Joe Chatterdon, QC Mgr.
Gene Andrews
Bill Hathaway, Production Mgr. Parchment Mills
Andy Muha, General Mgr. Specialties Papers Division
Ross Jones, Beater Room Supt.
(Joint call with B. G. Tibbetts and W. C. Moore)

OBJECTIVES: 1. Present letter to Mark Daly regarding changes in Sulfuric Acid contract with Berlin. 2. Submit reports on last trial and summary cost savings reports to production, technical, and purchasing personnel. 3. Answer questions regarding problems we are recently having on running Scripset at mill no. 2. 4. Give presentation on Monsanto products for the paper industry.

RESULTS: Sulfuric Acid Contract: I presented the letter to Mark Daly including all the changes we will require in the new Sulfuric Acid contract for Berlin. Essentially, he was not in disagreement, and requested only that we give him a delivered ~~xxxx~~ price on the products with an escalator clause on freight.

Scripset 520/Appleton CB Stock: Bill Fredericks reported many difficulties in running Scripset 520 lately. First of all, they just had 108,000 lbs. of paper rejected by Appleton because of dirt. The dirt seems to be caused by two different problems: 1. Ammonia is cleaning out of the starch lines leading to the size press and thus carrying dirt into the size press solution. 2. For some reason we are experiencing extreme picking in the dryer felts and Bill theorizes that fibers and starch are being picked off on the dryer felts and then redepositing themselves on the damp paper. Another problem which they have experienced is severe etching of their brass size press roll. He also theorizes that this may well be causing the picking on the felts. They have now replaced this roll, and are awaiting the results on the next scripset run.

As a result of these problems, Bill ran machine trials on other products last week. The products included Cypress 39, Cypress 48, and Hercules 2164. As may be expected, the Cypress 48 gave very fine contact angle results .....

DISTRICT OFFICE	SALESMAN	DATE REC'D	DATE TYPED

S-881 (REV. 2/66)

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but was very poor on photometer results. Nevertheless, the paper has gone to Appleton and will be evaluated shortly. Since Appleton only runs contact angle tests, they probably will see no problem with that sheet.

In speaking with Andy Muha, Andy reconfirmed his support for the Scripset program, informed us that they were not going to give up on Scripset and would continue to solve the problems related to runability. We pledged our support and have promised to be present for the next Scripset run which as luck will have it will occur Sunday, October 10. We are hoping that the etched size press roll was causing the picking in the dryer felts, and Ray Kuehl and Bill Fredericks have committed to changing the pipes in their size press roll lines to stainless steel to avoid build-up of deposits inside the lines. They will also put filters on these lines. Fredericks also mentioned that contact angle was low on the last run of CB stock. Thus, we may want to add more Scripset on the next run.

Paper Products Presentation: As a result of the presentation on Monsanto products for the paper industry, Brown is quite interested in RPC 110 as a possible replacement for flourocarbons in some of their grades. We received samples of flourocarbons in treated paper and Craig Panse has asked that we test these samples to see if they compare with the samples treated with the RPC 110. If so, then they would be quite interested in RPC 110 as a replacement for cost savings. Scripset 101 is also a potential product for application at Brown. Interest was also shown in MAP, DAP and Re-wetting Agents.

Misc.: Spoke with Mark Daly about size situation at Berlin. He states that we submitted proposals along with Hercules for size savings at Berlin. Since Hercules could show substantial savings, they have been awarded the size business. However, they have had this business for almost three years and our question was have they shown cost savings yet?

Mark admits that they have not, and this is the last year. They do or die this year. In probing a little further, Mark suggested that we were asking embarassing questions. His reference was obviously to the fact that Homer Barber had made some committments to the Berlin mill and to Hercules regarding this arrangement. Mark Daly obviously does not like the arrangement, and probably has come to a compromise with the mill in that he will allow Hercules one last chance this year and that's it. As far

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as Holyoke goes, Mark says that is open and that we should be splitting the business evenly with Hercules.

We offered Brown Company liquid Scripset if this would be a help in controlling PH and handling at Brown. No one seemed to take us up on the offer and Ray Kuehl says he does not need liquid Scripset. Nevertheless Joe Chatterdon seems to think this would be quite an improvement until adequate facilities can be built to handle a Scripset system on a regular basis.

We were questioned extensively on PCB contamination. Andy Muha asked us if we could speak on the topic and requested information regarding any PCB's that Brown Company might be using that could possibly get into their furnish used in manufacturing their packaging board for cereal boxes. We begged off and stated that we could no t comment on this and that Brown should continue to test their paper for PCB content.

Muha mantioned that as soon as the Bagley goes back on stream on Nov. 1 there will be some grades from the Beloit that would be going to other machines. The appleton CB stock will be going to mill no. 1, so they must gear up for using Scripset.

FURTHER ACTION REQUIRED: Follow up and finalize sulfuric acid contract. 2. Be present for next run on Scripset on Appleton CB stock. 3. Become familar with mill no. 1 personnel and help them prepare for use of Scripset 4. Run tests on flourocarbon paper for comparison of RCP 110 treated papers. 5. Remain current on any and all problems Brown might be having with Scripset and stay very close to the situation.

NOTE: Sorry for the long call report, but you will note it accounts for three days of calling on Brown.

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Detroit/Akron	G. F. Fague/jp	10/6/71	10/7/71

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