

February 11, 1971

TO: Jim Hudgins - NAPA-Cleveland

FROM: John Aderhold - RAYLOC-Atlanta

Jim, thank you very much for your letter of the 5th, concerning the pick up situation where the driver wanted to make a pick up after 5:30. We will be getting back with him in regard to this situation, but in the meantime, I would like you to consider a few things on the other side of the fence, although, of course, we will not point these out to our driver. They are: (1) This is a hard, tough, mean job. (2) It is dirty work. (3) There is very little future other than more of the same. (4) They have a route to run if they are going to get around, and, consequently, if they are held up at any one place (believe it or not, some jobbers do hold them up) they have to impose on the good nature of subsequent stops to help them make this up. (5) I have made it a point in my business career to never ask anyone to do a job that I was not willing to do personally --- but this comes as close as any situation I know of!

I believe, and certainly our company philosophy is, to do everything we can to make the work of the jobbers easier and more profitable. Certainly, the pick up service is a wonderful asset to them in many ways. They are: (1) Virtually eliminates handling, (2) Eliminates cost of packaging and trouble of calling freight lines, (3) Minimizes the time to get cores back to the source, (4) Speeds up the time of receiving credits.

Jim, it certainly behooves us, you and the jobbers to make this program work smoothly, perhaps with a little give and take both ways --- if necessary --- to do so.

You may be sure of our dedication to this. We would ask that every chance you get you tell our story, so that business of the jobbers, yours and ours can work smoothly with a minimum of difficulty --- therefore, more profitably to all!

Best regards,

John Aderhold