

FW: BK Rad Fan Shipment Tonight - Plainfield DC - Message (HTML)



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From: Sandra Cary Sent: Wed 7/11/2007 1:37 PM
To: Gary Koellhoffer
Cc: Helen Mitchell; Chris Kimpel
Subject: FW: BK Rad Fan Shipment Tonight - Plainfield DC

Gary,

I just wanted to make sure that you are aware of the help that Helen provided yesterday in trying to divert a potential customer fill problem. We needed an emergency label format created for BK rad fans due to a label shortage that was going to prevent us from being able to ship to the BK Plainfield DC. Helen went above and beyond the call of duty to get the deliverables created on time. Unfortunately, we did not ship as expected, but it was not because we were short on labels. Her commitment, follow up, and can do attitude in regard to resolving the issue were exemplary, we need more of this type of people on our team!

Thanks,

Sandra Cary

Product Manager

Dorman® Products

215.712.5471

scary@DormanProducts.com

<<mailto:scary@DormanProducts.com>>