

MARCH 28, 1969

MARSH STENCIL CO.  
BELLEVILLE, ILLINOIS

ATTENTION: GENE MARSH

DEAR GENE:

ON DECEMBER 17, 1968 OUR COMPANY, IMCO CONTAINER COMPANY, ISSUED A PURCHASE ORDER TO ALLEN MARKING PRODUCTS, INC., FOR 2 MODEL 3-FH MARSH TWIN TAPERS AND 2 MODEL 2C2 TAPE CODERS. AS SOON AS I REALIZED THIS I CONTACTED OUR PURCHASING DEPARTMENT AND TRIED TO STOP THIS ORDER AND HAVE IT PLACED WITH RAAB SALES. I DID THIS BECAUSE LOU RAAB HAD SOLD US ALL OUR MACHINES IN THE PAST AND HAD KEPT THEM IN CONTINUOUS GOOD SERVICE THROUGH THE YEARS AND I FELT THAT HE DESERVED THE SALE.

MY PURCHASING DEPARTMENT TRIED TO STOP THE ORDER BUT IT WAS TOO LATE. I EXPRESSED MY FEELINGS TO THEM ABOUT THE SITUATION AND TOLD THEM I DIDN'T THINK THEY WOULD KEEP THE MACHINES IN GOOD REPAIR BUT I WAS ASSURED THAT THEY WOULD.

I RECEIVED THE MACHINES BY A COMMON CARRIER AND NO ONE CAME OUT TO SEE IF THEY WORKED PROPERLY. WITHIN A FEW DAYS THE MACHINES STARTED ACTING UP AND IT APPEARED THAT ALL THEY NEEDED WAS A FEW ADJUSTMENTS.

I CALLED ALLEN MARKING AND TOLD THEM I NEEDED SOMEONE TO ADJUST THE MACHINES AND THEY SENT A MAN OUT. HE HAD NO TOOLS AND WAS NOT EQUIPPED WITH THE ABILITY TO REPAIR THE TAPERS. A DAY LATER A MAN CAME OUT WITH TWO NEW MACHINES TO REPLACE THE NEW ONES WE ALREADY HAD. HE EXPRESSED TO ME THAT THEY REALLY WEREN'T EQUIPPED TO REPAIR THE MACHINES AND WOULD JUST AS SOON REPLACE THEM WHILE THEY WERE STILL UNDER WARRANTY. I COULD READILY SEE THAT HE WASN'T EQUIPPED TO REPAIR THE TAPERS WHEN I HAD TO GO TO THE OTHER END OF OUR PLANT TO OUR MAINTENANCE SHOP AND GET A WRENCH IN ORDER THAT I WOULD HELP HIM TAKE THE TAPE CODERS OFF THE ONE SET ON NEW MACHINES AND ON TO THE OTHER.

THESE NEW MACHINES WORKED FOR AWHILE AND THEN THEY NEEDED SOME MINOR ADJUSTMENTS. AGAIN ALLEN MARKING SENT A MAN OUT AND THIS TIME WITH A TEMPORARY REPLACEMENT MACHINE WHILE OURS WAS SENT TO THE SHOP. EVENTUALLY, OUR MACHINE WAS SHIPPED BACK TO US, NOT DELIVERED, AND WE REASSEMBLED IT WITH THE TAPE COOPER AND PUT IT BACK INTO OPERATION.

IT WASN'T LONG AFTER THIS LATEST REPAIR JOB THAT THE MACHINES BEGAN ACTING UP AGAIN. I FIGURED BY NOW IT WAS USELESS TO CALL ALLEN MARKING AGAIN, AND SINCE LOU RAAB WAS OUT HERE ON A SERVICE CALL ON OUR OLDEST MACHINE, I ASKED HIM IF HE WOULD MIND LOOKING AT OUR TWO NEW MACHINES THAT WE HAD MISTAKENLY BOUGHT FROM ALLEN MARKING.

LOU AGREED, MADE A FEW ADJUSTMENTS, AND THE MACHINES HAVE BEEN WORKING PERFECTLY EVER SINCE.

I IMAGINE BY NOW YOU CAN UNDERSTAND MY FEELINGS ABOUT ALLEN MARKING AND THE WAY YOUR COMPANY IS REPRESENTED BY THEM. WHEN LOU RAAB HAD ALL OUR BUSINESS OUR MACHINES WERE KEPT IN PROPER WORKING CONDITION AND WHEN SOMETHING DID GO WRONG WE WERE GIVEN GOOD SERVICE BY A MAN WHO HAD THE EQUIPMENT TO REPAIR THE MACHINES BUT ALSO KNEW WHAT HE WAS DOING.

IT IS REGRETTABLE THAT WE MADE THE MISTAKE OF BUYING FROM ALLEN MARKING BUT IT IS THROUGH MISTAKES LIKE THIS THAT WE FIND OUT WHO REALLY CARES ABOUT OUR BUSINESS AS WELL AS HIS OWN.

THANK YOU VERY MUCH FOR YOUR ATTENTION.

RESPECTFULLY,

CARL MEDLIN  
COST SUPERVISOR  
INCO CONTAINER CO.

*Carl Medlin*

CM/LH