

Kristel Rickers

From: Xerox Manager <xerox@xmission.com>
Sent: Wednesday, September 23, 2015 9:21 AM
To: 'Kristel Rickers'; david.salt@redmanvan.com; brandti@xmission.com; boydi@xmission.com; 'sue hills'
Subject: Service Failure - Nic Tanner

Customer J Mart Publishing in Spanish Fork, ship order 510186118

Nic claims he was there at 430 and no one was there. Customer says they are always open til 6 and last night they were there a little later than that. I was not notified of any of this until I had to track down Nic this morning. Why would he not call the customer or me before leaving?

Monica Andersen
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