

Kristel Rickers

From: Mike Langford <homedir@xmission.com>
Sent: Tuesday, January 20, 2015 9:09 AM
To: 'Kristel Rickers'
Subject: Service failure for Eli Reynolds

Kristel, Eli Reynolds failed to load a Home direct delivery yesterday(Waybill 1K7691). The customer was never called, and we found out about it through the customer leaving a voicemail this morning. The order was on his route according to the routing sheet. Jared and I asked Eli about it this morning, he stated that he didn't have that order, or probably lost the paperwork. This is the second time that he has done this. We spoke with Tyler about it again this morning.

Mike Langford
Redman Van & Storage
801-972-4420 Ex. 324