

Cathy Goebel

From: Troy Asberry Jr.
Sent: Monday, November 21, 2011 3:00 PM
To: Mark Norton
Cc: Cathy Goebel
Subject: Re: Short pay Invoice for Ultratape

Cathy,

I concur with Mark and will allow this.

Troy

From: Mark Norton
To: Troy Asberry Jr.
Cc: Cathy Goebel
Sent: Mon Nov 21 14:49:38 2011
Subject: Short pay Invoice for Ultratape

Troy-

This one has been hanging for a while- I sent you a few emails on it and not sure if they might have gotten waylaid.

We have a short-pay on this invoice of \$665.24. The reason it was short-paid was that some material disappeared in transit to Ultratape- we had a few incidents like this and determined that it was because the top layer of pallets shipped from Renfrew was not strapped and some boxes would go missing, and Ultratape would not discover it until they did an in-depth count after receiving.

Once we corrected this in Renfrew, there were no further claims and it seemed to solve the problem. QA in Renfrew denied the claim because we had shipped full, but I am very confident that Ultratape is being square with us on this one, as I saw photos of subsequent pallets with the same problem.

I would appreciate doing this one as a customer accommodation and cleaning it up. I think Cathy would attest that things have been fairly clean over the last few months as all the quality and process improvements that we've put in place seem to be working.

Mark

From: Dawna Cavagnaro
Sent: Wednesday, August 17, 2011 8:21 AM
To: Mark Norton
Subject: RE: PO UT110511 Short ship

Yes the number is correct...The invoice (9700039222) is for \$6,917.42 I subtracted the credit that was issued for the rolls that had the black spots on them (5020.22)and the payment they sent in(1231.96), leaves a balance of \$665.24 that was left unpaid.

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