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| To: | Grand Rapids Service Team |
| From: | Joseph Andersen (Reroute Project Manager) |
| Re: | Service Information |
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memo

Hey Route Service Team!

We will begin sending each of you a ‘survey’ for each day of your route to obtain service information about each of your customers.

Getting the best information possible here is incredibly important to ensure we don’t send you or any of your peers to a customer when they are closed or will not accept a delivery.

By doing your best to get the most accurate information you are helping us to create the best routes possible for you and your peers.

**This reroute will affect each and every route!!** **Even if you do not gain or lose any customers, your route will be changing!!** The changes of the reroute may be as simple as resequencing your route, or changing which customers you service on which day; to as dramatic as completely restructuring your service region!

The better information we gather up front the better routes we will be able to develop.

The goal with these is to establish exactly when we can and cannot arrive to service your customers.

We also want to try and verify the delivery address for each customer.

Here are the things we want to make sure to consider:

-When is the earliest we can get into the customer and what is the latest time we can arrive and still service the customer?

-Is the customer closed during the day? Or do we need to avoid a lunch rush? If so we need to note a start and end time to avoid

-What days during the week is the customer open?

I highly encourage each of you to take the sheet each day out on the route with you and fill this out as you hit each customer, that way you can get hours off the customers door or ask questions if needed.

We would like to try and get these done in two weeks so we can process the information you gather and get the reroute process rolling ahead!

Thank you all!