

Subject: FST Feedback

John,

On Monday, I received a call at about 3:10 from Mike about a very critical rush order for Gatorade in Arizona. They needed four bags of VIS by Tuesday morning. Tammy was out sick so Mike called me. He asked me if this were even possible. I called Sondra and she told me that UPS/FedEx picked up about 4. I entered a rush order while Mike got me the account number from the customer. At 3:40 Mike called back and said the order had changed -- in addition to the above request, we were to ship four bags each to Dallas and Blue Ridge, VA to arrive by Tuesday morning. I immediately called Sondra, told her of the new requirements and rushed two more orders into the system.

Needless to say, everything shipped on time with no problems or hassles. Sondra never broke a sweat and I was able to send all three Gatorade locations their tracking numbers before I left for the evening. It was a very impressive performance and an excellent example of true customer service. This location is a benchmark for third-party warehouses.