

Hans de Wit

From: "Hans de Wit" <pc@printer.ca>
To: "Jack Feldman" <jack.f@rollabind.com>
Sent: Wednesday, January 16, 2008 4:25 PM
Subject: Re: Flights to Canada

Image is located at

http://www.printergraphics.com/rollabind/images/776175191453_L.jpg

It would appear that when batches are mixed that they do not properly rotate the stock so that this would not happen. Adding a different colour mix to the same stock drum, is not a good thing, because even a small amount of discs being a different colour can contaminate a large quantity of orders if they are scooped out. I am NOT returning them as that is more hassle than it is worth.

Also I asked why the bags have mixed product in it. I have a small selection of different colours in JUMBO, that was found in the different bags, as well as other mixed sizes. If the bags are weighed, then the customer does not get what they pay for. If they are counted, then it should be noticed. Also, quantity within the bags vary greatly. Some are short and some are over. With luck I will end up on the over side.

If it sounds like I am complaining, then YES, I guess I am. I am re-evaluating the stocking distributor situation for Canada as I cannot afford this type of delivery schedule. As customers order product in this day and age, they expect to get it almost the next day. With a delivery schedule of 6 weeks on some products, it would never fly. As a manufacturer, this should be in your hands. As a Distributor - I do not want to field the calls from my customers. There is not enough money to resell to Copy Centers if I have to stock over 2 months worth of inventory, which would equate to about 3-4 utilizing a proper Min/Max ... as this would give me a TOO low Earn-and-Turn ratio. If I only sell to my own store(s), then a trip in February may not be as fruitfull as previously indicated. Managing the inventory for a much smaller market would be easier. Less sales - but easier.

Thanks
Hans

----- Original Message -----

From: "Jack Feldman" <jack.f@rollabind.com>
To: "Hans de Wit" <pc@printer.ca>
Sent: Wednesday, January 16, 2008 2:36 PM
Subject: RE: Flights to Canada

> Dear Hans:
>
> Sorry for the misunderstanding about the trip.
> 1. I will be sure that next shipment will go seal and with the proper
> information.
> 2. Related the shapes of greens, sometime the color for the discs; when
> they
> get mixed with the ABS has a variation from one batch to another when they
> get produce; I can replace the one you don't like and in the future will
> be
> consistence with the products (my computer has some problems last week and
> I
> don't find the attachment of the two colors disc), can you sent it to me
> again.
> 3. Production is working on the remaining of your order, will be ship, by
> the end of the week.
> 4. The other equipments in back order, the PBS 1500 has a problem with the
> cutters, they don't punch clean; I didn't want to send them to you like
> this, the PBS 3000 will be deliver to us next week and after clear customs
> I
> will ship to you.
> Best regards:
>
>

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 >
 > Jack Feldman
 > Founder
 >
 > 888-972-4004
 > 954-771-0028 (phone)
 > 954-771-0034 (fax)
 > jack.f@rollabind.com
 > www.rollabind.com
 >
 >
 > -----Original Message-----
 > From: Hans de Wit [mailto:pc@printer.ca]
 > Sent: Tuesday, January 15, 2008 7:11 PM
 > To: jack.f@rollabind.com
 > Subject: Re: Flights to Canada

>
 > February is fine. And yes you had tentatively booked Jan 15th. But you did
 > not confirm and/or advise that there was a change.

>
 > Yes I got the shipment -
 > 1 - it was overweight - was about 50-60lbs.
 > 2 - Bags of discs were loosely thrown in and about half of them burst
 > making

>
 > it a carton of mixed disks that we have to now sort.
 > 3 - As before there are NO itemized packing slips.
 > 4 - The invoice does NOT reflect the actual shipment hence I paid duty and
 > GST on an inaccurate amount.
 > 5 - Can you ensure that any future custom invoices actually match the
 > product shipped and an itemized packing slip that our receiving department
 > can actually check off would be really nice. They tend to bitch back there
 > when I ask them to write it out themselves. Also nothing to check against
 > doesn't help to check if something is missing.

>
 > As requested before - please advise on the following
 > - One of my last emails linked to a photograph showing you the different
 > shades of green. Have received no reply or comment
 > - You have also not replied as to the status of the 2 equipment items.
 > - Lots of stuff is also still on backorder. Still no detailed delivery
 > schedule as requested
 > - Are these replies forthcoming - or do we just don't know?

>
 > Thanks
 > Hans

>
 >
 >
 > ----- Original Message -----
 > From: <jack.f@rollabind.com>
 > To: "Hans de Wit" <pc@printer.ca>
 > Sent: Tuesday, January 15, 2008 6:25 PM
 > Subject: Re: Flights to Canada

>
 >> Dear Hans
 >> I was in a meeting almost all day long
 >> Sorry for not response before.
 >> I don't think that we define the appointment. Mi intention is to see you
 >> soon. Is February good for you?
 >> Did you got the new shipment?
 >> Best regards
 >> Jack

>>
 >> Sent from my Verizon Wireless BlackBerry

>> -----Original Message-----
 >> From: "Hans de Wit" <pc@printer.ca>
 >>
 >> Date: Tue, 15 Jan 2008 15:10:20
 >> To: "Jack Feldman" <jack.f@rollabind.com>
 >> Subject: Re: Flights to Canada

>>
 >>
 >> Assume this is on your blackberry

>> The 15th is almost over, and I won't wait any longer for lunch. I assume
>> that your trip was cancelled. Or are you just late.

>>

>> Thanks

>> Hans

>>

>> ----- Original Message -----

>> From: Jack

>> Feldman <<mailto:jack.f@rollabind.com>>

>> To: 'Hans de Wit' <<mailto:pc@printer.ca>>

>> Sent: Thursday, December 13, 2007 2:47 PM

>> Subject: RE: Flights to Canada

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>> Thank you for the information.

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>> Jack Feldman

>> Founder

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>> From: Hans de Wit [<mailto:pc@printer.ca>]

>> Sent: Thursday, December 13, 2007 10:50 AM

>> To: jack.f@rollabind.com

>> Subject: Flights to Canada

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>> As we are in the Niagara Wine belt of Ontario, you may find it easier and
>> cheaper to fly into Buffalo. It is actually closer than Toronto, but you
>> may have some wait at the border crossing into Canada.

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>> FIY

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>> Hans

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