



To: Church Brothers/ True Leaf Customers  
From: Steve Church  
Date: 6/24/09  
Subject: Multiple orders on the same truck

As you know Church Brothers has an Appointment Loading System that we rely on to load your trucks in a timely manner. Recently we have experienced Truckers / Dispatchers making appointments for only part of their pick ups. For example we regularly have 5 different orders going on the same truck to 3 different customers. If the trucker does not inform us of all of the orders we can't link the orders together for an appointment. When the truck checks in informing us that they have more orders on the truck, we may be overbooked and it is difficult to fit them in.

Each Salesman will link these orders together at time of order if they are told about it however many times there is more than one customer on the truck and the salesman may not be aware of the multiple pick up.

Please help us in the future by:

- Linking all known orders at time of ordering by the buyer
- Asking the Truckers / Dispatchers to make sure they give the Appointment Loading Department All orders on that truck

Our goal is to get every truck out within 2 hours. Currently we are 69% within 1 hour and 93% within 2 hours. Mondays are always a challenge because most trucks want to make appointments after 5 PM.

Please help us provide you with better service by linking orders and informing your trucks of the issues we are encountering.