



B.A.T (U.K. and Export) Limited

Woking

TO Lynn Holland	FROM Vivien Becher
REF SEFK for Canada	DATE 27th May, 1992

REF: SEFK FOR CANADA

This is to confirm that I did not receive the samples for the first production run for Canada, which you requested on my behalf. Despite the enquiries made by Linda Knight, Stephen Combe and myself, it is not clear what has happened to them.

Whilst there is nothing which can be done now to rectify the situation, I would like to express my concern that this order will be received by the customer without samples being seen by any member of BAT/KE management. As I am sure you appreciate this could be extremely embarrassing and costly if the product is deemed to be unsatisfactory on arrival in Canada and cannot be launched.

I know that Customer Services have done all that they can, however I would appreciate it if the other 'links in the chain' could be made aware of the potential problems. I would also like to request that 3 x 200's cartons from the next production run be sent to me - perhaps the system will work this time!

VIVIEN BECHER

cc. SE Facey
R Brentnall

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CANADA

FROM: Ed Maling

TO: Mac Harrison
Richard Brentnall

May 22, 1992

Re: State Express '555'

Enclosed herewith, please find the State Express '555' launch manual.



EM:kl
encl.

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