To: U-Haul Supervisor

From: Mark Wilson, President

Date: November 5, 2012

Subject: Angry Customer, Regarding Inconvenient Locations for 20’ Moving Truck

I recently received a letter from a customer, Mr. Bookman, who is being offered inconvenient locations for both picking up a 20’ U-Haul truck and dropping it off at a location close to his destination. Please contact him and work out a convenient solution to his problem.

When you contact him, please explain our policies and procedures to him. Also, work with him to find a convenient location and drop off point for a 20’ truck. Make sure he also understands our policies and procedures.

If you have any questions or concerns, please do not hesitate to call or email me.