
From: Richard Kahn [REDACTED]
Sent: Wednesday, December 3, 2014 9:45 PM
To: jeffrey E.
Subject: LSJ Speakers

update from jermaine

it appears jermaine misspoke to both you and i when he said that speakers were shipped..

email below is from vendor that stated they were to be shipped 11/24 yet there was no follow up on obtaining tracking number until i asked on Monday Dec 1 if they were on SJ very frustrating that he needs to be hounded to get accurate information

Richard Kahn
HBRK Associates Inc.
575 Lexington Avenue 4th Floor
New York, NY 10022
tel 212-971-1306
fax 646-350-0954
cell 917-414-7584

From: Shawn Tallard [REDACTED]
<div>
Subject: RE: Checking on TA

Date: November 2, 2014 at 2:01:56 PM EST

To: "Jermaine Ruan" [REDACTED]

Cc: Rich Kahn <richkahn12@gmail.com> [REDACTED]

This is slated to ship from Technomad on 11/24 or 11/25. I've been keeping an eye out behind the scenes.

Thanks!

Referrals Much Appreciated and welcomed. Thank you!

Shawn Tallard
National Sales and Systems Consultant

Full Compass Systems
9770 Silicon Prairie =kwy
Madison, WI =3593-8442
P: =00-356-5844 x =152 &nbs=; =nbsp; &n=sp; &nbs=;
F: 608-831-8846
E: tallard@fullcompass.com=o:p>

"Be =ind. Everyone you meet is fighting a hard battle." --lan =aclaren

From: Jermaine Ruan [mailto:jermaine.ruan@gmail.com=
Sent: Wednesday, November 12, 2014 9:35 =M
To: Shawn Tallard
Cc: Rich =ahn
Subject: RE: Checking on =TA

Thanks

From: Shawn Tallard [mailto:tallrd@fullcompass.com]&=bsp;
Sent: Wednesday, November 12, 2014 11:26 =M
To: 'Jermaine Ruan'
Subject: RE: =hecking on ETA

Good Wednesday morning =ermaine!
I'm happy to check on this for you. Stay =uned for a response later today.

Thanks!
Shawn

Referrals Much Appreciated and =elcomed. Thank you!

Shawn Tallard
National Sales and Systems Consultant
Full Compass Systems
9770 Silicon Prairie Hwy
Madison, WI 53593-8442
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F: 608-831-8846
E: tallard@fullcompass.com

"Be kind. Everyone you meet is fighting a hard battle." --Ian McLaren

From: Jermaine Ruan [mailto:jermaine.ruan@gmail.com]
Sent: Wednesday, November 12, 2014 8:31 AM
To: tallard@fullcompass.com
Subject: Checking on TA

Good morning Shawn,

Checking on the ETA of the Speakers for LSJ.

Regards

Begin forwarded message:

From: "Jermaine Ruan" <jermaine.ruan@gmail.com>
Subject: RE: Few follow up question
Date: December 3, 2014 at 5:56:28 PM EST
To: "Shawn Tallard" <tallard@fullcompass.com>

Cc: "Rich Kahn" <richardkahn12@gmail.com>

Thank you Shawn for the update. Please forward the tracking information as soon as the speakers ship and include an estimated date of arrival to the Palm Beach state.

Regards

Jruan =o:p>

PM

From: Shawn Tallard [mailto:tallrd@fullcompass.com] =br>Sent: Wednesday, December 03, 2014 3:18

To: =Jermaine Ruan'

Subject: RE: Few follow up =uestion

No problem. The speakers were ready to =hip and waiting for only the grills to arrive last week at Technomad in =assachusetts (the place of assembly, and the point of origin for the =hipment of the fully assembled speakers). When the grills arrived =o them 11/26 (day before Thanksgiving), they were not painted. =’m not sure what color they were when they arrived to them, but they =eed to be Forest Green. So they sent the grills back to be =ainted with a request to expedite, keeping in mind the holiday. =he updated ETA which I provided you in an email 11/26 at 11:27 am =entral was that they would be shipping out late this week. =nbsp;

Technomad anticipates shipping everything =omorrow or Friday from their MA facility, and that’s in line with =hat they told us last week. I’ll keep you posted as I know =ore.

Thanks,

Shawn =o:p>

Referrals Much Appreciated and Welcomed. Thank =ou!

Shawn =allard

National =ales and Systems Consultant

Full Compass Systems

9770 Silicon Prairie Pkwy

Madison, WI 53593-8442

P: 800-356-5844 x =152 &nbs=; =nbsp; &n=sp; &nbs=;

F: 608-831-8846

E: tallard@fullcompass.com=span style="">

"Be =ind. Everyone you meet is fighting a hard battle." --lan =aclaren

From: Jermaine Ruan [mailto:jermaine.ruan@gmail.com=
Sent: Wednesday, December 03, 2014 12:46 PM
To: =a =ref="mailto:tallard@fullcompass.com">tallard@fullcompass.com
=ubject: Few follow up question

Hi =hawn,

I am updating my supervisors to our conversation. =an you confirm the following per your conversation:

* =/span>The customize green speakers arrive =o Assembly and Distribution the week before
thanksgiving to be shipped =n Monday

o =/span>The grills came in black instead of =he green that was requested

o =/span>When did they see the error and =equest the new grills

o =/span>Is Assembly and Distribution in WI =lso?

· =/span>The new green grills are schedule to =rrive today and the new shipping date is 12/4

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