

77-21

McGraw-Hill Book Company

Hightstown, New Jersey 08520
Telephone 609/448-1700



September 28, 1977

Mr. Lawrence D. Miles
Sedgefield
Rt. 5, Box 840
Easton, MD 21601

Re: Account 40795

Dear Mr. Miles:

Your inquiry of August 25 to Aurthurine Ames regarding the above account has been directed to me for research and reply since Aurthurine is no longer here.

My research shows basically the same thing that happened in 1974 has happened again. Your discount on product code 41926, TECHNIQUE VALUE ANALYSIS AND ENGINEERING 2/E, should be .334 percent. Our Trade Credit Department will issue a refund to you within the next few weeks. Miss Violet McAdam, of our Trade Order Service Department, is sending two copies of the book under separate cover so you will have the 32 copies ordered.

Please accept my sincere apology for these errors and the inconvenience they have caused. If I can be of further assistance, do not hesitate to contact me.

Sincerely,

Shirley Fox
Royalty Correspondence

SF:jc

Account: 40795

Refernece: 1056-A

*Called phone number
ordered 30 11-22-78
Try to get out today
Told them disc .334
no sales tax
Chq. Royalty acc
They had them in stock*

McGraw-Hill Book Company

Hightstown, New Jersey 08520
Telephone 609/448-1700



April 5, 1974

Mr. Lawrence D. Miles
Sedgefield
Route 5, Box 840
Easton, Maryland 21601

Dear Mr. Miles:

As you stated in your notation on your royalty statement for period ending December 31, 1973, you should have received a discount of .334 percent instead of a 25 percent discount on book purchase Invoice 321A203, dated July 20, 1973.

Our Trade Order Service Department has issued a credit to your account in the amount of \$31.19. Upon receipt of this credit, our Trade Credit Department will issue a cash refund to you.

If you do not receive your refund check within the next two weeks, please call me collect at (609) 448-1700, Ext. 5791.

A special notation has been placed on your account to insure that you are allowed the proper discount when purchasing your book, TECHNIQUES OF VALUE ANALYSIS AND ENGINEERING, Product Code 041926. However, it would also be helpful if you would request the .334 percent discount when placing your orders.

Our apologies for any inconvenience caused by this error, and please do let me know if I can be of further assistance.

Sincerely,

A handwritten signature in cursive script, appearing to read "Aurthurine Ames".

Aurthurine Ames
Royalty Correspondence Department

AA:lk

Account: 40795
Reference: 615-M

cc: Miriam Meyers - Trade Credit