



E M P I R E
M E R C H A N T S
THE CHARMER SUNBELT GROUP

19-50 48TH STREET, ASTORIA, NY 11105
TEL 800.834.3546
16 BRIDGEWATER STREET, BROOKLYN, NEW YORK 11222
TEL 718.383.5500

To: Empire Merchants Sales Teams
From: Tony Magliocco
Date: April 7, 2009
Re: Change to Signature Procedure Upon Delivery

In an effort to provide better customer service in resolving delivery disputes, effective immediately, customers will be required to sign and print their name on the blue copy of the invoice upon acceptance of the delivery. As a result of having the customer print his/her name, we will be better able to discern if there was an error in delivery and speed the resolution of disputes.

Starting May 1st, there will be a new section added to the blue copy of the invoice for the customer to legibly print and sign their name to indicate receipts of the goods.

Please ensure that you notify all of your accounts of this change in procedure as our drivers have been notified of this policy change and will be requesting this of customers upon delivery.

Thank you for your cooperation.