

# Jan Howell



DECORATIVE ACCESSORIES

1/28/58

Dear Martha:

I feel guilty not getting answers to your letters off more often, but it's really been pretty hectic. The early bird show was quite successful, as you can probably tell from the orders we sent in.

Thank you for getting the new samples off. They haven't arrived, but expect them this week. Even tho they were not here for the show..it doesn't matter too much as we still have a lot of our customers coming in next month who couldn't make the show. And we'll see them all again in the Feb. show...I hope. Am still most anxious about the catalogs as I have a list a mile long to to send them to.

I am going through your letters and will answer things as they come along.

I've written you about the lotus spoons. Also about the zabuton for Mrs. Johnson.

Thank you for the info on the FD-10. Thought I had missed something on the price lists or something. I've been so rushed that I realize I've asked some questions that I could have answered myself if I had had more time to go over things more carefully. It meant extra work for you and I'm sure sorry. This week our weather has been pretty bad so I've had more time to devote to paper work..and odds and ends..you know how it goes.

We only take orders for the two sizes in dusters assorted. They are much prettier that way and when anyone asks for one color we say it can't be done....unless they want to buy a couple of million or so!

The only time we use parcel post on "how to ship" is when our customers insist..and then we try to explain that you probably know the best way of shipping and it would be better to leave it to you. But some of our smaller shops who are in such locations that express is most inconvenient for them..they have to have parcel post. We will make a greater effort to have them leave it up to you whenever possible, however.

2)

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We try to get the best references we can from our people. If they give D & B and then aren't listed...it's a shame, but I don't think we ~~could~~ should be able to find out at the time if they are just pulling our leg. Also some of our people don't use any other California houses so we have to give you the people they offer us here in the ~~West~~ <sup>West</sup> coast. When they know the address of a firm which is unknown to us we try to get the address, of course. If it's a company we know and they, or we, give no address, it is because they are here at 225 5th Ave. I'm sure you have many problems along this line and we will certainly try to get better information for you from now on.

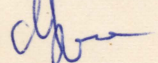
Re G-19 and ZLMX mats...yes, we have had samples and at show time we sell extra pieces..or when something is taken out of the line we sometimes give them to charity if they are soiled or damaged in any way. This may have been the case in these two styles. I really haven't had time to dig under the desks in the fifty million boxes we have to check further.

Re the doves. The EB5 is still the same bird of paradise, yes? Just want to make sure. In other words there will be three white doves and the one EB5 bird of paradise, right? I recall ~~that~~ we only had one set of doves sent to us. They first set was from the NY show and they were pretty beat up by the time we got them back to the office.

I think I have covered your letters and if I've missed anything I'll get it in the next time.

Thanks again for writing and keeping me posted and thanks for your patience with me. Jan usually takes care of all these things and I must admit when I do it must leave much to be desired.

Bestest and in the usual haste....

  
Chappie.

Martha: Sorry to have been so long in answering re Mrs. Johnson... or whatever the name is. I would write her and tell her what you have available color-wise and let her take which ever she thinks ~~best~~. Best. She will want the DZ7 blue/green, I'm sure and perhaps would be very happy with a substitute you might suggest. Since she is in Texas it seems foolish for us to write back and forth from this office, don't you think..it might be better to have the correspondence go directly from your office there.

Thanks

Chappie. If she wasn't a friend of such a good customer we could all tell her to...well, you know...right??

**HARRIET A. CHAPMAN**

Please cancel all back orders on ZCB Banks for Twining  
& Buck, Salisbury, Conn. Since you don't expect a shipment  
until February..this should be plenty ~~off~~ of time to  
cancel.

Thanks,  
Chappie.

**HARRIET A. CHAPMAN**