

Martha: I am planning an extensive trip through the greater part of New England starting the third week in June. I would greatly appreciate any and all the photos you can send me. The catalog is fine I will sure take several, but actual photos make selling much easier if you have any, please.

Thanks,

Chappie

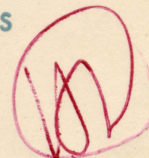
**HARRIET A. CHAPMAN**

# Jan Howell



DECORATIVE ACCESSORIES

May 23, 1958



Dear Martha:

The ZAB Bank and the 4 Raw Silk Jackets came in earlier this week...thank you for sending them. On your invoice the KPD-S dolls were also listed, but as you explained these could not be sent because your shipment came through with the same doll as before. We are so pleased to have some of the new things coming in because our customers are already thinking about Christmas (perish the thought!). But speaking of Christmas, if you are going to carry the Starlights again for this next season, will you please send us fresh samples of the PBS-5 and the PBS-22 in Gold Foil only. We did not sell the colored PBS-22 last year, and the samples just get soiled and damaged. Also, if still to be carried for this next season, we will need fresh samples of the PLB. And, as soon as you get the 1959 calendar, please send a sample of it too. ✓

Please cancel the 12 B.O. large wastebaskets for Penthouse Gallery. You are right, that account is a real complainer... not Mrs. O, but the husband. I don't think I have once talked to him in the last year when he didn't have some kind of gripe. As a matter of fact, we have not solicited any orders from them for the past few years, and our volume with them has fallen way off, but we have so much trouble with them it's no joy for us either. I understand Mrs. Ogust plans to go to San Francisco several times a year, after her very successful trip the last time, so she will probably not be buying much of anything from any of the local suppliers. Her next step will be Japan, if she can finance it, I'll bet. *OK*

Re Brunn & Bertheim - this is a display firm and you will notice their orders have different prefixes on the numbers. This is because they have ~~sales~~ salesmen all over the territory who send in orders, and B & B in turn ships the mdse. on ~~to~~ to the customer, probably without unpacking it, so their system cannot encompass taking different orders to ship to someone else... as in the case of the order #800 where "at once" was written by Chappie instead of July 20. Usually, when we get a small order from them I hold it until we have enough for you to make a shipment. If sometimes you get orders which you feel are too small, hold them for a few days to add to additional orders. By the end of the year I think you will find that they are a fairly good account and worth bothering with, even though

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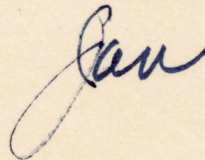
it's a nuisance to get the several small orders.

Re the G-10 fan. We have one color which looks like black to us, and also have the beautiful bottle green. However, we are missing the mustard color...instead of sending this to us in the large size when you send us new samples, please add one of the small G-8 fans @ \$3.00 doz. in the mustard color.

We will continue to do our best on the G-20 and G022 mats... they seem to have died down quite sharply...but maybe that is principally because business in the showroom is very slow. We really have to get out and dig, which is why our figures are ahead of last year. For Takahashi our figures are a little better than 10% ahead through April, compared with 1957. The trend here in the building is between 15 and 20% behind 1957, so we are very grateful.

Re the Kaufman order, Martha. If such an error should occur again, please return the order to us for further check-up with the store. What should have been done is that we should have written to Kaufmann's for clarification on their order for as I understand it, without having seen the order, they had "shades" written down, but with lamp numbers and priced at \$3.00. The buyer, Miss de Benedictus is an old friend of mine, and I'm glad she's reordered....both on the shades and the lamps. My guess would be that lamps are what she wanted on the last order, as she designated colors black and brown. Hard to tell by the numbers as the lamps and shades also are numbered 1 through 4.

Best regards,



P.S. As I explained before, the reason we always send the original order, whenever we receive one, is so that there is a double check. We try to get our orders right, but sometimes when we are swamped and rushed errors do get by us. CUSTOMERS ORDERS SHOULD ALWAYS BE FOLLOWED.

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