

MEMO

DATE: June 29, 1995
TO: Denise Wescott
FROM: Bruce La Fetra
SUBJECT: Cost Reduction Suggestion

On Tuesday (6/27/95) I received the attached item in my mail folder. It was received by Cornerstone on May 8, some seven weeks before I got it. During this time it appears to have been handled by at least four separate people:

1. Initial recipient
2. "CGM," who determined that it was not theirs
3. Someone determined that it belonged to me (probably tipped off by my name in the "ship to" box), and decided that this amount required both my signature and that of my manager. This person also highlighted the lines requiring signatures and the total amount of the invoice.
4. Me

In order to reduce costs while making Cornerstone operate more efficiently, I suggest the following improvements:

1. Paperwork of this sort should be routed in a more timely fashion (7+ weeks seems like a long time). The listed terms are Net 30, and it has already been 50 days! My name is clearly shown in the "ship to" box.
2. It is not clear to whom I should route this after I have signed it and obtained my manager's signature. Clearly specifying this information would improve the routing process.
3. Grant greater authority to mid-level employees such as myself to sign for items of this type. I have worked for Cornerstone for 2.25 years and have proven myself trustworthy. Requiring my manager, the Vice President of Marketing, to authorize this invoice seems to be overkill. I believe the benefits to the organization in granting me signature authority for zero dollar invoices is great compared to the minimal risks involved.

IMAGERY SOFTWARE, INC.
 EASTMAN KODAK COMPANY
 P.O. BOX 652
 BEDFORD, MA 01730-0652

SALES ORDER

ORDER NUMBER: 100082

ORDER DATE: 04/28/95

PAGE: 1

SOLD
TO: Cornerstone Imaging
 1710 Fortune Drive
 San Jose, CA
 95131

SHIP
TO: Cornerstone Imaging
 1710 Fortune Drive
 Attn: Bruce LaFetra
 San Jose, CA
 95131

SHIP VIA.....: Air 3
 SHIP DATE.....: 04/28/95
 DUE DATE.....: 05/28/95
 TERMS.....: NET 30

CUST I.D.....: 400046
 P.O. NUMBER....: Verbal
 P.O. DATE.....: 04/28/95
 OUR ORDER NO.: 100082
 SALESPERSON....: Jerry

ITEM I.D./DESCRIPTION	ORDERED	SHIPPED	UNIT	PRICE	NET	TX
IMG004IMG-001 IMAGERY FOR WINDOWS - 1 USER LICENSE	1.00	1.00	EACH	0.0000	0.00	E
<p>RECEIVED MAY 18 1995 By _____</p> <p><i>net mure Cgm 6/23/95</i></p> <p><i>Bruce please forward dollar amount to have your Manager sign</i></p> <p><i>Bruce</i> _____ DATE: _____ PLEASE RETURN TO AP</p> <p><i>X mjr</i> _____ DATE: _____ PLEASE RETURN TO AP</p>						
SUBTOTAL					0.00	
TAX					0.00	
PAYMENTS					0.00	
TOTAL					0.00	

CUSTOMER