



EMERY AIR FREIGHT CORPORATION

WILTON, CONNECTICUT 06897

AREA CODE: 203
762-5553

OFFICE OF THE PRESIDENT

December 31, 1968

JAN 2 1969

Mr. Mitchell A. Wilder, Director
Amon Carter Museum of Western Art
3501 Camp Bowie Boulevard
Fort Worth, Texas 76101

Dear Mr. Wilder:

I am most grateful to you for writing to tell me about the problems you experienced in the recent shipment we carried for you from General Graphic Services in San Francisco. Your comments will enable us to have a thorough recheck made of our performance in order to insure there were no lapses in our prescribed operating procedures.

If you will permit me, from your description, I can pretty well surmise what happened. Your letter indicates you spoke with our Mr. Reeves in San Francisco in your attempt to discover why the shipment was not aboard the Delta flight for which it had been scheduled. As one of our senior operating men in San Francisco, if Mr. Reeves said he personally had seen the shipment go aboard the Delta flight, I think, perhaps, what he meant was that he had seen the shipment dispatched from Delta's air freight section aboard one of the string of small carts that carry mail, baggage and freight to planeside for last minute loading prior to departure. And while, technically, the size of one of your cartons was probably within the normal limits for loading aboard a DC-8, it is possible the human element entered as the actual loading operation was being conducted. In other words, some cargo handler could have made a visual check of this carton as he was about to load it and decided to send it back to the air freight section because of its being "oversized".

The three weeks prior to Christmas have been one of the most hectic periods for the airlines due to their being deluged with cargo and mail - sometimes well beyond their capacity to handle in their normally expeditious manner. The worst is now behind them and us and we look forward to a return to normalcy when I don't believe the pressure of too much freight with too few hands will arise as it may have done, unfortunately, on this urgent shipment of yours.

I hope you will try our service again in the near future so that we can attempt to offset the inconvenience caused in this instance. Meanwhile, with best wishes for a successful new year of activity at the Amon Carter Museum and with kind regards,

Sincerely,

John C. Emery, Jr.

JCEJr:gmj

cc: Mr. Irwin Welcher
General Graphic Services
880 Folsom Street
San Francisco, California 94107

EMERY AIR FREIGHT

P. O. BOX 622

WILTON, CONNECTICUT 06897

*Please return
to Mr. L.C. Wilbur
409 Camino Mont. Sol
Santa Fe
New Mex 87501*

*I thought you
might like to
see this.*