

Mike,

Our team wanted to reach out and discuss issues that we have been experiencing with Rebecca. Each member of our inbound team has been working for LLPS for several years and we are all dedicated to providing good customer service to our clients. We believe that addressing these issues will help us be more productive and contribute to the company's success.

For reasons we don't understand, Rebecca has "declared war" on Inbound. Members of outbound reached out to us to let us know that she had told her staff that statement. She has followed up that statement by treating our staff like we don't work for the same company. She has publicly disrespected us to other staff members at times, stating that we need more training. It feels as if there is an attempt to cause division between her outbound team and our inbound team.

The inbound team continues to maintain our desire to come to work and provide good customer service on behalf of the company. In doing that, we work with every department with no animosity. We work closely with Data to resolve problems on orders, and reach out on mail or fax orders that have declined cards. We collaborate with Shipping on order issues and recently helped every day with the shipping change to non-scanned packages. Over the summer we even helped assemble the catalogs for Affordable Canvas. And as always, we continue to assign callbacks for Outbound, take payments for their orders and resolve problems for their team even with the obstacles she has put in place with her division.

There have been times when Rebecca has been going over our calls and orders, looking for any mistake or error that she can report to management. While we strive to do our best, we acknowledge that we are all human and have made mistakes and always try to correct them and do better. As customer service representatives, Inbound has come across many mistakes in orders. Whether those errors are small system errors or larger human errors, we correct the problems in order to get the orders out to the customers and the company to get paid. When an error has been a major problem or indicative of a misunderstanding of company policy, we do report it. But it's corrected or fixed first, because our job isn't to get anyone in trouble, it's to provide customer service. We are concerned that her obsession to watch our orders has led to her ignoring the orders coming from her own department.

Because we have worked under Rebecca in the past, we understand that her background with the company is in sales. She doesn't understand how customer service works, what our policy and procedures are or what issues we face on calls. That misunderstanding of our job has led to conflict in the past and a general disrespect of our jobs. We feel that our Inbound team brings value to the company. Our team has worked very hard to work together with management to develop policy and procedures in a way that benefits our customers and the company. We are all struggling under this hostile and unprofessional environment and would appreciate a chance for our issues to be addressed.

Len Kuchnell
M. Faries

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A.G.