



Attention: Fire Chief and Administration

Re: Change In Shipping Contract

We were recently informed of negotiations that were completed with the Fire Service industry in regard to a new shipping contract with Canpar. The new shipping procedures are posing some challenges to us, as we are no longer able to send packages back on your shipping account without your administration generating the return waybill. It is important to ship gear back on your account as your discounts are quite large and we cannot match these rates as a small business in the private sector.

Moving forward, in the interest of keeping costs down, we will need contact information for the person or persons directly responsible for shipping so we may contact them when their gear is ready for pickup. At that time, that individual can create an electronic waybill and shipping can go on your account, at your negotiated rates, ensuring lower costs. Once the waybill is generated on your end Canpar will pickup the gear at our location.

Our main concern with this change is related to turn around times. We want to ensure that gear is returned promptly without delay. With that in mind, please advise administration of the importance of generating the pickup waybill upon receiving our phone call.

We are currently working with Canpar to establish an account that will allow for 3rd party billing but have not yet had success. If gear is extremely time sensitive, at your request, we will ship it back on our account and add our shipping charges to the final invoice.

Should you have any questions regarding these changes, please do not hesitate to give me a call at 1-888-834-7343 and I will be happy to discuss the services available to meet your department's particular needs.

Yours truly,

Ryan Sekleski

General Manager

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