

May 16, 1985

To: Jack Morton

From: Neil Ryan, Manager, Real Estate branch

Re: Weekly Report Submissions

This memo results from our meeting of May 15, 1985 at which we discussed the late submission of your reports as well as errors therein. The objective of this meeting was to determine the cause of this problem and to achieve a solution.

As pointed out at our meeting, your weekly reports have been submitted late in eight (8), the past ten (10) weeks. Clear evidence of this fact was submitted to you, re: the date received stamp on each report. In addition, the error rate in your reports is 7%, while that of other employees is 2%; this comparison was demonstrated to you. A result of these deficiencies are incorrect payments to our clients; written complaints have been received. As a result, I emphasized that it is of great importance that your reports be both timely and accurate. You explained that you continue to have difficulty with the new computer based reporting requirements and with the reluctance of certain suppliers to submit their statements in a timely manner. You also stated that while additional instruction and assistance with the new reporting procedures had been helpful, and should continue, some intervention with problem suppliers would be appreciated.

As stated, it is my intention to review this matter further and to meet with you before May 21, 1985 to set out the course of action to be adopted to resolve this problem.

Yours truly

Neil Ryan
Manager

Cc: Personnel File – J. Morton