

**STANDARD OIL COMPANY**

(INDIANA)

**KANSAS CITY BRANCH  
AND AGENCIES****J. W. WILSON, MANAGER  
H. E. PURDY, ASST. MANAGER  
J. A. PEARSON, ASST. MANAGER****SALES DEPARTMENT****KANSAS CITY, Mo.****November 14, 1940**ALL QUOTATIONS  
SUBJECT TO  
IMMEDIATE ACCEPTANCE  
AND SPECIAL CONDITIONS  
NOTED ON BACK HEREOFFILE F  
SUBJECT ACCOUNTDr. F. C. Allen  
c/o University of Kansas  
Lawrence, Kans.

Dear Dr. Allen:

Acknowledging your letter of November 11, with reference to your account, and the receipt of two July tickets on your October statement.

In the rush of business in our office in handling some 20,000 of these accounts, a bunch of July tickets, sent to us by dealers became misfiled and were not located until the latter part of September.

These went through on our October sales, which accounts for these tickets appearing on your October statement.

We apologize for our mistake which of course was avoidable, and assure you that under ordinary circumstances, there is no unnecessary delay in handling these tickets and they usually are included in the current month or the month following.

We ask your pardon for the condition this time, and hope you will have no cause to complain again in this respect.

Yours truly,

STANDARD OIL COMPANY  
CREDIT DEPARTMENTBY: 

WMS:ML