



MEMORANDUM

To: Department Headquarters

From: Kevin Jones, Director, VFW Programs

Date: May 12, 2015

For adjustment purposes, it is necessary to report all quality problems and shortages concerning the buddy poppies to Nelda Clifton (816) 968-1148 or nclifton@vfw.org, in the VFW Programs Department, within 30 days of receiving the order.

After receiving your poppy order, you will need to check it as soon as possible for defective poppies and any shortages. After 30 days, no adjustments will be made.

If a Post fails to report that they haven't received their Buddy Poppy order within 90 days from the date of the invoice to their Department Headquarters, they will not be replaced.

When calling for the status of your Buddy Poppy orders, Nelda will need to know the invoice number or the date of the faxed order from the Department Headquarters to her.

Please forward this information to all your Posts. This policy will be in effect for them also.

Should you have any questions, please do not hesitate to give me a call at (816) 968-1116.

Thank you.
KCJ:njc