

# Main Story Emails

SG-MainStory-001:

*"Staff Advisory: Mail Server"*

*To: All Staff*

*From: Fazbear Entertainment Office of Legal Affairs*

Due to technical complications, our mail server may be directing email to incorrect recipients.

If you receive an email that is not addressed to you, please forward it to the intended recipient and notify the IT department immediately.

As a friendly reminder, reading email that was not intended for your eyes is a violation of Fazbear Entertainment's company policy, and you may be subject to disciplinary action up to and including immediate termination. That policy remains in effect.

Please do not read email that is not your own. Thank you for your cooperation as we resolve this technical complication.

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SG-MainStory-002:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Hey, Ness,

I hope you're having a good day! It's no big deal, but I wanted to reach out 'off the radar,' and remind you about the company policy about personal internet usage. Nobody cares if you're online shopping, as long as you get your work done - I promise, I've done my share of last-minute gift-buying! But certain words and phrases trigger red flag reports, so your last order got automatically sent to me: basically anything mentioning 'torture' is going to raise the alarm. So although the *Viking Blood Eagle Twelve-Month Calendar* you ordered is very cool, the searches that got you there did trigger a red flag.

If you have any questions about the policy, let me know. We could even get coffee or something and go over all the words to avoid.

...And now I've raised my own red flag! Good thing I'm the one who gets the notification :-)

-Luis

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SG-MainStory-003:

*"RE: no subject"*

*To: Raha Salib*

*From: Mark Cho*

These things are creeping me out

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SG-MainStory-004:

*"RE: no subject"*

*To: Mark Cho*

*From: Raha Salib*

Seriously. We don't have room for them, I don't know why Anna agreed to take this job.

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SG-MainStory-005:

*"RE: no subject"*

*To: Raha Salib*

*From: Mark Cho*

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SG-MainStory-006:

*"RE: no subject"*

*To: Mark Cho*

*From: Raha Salib*

More like \$

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SG-MainStory-007:

*"RE: no subject"*

*To: Raha Salib*

*From: Mark Cho*

lol

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SG-MainStory-008:

*"Can I use power tools?"*

*To: Anna Kwemto*

*From: Daniel Rocha*

Hey, Anna,

The casings on the animatronics are really hard to get off. Can you approve me to use the power drill?

Best,  
Dan

-----

SG-MainStory-009:

*"Re: Can I use power tools?"*

*To: Daniel Rocha*

*From: Anna Kwemto*

No.

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SG-MainStory-010:

*"Re: Can I use power tools?"*

*To: Anna Kwemto*

*From: Daniel Rocha*

Please? I'm serious, I can't get the casing off without it.

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SG-MainStory-011:

*"Re: Can I use power tools?"*

*To: Daniel Rocha*

*From: Anna Kwemto*

Raha is only one certified. Quit asking.

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SG-MainStory-012:

*"Come drill for me?"*

*To: Raha Salib*

*From: Daniel Rocha*

Need to get the circuit boards out. Anna says you're the only one who can use power drill.

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SG-MainStory-013:

*"Re: Come drill for me?"*

*To: Daniel Rocha*

*From: Raha Salib*

15 min.

-----  
  
SG-MainStory-014:

*"system glitch"*

*To: Raha Salib, Anna Kwemto, Mark Cho, Daniel Rocha*

*From: Steven Wilson*

Hey, guys, I just got kicked off the system. I finished scanning the last set of circuit boards Dan brought me, but now I'm locked out. Is anyone else getting this 'unknown error'?

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SG-MainStory-015:

*"Re: system glitch"*

*To: Steven Wilson, Raha Salib, Mark Cho, Daniel Rocha*

*From: Anna Kwemto*

No.

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SG-MainStory-016:

*"IMMEDIATE ACTION REQUIRED"*

*To: Anna Kwemto*

*From: Fazbear Entertainment Office of Legal Affairs*

Dear Ms. Kwemto,

Please immediately cease all work on Fazbear Entertainment properties. Due to unforeseen circumstances, Fazbear Entertainment is ordering a halt to work on all existing contracts, especially in reference to any vintage hardware. We will be in touch regarding our future course of action; please contact our billings department regarding payment for completed work to-date action.

Sincerely,  
Kayla Stringer  
Associate General Counsel  
Fazbear Entertainment

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SG-MainStory-017:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Hey, Ness,

Just a quick FYI - I know I mentioned trigger words, but the AI is actually a little more sophisticated than that, and of course there are people like me watching the system, too.

So, the word *compliance* by itself isn't going to set off any red flags, but the sentence *how to induce compliance in human subjects*, and *how to induce self-compliance(?)* did actually get my attention. (I think the answer might involve chocolate chip cookies? Always works on me.)

I also thought it was strange that these were immediately followed by searches that couldn't possibly have any relevant answers for you. Did you search for 'help' by itself?

Anyway, my offer still stands if you want to go over the company policy. I'm free any day after work - we could grab dinner or coffee if you want. In the meantime you might want to do some of your more... interesting research at home.

-Luis

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SG-MainStory-018:

*"Re: system glitch"*

*To: Anna Kwemto, Steven Wilson, Mark Cho, Daniel Rocha*

*From: Raha Salib*

Steve, which circuit board did you scan?

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SG-MainStory-019:

*"Re: system glitch"*

*To: Raha Salib, Anna Kwemto, Mark Cho, Daniel Rocha*  
*From: Steven Wilson*

Whatever Dan brought me

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SG-MainStory-020:  
*"Fwd: IMMEDIATE ACTION REQUIRED"*  
*To: Mark Cho, Raha Salib, Daniel Rocha, Steven Wilson*  
*From: Anna Kwemto*

Fazbear just ordered us to stop working. It sounds like they're halting work with all their contractors, not just us. They said they'll be in touch about 'our future course of action.'

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SG-MainStory-021:  
*"Re: Fwd: IMMEDIATE ACTION REQUIRED"*  
*To: Anna Kwemto, Mark Cho, Raha Salib, Daniel Rocha*  
*From: Steven Wilson*

Anna, are we still getting paid for this?

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SG-MainStory-022:  
*"Re: Fwd: IMMEDIATE ACTION REQUIRED"*  
*To: Steven Wilson, Mark Cho, Raha Salib, Daniel Rocha*  
*From: Anna Kwemto*

For work to-date only. Make sure you have everything logged.

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SG-MainStory-023:

*"no subject"*  
*To: Raha Salib*  
*From: Mark Cho*

It'll be ok. We have other contracts.

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SG-MainStory-024:  
*"Re: no subject"*  
*To: Mark Cho*  
*From: Raha Salib*

Yeah, but this was a big job.

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SG-MainStory-025:  
*"Re: no subject"*  
*To: Raha Salib*  
*From: Mark Cho*

:-)

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SG-MainStory-026:  
*"no subject"*  
*To: nessie97*  
*From: luis.cabrera*

Hey, Ness,

I wanted to see if you're doing ok. I appreciate your taking my advice about red flag search terms, if I thought I'd have to file an incident report on you, I think I'd just have to quit instead. So, my student loans thank you!



I do have to keep checking online activity periodically after getting a red flag report, and I was a little worried maybe something is going on with you? One day you're researching flowers and the migration patterns of bees (fascinating, right?) and the next day you type in 'How far can a human being be cut in half before losing consciousness'.

I figured, maybe you're writing a screenplay or something? But it was a little startling to see it written out. I hope you know I'm always here if you need me.

-Luis

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SG-MainStory-027:

*"virus detected"*

*To: Raha Salib, Mark Cho, Anna Kwemto, Steven Wilson*

*From: Daniel Rocha*

Turns out that wasn't just a glitch, we released a virus when we scanned that last circuit board. It's spreading really fast, we're going to need all hands on deck. **THIS IS THE EMAIL WE LEFT OFF ON**

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SG-MainStory-028:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Hey, Ness,

I hope things are good! I saw you ordered three 'lifelike, human male rubber masks' and I was dying to ask what they're for - was my screenplay guess right? Are you making a movie, or putting together some kind of performance?

Everything's the same as usual with me - but I guess you know that, you see me every day at work! Maybe one day soon we can get that coffee.

-Luis

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SG-MainStory-029:

*"URGENT: Virus caused by FE circuit board upload"*

*To: James Campbell*

*From: Steven Wilson*

Hi, Jim,

We have a virus spreading through our system, and we've traced it back to one of the circuit board scans we performed for Fazbear Entertainment. Are you aware of this issue? Can you send any guidance?

Best,  
Steve

-----

SG-MainStory-030:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Hey, Ness,

It was really great talking to you today. I think that might be the first time we've actually had an in-person conversation lol. It's weird, I feel like I know you so well, but I guess you don't know so much about me. We're just going to have to fix that!

I had no idea you were into IT stuff. I always think my job sounds so boring, but you were so interested it made me start thinking, hey, maybe IT is cool after all. Or maybe you're just a good listener. Anyway, it was nice to have some in-person time. Maybe we can do it again soon. I still owe you that coffee I keep saying we should get.

-Luis,

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SG-MainStory-031:

*"no subject"*  
*To: nessie97*  
*From: luis.cabrera*

Hey, Ness,

Is everything OK? I came by your desk to say hi today and I don't think you even heard me. You had your face so close to the screen, that can't be good for your eyes (I know, I know, I sound like somebody's grandma). I waited for a second to see if you would turn around, but it was like you were in another world. It must be useful to be able to shut out the world and focus like that, I wish I could do it. I thought you were on a conference call at first because I heard voices.

Ness, if you ever want to talk about anything, I'm always here for you. I thought your hair looked nice today, the rainbow streaks brightened up the office - and the office is always in desperate need of some brightening!

-Luis

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SG-MainStory-032:  
*"URGENT: virus"*  
*To: James Campbell*  
*From: Steven Wilson*

Hi, Jim,

Just checking in. I emailed you earlier this week about a virus caused by one of your circuit boards, which is currently spreading throughout our system and causing serious problems. Please contact me ASAP. Thanks.

Best,  
Steve

-----

SG-MainStory-033:  
*"no subject"*  
*To: nessie97*  
*From: luis.cabrera*

Hey, Ness,

I'm probably overstepping here, but I feel like I might be the only one in a position to know something's wrong.

Because, Ness, something really is wrong. You're amazing, I hope you know that - anybody would be lucky just to know you. And, I was willing to believe that you were just writing a screenplay, or interested in history; maybe the book about human dissection, and the anatomical models of organs were because you're thinking about going to medical school. People have all kinds of interests, right? But when you're actually ordering thumbscrews and having them delivered to the office, that just seems like a cry for help.

It's like there's two sides of you, and I get that - I feel like that, too. Some days, I'm unstoppable, and some days I'm just... stopped. There's the bright, happy side of you that orders cupcake cookbooks, and rainbow hair extensions, and that glittery pink journal with all the pictures of puppies, and that's great.

But then there's the side of you that ordered chocolate and flowers for yourself and pretended they were from your boyfriend 'Brad.' I'm not judging you for being lonely - I definitely understand where you're coming from there. But, Ness, I also saw what you had written on that card. 'Flowers for your grave'? Why would you have an imaginary boyfriend who's threatening to kill you? You know that's not healthy, right?

If you want to talk about anything, please call me, or write back, or just tap me on the shoulder at work. I might not understand exactly what you're going through, but I've been through some tough times of my own, and what got me through was letting people in, not shutting them out.

I'm here for you, Ness, I really am. All you have to do is ask.

Yours,  
Luis

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SG-MainStory-034:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Hey, Ness,

I'm sorry if my last email was too much. It's none of my business what you shop for, or how your imaginary boyfriend treats you (although I'll beat him up if you want me to. I've taken down tougher imaginary guys than Brad).

I just care about you, and I want you to know you're not alone.

-Luis

-----

SG-MainStory-035:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Hey, Ness,

You know what? I realized, I'm always asking if you're OK, as if I'm some kind of perfect guy who's always OK and has everything figured out. So I just wanted to say, it's fine if you're not OK.

I'm not always OK either. I mean, things are good - I've got a good job, right? People think it's awesome that I work for Fazbear Entertainment, they think I play games all day. Does that happen to you too? I think they get confused because I do computer stuff, but I don't work on the actual games. So whenever people hear I do computer stuff and I work for Fazbear, they assume I work on games, then they're disappointed, and I'm disappointed for disappointing them. It's kind of a bummer. I like my job OK though. It's where I met you, after all.

I guess I just thought I'd know what I was doing with my life by now. I thought if I studied hard and got a good job, everything else would fall into place. Turns out, all I learned by studying hard to get a good job was how to study and work. All that time I thought other people were wasting, dating and hanging out doing nothing - they were learning how to date and hang out. I never really got the hang of that stuff. That's why I'm spending Saturday night writing to a beautiful girl who never writes back.

I wish you would write back. Or talk to me at work, like the other day. I felt like you really got me that day. I know I don't totally get you, Ness, but I want to, if you would just let me.

-Luis

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SG-MainStory-036:  
*"Fazbear Entertainment Response Team"*  
*To: Steven Wilson*  
*From: V\_A*

Hi, Steve,

I'm with Fazbear Entertainment tech support. Jim filled me in on your concern about a virus, and asked me to take a look at your system. If you can give me access, I'll get started ASAP.  
Thanks!

V\_A  
Senior Technical Support Representative  
Fazbear Entertainment

-----

SG-MainStory-037:  
*"Fwd: Fazbear Entertainment Response Team"*  
*To: Mark Cho, Anna Kwemto, Daniel Rocha, Raha Salib*  
*From: Steven Wilson*

Hey everybody,

Fazbear finally got back to me, their rep wants system access to assess the issue. My contact is Jim Campbell, but I didn't get a heads-up from him about this, so I want to double-check the credentials, given the whole virus situation.

-----

SG-MainStory-038:  
*"Re: Fwd: Fazbear Entertainment Response Team"*  
*To: Steven Wilson, Anna Kwemto, Daniel Rocha, Raha Salib*  
*From: Mark Cho*

Credentials check out. The email is from Fazbear tech support.

-----

SG-MainStory-039:

*"Re: Fwd: Fazbear Entertainment Response Team"*

*To: Mark Cho, Anna Kwemto, Daniel Rocha, Raha Salib*

*From: Steven Wilson*

Great. About time.

-----

SG-MainStory-040:

*"Re: Fazbear Entertainment Response Team"*

*To: V\_A, Anna Kwemto, Mark Cho*

*From: Steven Wilson*

Hi,

Great to hear from you. It sounds like Jim filled you in. We've been fending this thing off, but so far we haven't been able to get rid of it. Anything you can do to help would be great.

Best,  
Steve

-----

SG-MainStory-041:

*"Re: Fazbear Entertainment Response Team"*

*To: Steven Wilson, Mark Cho*

*From: Anna Kwemto*

Steve, what is this?

-----

SG-MainStory-042:

*"Re: Fazbear Entertainment Response Team"*

*To: Anna Kwemto, Mark Cho*  
*From: Steven Wilson*

Mark checked the credentials, it's legit.

-----

SG-MainStory-043:  
*"Re: Fazbear Entertainment Response Team"*  
*To: Anna Kwemto, Steven Wilson*  
*From: Mark Cho*

It's better than legit. V\_A's got the virus isolated in one location now. Not sure why they're letting it linger in one spot rather than just wiping it out, but whatever, it's off our systems!

-----

SG-MainStory-044:  
*"Update"*  
*To: Mark Cho, Daniel Rocha, Raha Salib, Steven Wilson*  
*From: Anna Kwemto*

Tech support from Fazbear finally responded. Mark says they are successfully eliminating the virus.

-----

SG-MainStory-045:  
*"Re: Update"*  
*To: Anna Kwemto, Mark Cho, Raha Salib, Steven Wilson*  
*From: Daniel Rocha*

Does this mean we don't need to come into the office?

-----



SG-MainStory-046:

*"Re: Update"*

*To: Daniel Rocha, Mark Cho, Raha Salib, Steven Wilson*

*From: Anna Kwemto*

No. You have to come in.

-----

SG-MainStory-047:

*"victory!"*

*To: Anna Kwemto, Steven Wilson, Raha Salib, Daniel Rocha*

*From: Mark Cho*

Guys we are officially clear! The virus is 100% out of the system.

-----

SG-MainStory-048:

*"Re: victory!"*

*To: Mark Cho, Anna Kwemto, Steven Wilson, Raha Salib*

*From: Daniel Rocha*

Hooray!

-----

SG-MainStory-049:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Ness,

I need to talk to you.

-Luis

-----

SG-MainStory-050:

*"all clear"*

*To: Anna Kwemto, Mark Cho, Daniel Rocha, Steven Wilson*

*From: Raha Salib*

Fazbear's tech support really came through. The virus is definitely out of our system. I'm going to check another ten times or so just to make sure, but I think we're going to be fully operational later today.

-----

SG-MainStory-051:

*"Re: all clear"*

*To: Raha Salib, Mark Cho, Daniel Rocha, Steven Wilson*

*From: Anna Kwemto*

Excellent.

-----

SG-MainStory-052:

*"Re: all clear"*

*To: Anna Kwemto, Raha Salib, Mark Cho, Daniel Rocha*

*From: Steven Wilson*

I'll get in touch with Jim to tie up loose ends.

-----

SG-MainStory-053:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Ness,

I guess you're not coming in today, which is too bad - not just because you brighten up the office (which you do) but because I really need to talk to you.

I didn't want to put this in writing, but over the weekend, did you happen to create an IT department email address for yourself and use company credentials to reach out to a subcontractor and access their system?

I know that sounds crazy - I mean, why would you even do that? It's just that it really looks like you did that. I'm sure it's a misunderstanding or a glitch or something. Just get back to me as soon as you can, OK?

-Luis

-----

SG-MainStory-054:

*"Urgent: unknown command"*

*To: Anna Kwemto, Mark Cho, Daniel Rocha, Steven Wilson*

*From: Raha Salib*

An unknown user just sent a command. Somebody's using our system to give commands to active animatronics.

-----

SG-MainStory-055:

*"Re: Urgent: unknown command"*

*To: Raha Salib, Anna Kwemto, Mark Cho, Steven Wilson*

*From: Daniel Rocha*

Somebody just turned off the safety features, I can't turn them back on.

-----

SG-MainStory-056:

*"Re: Urgent: unknown command"*

*To: Daniel Rocha, Raha Salib, Mark Cho, Steven Wilson*

*From: Anna Kwemto*

Raha, you said all traces of the virus were gone

-----

SG-MainStory-057:

*"Re: Urgent: unknown command"*

*To: Daniel Rocha, Anna Kwemto, Mark Cho, Steven Wilson*

*From: Raha Salib*

All traces are gone I just checked again. Are we sure V\_A from Fazbear isn't still accessing the system?

-----

SG-MainStory-058:

*"Re: Urgent: unknown command"*

*To: Raha Salib, Daniel Rocha, Anna Kwemto, Steven Wilson*

*From: Mark Cho*

I can't tell, I just lost admin access.

-----

SG-MainStory-059:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Hey, Ness,

I haven't heard from you. I guess you probably know that. Does *\_pizzaplex* mean anything to you? Whoever created those false credentials also used them to override security protocols and allow a data packet through after it was flagged as a virus.

I know it wasn't you. I just need to hear you say it. Or write it, whatever. Please just get in touch with me.

-Luis

-----

SG-MainStory-060:

*"no subject"*

*To: Anna Kwemto*

*From: Daniel Rocha*

I'm locked out of my computer, I can't tell what's happening

*Sent from my phone*

-----

SG-MainStory-061:

*"Re: Urgent: unknown command"*

*To: Raha Salib, Daniel Rocha, Anna Kwemto, Steven Wilson*

*From: Mark Cho*

I can't shut down the system.

-----

SG-MainStory-062:

*"no subject"*

*To: Raha Salib*

*From: Mark Cho*

I'm locked out.

*Sent from my spacephone*

-----

SG-MainStory-063:

*"Get Jim on phone right now"*

*To: Steven Wilson*

*From: Anna Kwemto*

*-This message has no content -  
Sent from my phone*

-----

SG-MainStory-064:

*"no subject"*

*To: Mark Cho*

*From: Raha Salib*

I'm locked out, too.  
*Sent from my phone*

-----

SG-MainStory-065:

*"URGENT: catastrophic system failure"*

*To: Jim Campbell*

*From: Steven Wilson*

Jim, I just tried to call you. Please call me back, this is URGENT.  
*Sent from my phone*

-----

SG-MainStory-066:

*"no subject"*

*To: nessie97*

*From: luis.cabrera*

Ness,

Please just let me know you're OK. There is a package here for you from a fabric company. Are you making a costume? :-)

Yours,

Luis

-----

SG-MainStory-067:

*"Fourth quarter transfers/layoffs"*

*To: Brenda Tanaka*

*From: Stanley Howser*

Brenda,

Attached is the list of fourth q transfers and layoffs.

Stan

Attachment: 4rd Q Transfers & Layoffs

**Internal Transfers**

Christie B. - Marketing to Social Media Content Management (Restructuring)

Paul G. - Office Administration to Executive Administration (Promotion)

Bettie M. - Internship program to Development (Permanent hire)

Timothy M. - Internship program to Social Media Content Management (Permanent hire)

Vanessa A. - Security to Security (Transfer Request)

**Layoffs**

Diannah L. - Marketing (Restructuring)

Maria A. - Marketing (Restructuring)

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SG-MainStory-068:

*"no subject"*

*To: All Staff*

*From: \_pizzaplex*

-This message has no content-

Attachment: block\_128

SYSTEM WARNING: THIS DATA PACKAGE HAS BEEN IDENTIFIED AS A POTENTIAL VIRUS.

## **Fazbear Entertainment 3rd Floor Birthday List**

### *January:*

Shonda F. (37, Legal - vanilla sprinkles)

Greg A. (44, IT - red velvet)

### *March:*

Luis C. (24, IT - chocolate)

### *April:*

Dan X. (32, IT - I hate cake)

Jerome K. (46, Accounting - red velvet)

### *July:*

James C. (38, IT - chocolate)

### *September:*

Kayla S. (51, Legal - pineapple)

Vanessa A. (23, Security - Bunny shaped)

Todd C. (26, Office Staff - chocolate)

Aiden J. (34, IT - vegan chocolate)

### *November:*

Ivan G. (54, Accounting - whatever)

Cheryl M. (29, Office Staff - ice cream)

### *December:*

Anand G. (40, Legal - lemon)

## **Security Incident Log – September**

9/1 2:41 AM

virus detected; packet inspected; data packet rejected (J\_B)

9/4 11:07 AM

account lockout; lockout investigated; user error; password reset (A\_L)

9/7 4:59 PM

account lockout; lockout investigated; user error; password reset (J\_B)

9/8 1:37 PM

suspected malware; device scanned; malware removed (J\_B)

9/14 12:21 AM

account lockout; lockout investigated; user error; password reset (A\_L)



9/15 9:12 AM

virus detected; packet inspected; override; data packet accepted (V\_A)

9/16 3:22 PM

account lockout; lockout investigated; user error; password reset (J\_B)

### **ATTENTION**

The office kitchen is a shared resource, and it is everyone's responsibility to keep it clean. If you *only* use the coffeemaker YOU ARE STILL USING THE KITCHEN, and you are still responsible for helping to keep it clean.

Todd and Cheryl are kind enough to clean our common areas as part of their weekly duties. They are NOT responsible for cleaning up your personal mess.

- (1) Wash your dishes: this includes coffee spoons
- (2) The drying rack is not a storage rack. When your items are dry please put them away in the cabinets or take them to your desk.
- (3) Label your food. If you do not label your food, you lose the right to complain when somebody takes it.
- (4) Don't take food that isn't yours, even if it isn't labeled. We live in a civil society.
- (5) If you take the last cup of coffee, make a new pot. If there is less than one cup of coffee left after you take your cup of coffee, make a new pot.

If we all adhere to these simple rules, the kitchen will be a more pleasant place for us all.

### **Company Retreat**

*Red Team* - Kenneth Freeman (team leader)

Round 1 - Christie Buckley

Round 2 - Greg Abernathy

Round 3 - Ben Pulley

Round 4 - Dan Ximenez

Round 5 - Karen Soto

*Blue Team* - Stan Howser (team leader)

Round 1 - Aiden Jackson

Round 2 - Diannah Larimore

Round 3 - Jack Sims

Round 4 - Jay Murphy

Round 5 - Jerome Kahn

*Yellow Team* - Shonda Ford (team leader)

Round 1 - Kayla Stringer

Round 2 - James Campbell  
Round 3 - Karen Soto  
Round 4 - Ivan Gagarin  
Round 5 - Charles Ramirez

## Part Shipment Receipts

Parts-Shipment-Prog-01:  
*"Delivery Receipt #5102-05-222"*

### **Shipping Manifest**

Supplier #102  
Reference #0001299542

Net Weight: 46 kg  
Unit Weight: 2.3 kg  
Cartons: 5

Contents: *REDACTED*

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Parts-Shipment-Prog-02:  
*"Delivery Receipt #5339-05-001"*

### **Shipping Manifest**

Supplier #102  
Reference #0001299543

Net Weight: 41.4 kg  
Unit Weight: 2.3 kg  
Cartons: 5

Contents: *REDACTED*

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Parts-Shipment-Prog-03:  
*"Delivery Receipt #5400-05-111"*

**Shipping Manifest**

Supplier #102  
Reference #0001299544

Net Weight: 48.3 kg  
Unit Weight: 2.3 kg  
Cartons: 5

Contents: *REDACTED*

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Parts-Shipment-Prog-04:  
*"Delivery Receipt #5467-05-094"*

**Shipping Manifest**

Supplier #102  
Reference #0001299545

Net Weight: 75.9 kg  
Unit Weight: 2.3 kg  
Cartons: 5

Contents: *REDACTED*

-----

Parts-Shipment-Prog-05:  
*"Delivery Receipt #5664-05-233"*

**Shipping Manifest**

Supplier #102  
Reference #0001299546

Net Weight: 32.2kg  
Unit Weight: 2.3 kg

Cartons: 5

Contents: *REDACTED*

-----

Parts-Shipment-Prog-06:  
*"Delivery Receipt #5675-05-018"*

**Shipping Manifest**

Supplier #102

Reference #0001299547

Net Weight: 89.7kg

Unit Weight: 2.3 kg

Cartons: 5

Contents: *REDACTED*

-----

Parts-Shipment-Prog-07:  
*"Delivery Receipt #5699-05-981"*

**Shipping Manifest**

Supplier #102

Reference #0001299548

Net Weight: 92 kg

Unit Weight: 2.3 kg

Cartons: 5

Contents: *REDACTED*

-----

Parts-Shipment-Prog-08:  
*"Delivery Receipt #5701-05-001"*

**Shipping Manifest**

Supplier #102

Reference #0001299549

Net Weight: 57.5 kg

Unit Weight: 2.3 kg

Cartons: 5

Contents: *REDACTED*

-----

Parts-Shipment-Prog-09:

*"Delivery Receipt #5750-05-233"*

**Shipping Manifest**

Supplier #102

Reference #0001299550

Net Weight: 75.9 kg

Unit Weight: 2.3 kg

Cartons: 5

Contents: *REDACTED*

## Part Complaint Emails

Parts-Complating-Prog-01

*"Re: Delivery Complaint"*

*To:*

*From:*

> Lisa Jameson (Regional Director of Logistics)

> wrote:

>

> Jimmy, hate to be a pest, but

> we still haven't received our

> last parts delivery.

>

> Do you have a revised ETA?

Hey Lisa. Not sure what happened, but the computer says the delivery was already made. I'll investigate from my end and get back to you.

Jimmy Hauss, DLZ Shipping Solutions

-----

Parts-Complating-Prog-02

*"Re: Still no delivery"*

> Lisa Jameson (Regional Director of Logistics)

> wrote:

>

> No response? Nothing?

>

> The shipment is now over three

> days late.

>

> Can we *please* touch bases?

I had the office look into the missed shipment, and they're insisting it was delivered, even showed me the delivery receipt. I am staring at the signature on the receipt right now.

Don't know what more I can do.

Jimmy Hauss, DLZ Shipping Solutions

-----

Parts-Complating-Prog-03

*"Re: Replacement Parts"*

> Lisa Jameson (Regional Director of Logistics)

> wrote:

>

> Thanks for sending the replacement

> parts, btw. They just got here this

- > morning.
- >
- > Are you guys using a new supplier?
- > The registry numbers are all
- > smudged and illegible.

I hate to admit this, but I have no idea what you're talking about. I tried to authorize a replacement shipment, but corporate told me no more shipments until your next scheduled shipment.

Are you sure the shipment was actually from us?

Jimmy Hauss, DLZ Shipping Solutions

-----

Parts-Completing-Prog-04  
*"Re: Animatronics not leaving"*

- > Lisa Jameson (Regional Director of Logistics)
- > wrote:
- >
- > Jimmy, we've run into a problem
- > over here, and hoping you can
- > help with it, or at least point me
- > to someone who can.
- >
- > The animatronics are responding
- > to all the security codes as
- > promised, but now they are refusing
- > to leave the warehouse no matter
- > what overrides we send to them.
- >
- > The guys are getting a little creeped
- > out, to be honest. Swearing that the
- > animatronics' eyes are always
- > watching them, and they're moving
- > on their own after dark.

Technical support said to reassure you that there's absolutely no chance the animatronics are moving on their own without explicit command codes being relayed to them.

Maybe your guys just need a vacation?

Jimmy Hauss, DLZ Shipping Solutions

-----

Parts-Complating-Prog-05

*"Re: Malfunctions"*

> Lisa Jameson (Regional Director of Logistics)

> wrote:

>

> I need a favor from you, Jimmy.

> You *have* to get these

> things out of here.

>

> These animatronics just aren't

> working out the way we thought

> they would.

>

> My night shift guys are now

> refusing to come to work for

> their shifts. One of them swore

> the Bonnie animatronic ate

> the shop's resident stray cat.

>

> That's not even possible...is it?

Ms. Jameson,

I regret to inform you that as of this morning, Jimmy Hauss is no longer an employee of DLZ Shipping Solutions. Until we can arrange a suitable replacement, I will be acting as your liason.

On the question of refunds, please review the Sales Terms portion of the contract and note that it explicitly states that all sales are final.

James Strand, VP of General Operations of DLZ Shipping Solutions