

## After-Hours Answering and Voice Mail Message System



Both of Cinderella's facilities utilize a telephone system that includes voice mail, after-hours automated answering and automated answering when personnel are occupied with other calls.

During our open hours, we strive to personally answer the telephone. If you need to speak to someone who is unavailable, you will be asked to leave a message on that person's voice mail. After leaving the message, you may either hang up, dial zero to return to the receptionist, or dial someone else's extension or voice mailbox number.

After hours, our automated answering system will answer your call and you can leave messages for any individual that has a voice mailbox. If you do not have a touch tone telephone, you will be able to leave a message in a "general" mailbox that is checked regularly by our customer service staff.

During our busy summer hours, the phone may ring many times before being answered. It is also possible that your call to Saginaw may be answered in Grand Rapids or your call to Grand Rapids may be answered in Saginaw. Calls to one location can be transferred to the other or to any of our sales reps. With our telephone system, after six rings, the line will be answered by an automated attendant. You may then press the extension (or voice mailbox number) of the person you need to speak with on your touch tone telephone or you may wait and leave a message in our "general" mailbox. When leaving messages or orders, please be specific.

You will find the extensions and voice mailbox numbers of Cinderella personnel and sales representatives listed inside the front cover of this catalog. The system will instruct you on how to leave your message or look up an extension number by **first** name. The goal is that this system will help us to serve you better.

## 2012 GRAND RAPIDS DELIVERY SCHEDULE

Cinderella has regular delivery routes scheduled out of our Grand Rapids warehouse. In addition you may have deliveries scheduled from Saginaw. Orders may be faxed to either location and we will schedule deliveries to complete your order ASAP. Ordering by **NOON THE DAY** before your scheduled delivery is appreciated. Thank you.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p><b><u>AREA 31</u></b></p> <p><b><u>Grand Rapids</u></b>                      Holland                      Grand Haven                      Spring Lake                      Muskegon                      Whitehall                      Ravenna                      Cadillac                      Traverse City</p>	<p><b><u>AREA 30</u></b></p> <p><b><u>Grand Rapids</u></b>                      Kalamazoo                      Battle Creek                      Syracuse, IN                      South Bend, IN                      Coldwater, MI                      Laporte, IN                      Elkhart, IN</p>	<p><b><u>AREA 32</u></b></p> <p><b><u>Grand Rapids</u></b>                      Allendale                      Holland                      Jamestown                      Saugatuck                      South Haven</p>	<p><b><u>AREA 33</u></b></p> <p><b><u>Grand Rapids</u></b>                      Grand Haven                      Spring Lake                      Muskegon                      Ludington                      Whitehall                      Scottville                      Manistee                      Hart                      Freemont</p>	<p><b><u>AREA 34</u></b></p> <p><b><u>Grand Rapids</u></b>                      Kalamazoo                      Battle Creek                      Hastings                      Oshtemo                      Portage                      Holland                      Jamestown                      Stevensville                      Niles                      Benton Harbor</p>

In the space above, write your SAGINAW delivery day.



## 2012 SAGINAW "SUMMER" DELIVERY SCHEDULE

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p><b><u>AREA 4</u></b></p> <p>Clarkston Rochester Troy Walled Lake Waterford</p> <p><b><u>AREA 20</u></b></p> <p>Bay City Pinconning Standish Saginaw</p>	<p><b><u>AREA 2</u></b></p> <p>Greenville Hemlock Ionia</p> <p><b><u>AREA 3</u></b></p> <p>Lapeer Marlette Mt. Clemens Port Huron Utica Yale</p>	<p><b><u>AREA 14</u></b></p> <p>Alpena Augres Mio Tawas</p> <p><b><u>AREA 16</u></b></p> <p>Bad Axe Caro Cass City Reese Sandusky, MI Sebewaing</p>	<p><b><u>AREA 4</u></b></p> <p><b><u>AREA 5</u></b></p> <p><b><u>AREA 7</u></b></p>	<p><b><u>AREA 2</u></b></p> <p>Greenville Hemlock Ionia</p> <p><b><u>AREA 3</u></b></p> <p>Lapeer Marlette Mt. Clemens Port Huron Utica Yale</p>
<p><b><u>AREA 5</u></b></p> <p>Ann Arbor Brighton Canton Farmington Hills Garden City Livonia Novi South Lyon Westland</p>	<p><b><u>AREA 6</u></b></p> <p>Flatrock Maumee, OH Monroe Northwood, OH Southgate Swanton, OH Taylor Toledo, OH</p>	<p><b><u>AREA 13</u></b></p> <p>Cadillac Cheboygan Gaylord Houghton Lake Petoskey Traverse City</p>	<p><b><u>AREA 12</u></b></p> <p>Adrian Brooklyn Clinton Jackson Tecumseh</p> <p><b><u>AREA 17</u></b></p>	<p><b><u>AREA 6</u></b></p> <p>Flatrock Maumee, OH Monroe Northwood, OH Southgate Swanton, OH Taylor Toledo, OH</p>
<p><b><u>AREA 7</u></b></p> <p>Chesaning Dewitt Durand Lansing Owosso St. Johns</p>	<p><b><u>AREA 11</u></b></p> <p>Alma Big Rapids Mt. Pleasant Reed City St. Louis</p>	<p><b><u>AREA 10</u></b></p> <p>Burton Davison Fenton Flint Flushing Highland Milford</p>	<p><b><u>AREA 19</u></b></p> <p>Bristol, IN Elkhart, IN Fort Wayne, IN Hamlet, IN South Bend, IN Celina, OH Swanton, OH Syracuse, IN Walkerton, IN</p>	<p><b><u>AREA 11</u></b></p> <p>Alma Big Rapids Mt. Pleasant Reed City St. Louis</p>
<p><b><u>AREA 12</u></b></p> <p>Adrian Brooklyn Clinton Jackson Tecumseh</p> <p><b><u>AREA 17</u></b></p> <p>Eastpointe Madison Heights Royal Oak St. Clair Shores Warren</p>	<p><b><u>AREA 21</u></b></p> <p>Elyria, OH Findlay, OH Fremont, OH Sandusky, OH</p> <p>Tuesday and Wednesday</p>	<p><b><u>AREA 8</u></b></p> <p>Battle Creek Kalamazoo Oshtemo Portage Portland, MI</p> <p><b><u>AREA 9</u></b></p> <p>Benton Harbor Coloma Hartford Niles Stevensville</p>	<p><b><u>AREA 20</u></b></p> <p>Bay City Pinconning Standish Saginaw</p>	<p><b><u>AREA 19</u></b></p> <p>2nd Day Deliveries</p> <p>Coldwater, MI Findlay, OH Lima, OH</p>

Trucks are not loaded in this order, please check with our shipping department to find out your delivery time.

# 2012 SAGINAW "WINTER" DELIVERY SCHEDULE



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<p><b><u>AREA 11</u></b></p> <p>Alma Big Rapids Hemlock Midland Mt. Pleasant Reed City Saginaw St. Louis</p>	<p><b><u>AREA 3</u></b></p> <p>Lapeer Marlette Marysville Mt. Clemens Port Huron Utica Yale</p>	<p><b><u>AREA 7</u></b></p> <p>Chesaning Dewitt Durand Lansing Owosso St. Johns Vernon</p>	<p><b><u>AREA 2</u></b></p> <p>Greenville Ionia</p>	<p><b><u>AREA 5</u></b></p> <p>Ann Arbor Brighton Canton Dearborn Farmington Hills Garden City Livonia Novi Redford South Lyon Westland</p>
<p><b><u>AREA 13</u></b></p> <p>Bellaire Cadillac Cheboygan Gaylord Houghton Lake Mesick Petoskey Traverse City</p>	<p><b><u>AREA 4</u></b></p> <p>Auburn Hills Clarkston Ortonville Pontiac Rochester Troy Walled Lake Waterford</p>	<p><b><u>AREA 12</u></b></p> <p>Adrian Brooklyn Chelsea Clinton Jackson Tecumseh</p>	<p><b><u>AREA 9</u></b></p> <p>Benton Harbor Bridgman Coloma Dowagiac New Buffalo Niles Stevensville St. Joseph</p>	<p><b><u>AREA 6</u></b></p> <p>Flat Rock Maumee, OH Monroe Northwood, OH Southgate Swanton, OH Taylor Toledo, OH Wyandotte</p>
<p><b><u>AREA 20</u></b></p> <p>Bay City Linwood Pinconning Standish</p>	<p><b><u>AREA 17</u></b></p> <p>East Pointe Fraser Roseville St. Clair Warren</p>		<p><b><u>AREA 19</u></b></p> <p>Bristol, IN Elkhart, IN Fremont, IN Fort Wayne, IN Hamlet, IN Michigan City, IN South Bend, IN Syracuse, IN Walkerton, IN</p>	<p><b><u>AREA 10</u></b></p> <p>Burton Davison Fenton Flint Flushing Highland Milford Swartz Creek</p>

Area 14 - Every other Thursday	Area 16 - Every other Thursday
<p>Alpena Augres Luzerne Mio</p>	<p>Oscoda Tawas Prescott</p>
	<p>Bad Axe Cass City Deckerville Mayville</p>
	<p>Reese Sandusky Sebewaing Vassar</p>

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