

TOM DAFFRON

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I went to BC's office to talk about the mail operation. Tom talked about the need to differentiate between the post card mail and the letter mail. Bob Tyrer also wanted me to distinguish between the handwritten and hand tailored mail and the stuff that came out of CMS. There's a temptation to use CMS if a letter is more or less like your file item.

The big problem, says Tom, is making a qualitative assessment of what's coming in. It's so much of a "their computers talk to our computers" situation.