

**From:** Floyd, Amanda J. [mailto:AJFloyd@apacmail.com]  
**Sent:** Saturday, July 12, 2008 2:25 PM  
**To:** iviewit@iviewit.tv  
**Subject:** UPS Package

Candice Bernstein,

I apologize for the miscommunication on our end today 07/12/2008. Our website shows that a particular Authorized Shipping Location at 16 Antelope Blvd, Red Bluff CA 96080 offers Sat Pickup service and you and I both confirmed that it does not. I am very sorry about this and will make sure that we notify the appropriate group to correct this information. Please accept my apology for any delay this has caused with your package.

Thank you and feel free to contact me for any further assistance.

*Amanda J Floyd*  
*UPS Supervisor*  
757-591-6158