

Play-by-play

counter-to-counter drive-through-the-night high-five critical part deliveries

IT WAS 4:11 P.M. ON A NOW FRANTIC SUNDAY AFTERNOON when Martin Nower, senior scale technician for 26 years with Hammel Scale Co., Kansas City, KS, called Rice Lake's after-hours emergency service line.

"My customer had a scale down and needed it up and running yesterday. I went to his plant and found two bad load cells that we had been trying to get him to stock as it is a critical scale, but he hadn't done so. I punched in the number, expecting to get a hold of no one. Lo and behold, Glenn answered the phone!"

Glenn Zalusky was on call that weekend. Glenn jotted down the basic details of Martin's situation and called Chris Olsen, inside sales manager. According to Chris, "Martin's customer had a bagging system failure at a 24/7 plant and he was desperate. Martin knew Rice Lake carried a tremendous amount of stock, so he called hoping to pull off some type of shipment on a Sunday afternoon.

"Of course, all the normal freight distribution channels are shut down on Sunday, so we had to be creative. I logged onto the airline site and searched for outbound flights from Minneapolis/St. Paul to Kansas City. There was only one direct flight, and it was scheduled to depart at 1 p.m. Monday. Martin said that was fine, and he would tell his customer the best he could do was Monday."

Ten minutes later, Martin called back, "Is there anything else we can do?"

Left to right top: Terica Schamberger, Chris Olsen and Wendy Carlson.
Bottom: Russ Schnacky and Dave Jalowitz.

