

# Memo

**To:** VALUED CUSTOMERS  
**From:** TEXAS TEXTILE SERVICES  
**Date:** 2010-08-19  
**Re:** REJECT LINEN

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## **ARE YOU GETTING CREDIT FOR ALL OF YOUR REJECT LINEN?**

Texas Textile is proud to inform you that through its independent chemical vendor it has **less than 2% rewash** internally at TTS production facility.

This indicates that you as our customer should have more than 98% usable linen when receiving your daily orders from Texas Textile Services

Texas Textile Services is so committed in providing you with the best quality linens and the lowest reject rate in the industry that it has developed a program where you identify all of your reject linen by putting them in a green plastic liner. **This aids your staff in identifying reject linen and also reassures that you get proper credit for any reject linen.** This program also aids Texas Textile in identifying reject linen from each individual hospital and assuring your hospital receives the proper credit.

Texas Textile monitors all soil return from each hospital individually not only by weighing all soil carts but by registering all cart numbers. This allows Texas Textile to identify if you have any reject green bags. The green reject bags are identified to your facility and the product within the green reject bag is analyzed with our chemical vendor to learn and examine if the product is permanently stained or could there have been adjustments in chemical titrations to improve the process.

Texas Textile also has the ability to review the product from a quality perspective to see if the life of the product meets manufacture standards.

Texas Textile encourages your facility to order the Green Liners through our customer call center @ 713-799-9272 or [M. callcenter@texastextile.com](mailto:callcenter@texastextile.com)

Texas Textile provides these bags at a discounted rate with minimal orders for your convenience. They will be delivered with your regular clean linen deliveries. You could also purchase these green liners from your existing supplier.