

MAY 21, 1984

DEAR MRS MILLER

I WOULD LIKE TO THANK YOU FOR SENDING THE JUN 10, 1971 / APR 12, 1981 COVER TO ME. YOU WERE RIGHT, IN DEC OF 1982 I ORDERED A LARGE SELECTION OF COVERS THEY WERE SENT TO ME IN TWO SHIPMENTS ONE COVER WAS MISSING. I WROTE BACK TO SCCS AND I GOT NO REPLY. A MONTH OR TWO LATER I WROTE AGAIN, GOT NO ANSWER. AT THAT TIME I GAVE UP ON THAT COVER. THANK YOU AGAIN FOR SENDING IT. NOW I HAVE A QUESTION FOR YOU. WITH YOUR LETTER A "SPACE LOG" VOL 12 SEPT 1982 WAS ENCLOSED ARE THE CREW SELECTIONS COVERS STILL FOR SALE? IF SO WOULD YOU BE SO KIND TO LET ME KNOW THE SPACE CITY COVER SOCIETY HAS BEEN AROUND FOR MANY YEARS. I AM A NEW COMER TO SCCS. THERE MUST BE MANY COVERS THE SCCS HAS FOR SALE AND I DON'T EVEN KNOW ABOUT. WOULD YOU BE SO KIND TO SEND TO ME A LIST OR LISTS OF COVERS YOU HAVE FOR SALE I AM INTERESTED IN CREW SELECTIONS, PRESS MEETINGS, ASTRONAUT RETIRED ANNIVERSARY OF MISSION AND OTHER

TYPES OF EVENTS.

ONE OTHER THING, I HAVE BEEN VERY
HAPPY WITH ALL OF THE COVERS THAT
I HAVE PURCHASE FROM SCCS KEEP
THE GOOD WORK UP

I LOOK FORWARD TO HEAR FROM YOU SOON.

SO LONG FOR NOW

ROLAND J MANTOVANI

July 19, 1984

DEAR MR ANDERSON

I AM WRITING TO YOU BECAUSE I NEED HELP. ENCLOSED IS A LIST OF ORDERS THAT I SENT TO THE SCCS AND I HAVE NOT RECEIVE THE COVERS

MAR 15, 1984	APOLLO 16	ROLL BACK	1/27/72	7.50
MAR 19, 1984	41C	REC	9/13/84 4/84	5.60
APR 21, 1984	NEW ASTRONAUTS	10/83 & 12/83		10.10
MAY 15, 1984	STS-9	REC	7/26/84 12/83	6.60
MAY 24, 1984	41B	REC	11/28/84 2/84	N. 60
MAY 24, 1984	FIRST SHUTTLE LAUNCH	REC	10/11/84	4.50

AS YOU CAN SEE I AM WAITING MONTHS FOR SOME COVERS. I KNOW IT TAKE TIME TO PRINT THE COVERS BUT THE MAR 15, 1984 ORDER IS FOR A COVER 12 YEARS OLD CAN YOU TELL ME WHY 4 MONTHS LATER I STILL HAVE NOT RECEIVE IT.

WOULD YOU PLEASE LOOK INTO THIS FOR ME I WROTE TO MRS MILLER ON 5-21-84 A COPY IS ENCLOSED AND AS OF TODAY I HAVE NOT RECEIVE A REPLY ON JUNE 12, 1984 I SENT A ORDER FOR 41-D COVERS SINCE THIS MISSION IS DELAYED I KNOW WHY I HAVE RECEIVE NOT

THANK YOU

Roland J Montorami

Aug 24, 1984

DEAR SPACE CITY COVER SOCIETY

ENCLOSE ARE THE FOLLOWING ORDER
FORMS

# 17 C Sep 83	(A)	\$6.60
JUL 83 #17	(B)	\$4.10
# 17 B Aug 83	(C)	\$5.60
FEB 83 #3	(D)	\$6.60

THANK YOU

ROLAND J MANTOVANI

SEPT 4, 1984

DEAR SCCS

ENCLOSED IS A ORDER FOR THE FOLLOWING
STS COVERS FROM YOUR 8 PAGE LIST

COL 23	NOV 1, 1979	2.50
COL 24	NOV 3, 1979	2.50
COL 25	NOV 24, 1979	2.50
COL 96	MAR 29, 1982	2.50
COL 105	DATE MISSING	2.50
COL 114	MISS 27, 1982.	2.50

15.00

25% 3.75

\$11.25

THANK YOU

ROLAND J MANTEVANI

NOV 26, 1984

DEAR SCCS

ENCLOSED IS A LIST OF ORDERS THAT I HAVE SENT TO THE SCCS AND HAVE NOT RECEIVED

3-15-84	STS-9 #21C	APOLLO 16 ROLL BACK	\$ 7.50
4-21-84	APR 84 #3	NEW ASTRONAUT APPLIC.	10.10
5-24-84	MAY 84 #1B	MISSION 41B REC 11/28/84	11.60
6-12-84	JUN 84 #5	MISSION 41B REC 12/31/84	4.10
8-24-84	#17C SEP83	STS-7	6.60
8-24-84	JUL 83 #17	STS-7	4.10
8-24-84	#17B AUG83	STS-7	5.60
8-24-84	FEB 83 #3	STS-5	6.60
9-4-84	8 PAGE LISTED OF STS COVERS		11.25
9-17-84	1984 #2B	MISSION 41C	7.05
9-17-84	JUN 84 #2A	MISSION 41C	7.85
			<u>\$ 82.35</u>

AS YOU CAN SEE FROM MY LIST ABOVE OVER \$82. OF COVER ARE STILL DUE ME. I KNOW IT TAKES TIME TO PRINT THE COVERS BUT THE 3-15-84 ORDER IS OF A 12 yr OLD COVER THE ROLL BACK OF APOLLO 16. WHAT IS THE DELAY THIS IS NOT THE FIRST TIME I WROTE TO YOU ABOUT SLOW SERVICE. YOU HAVE THE HABIT OF NOT ANSWERING MY LETTERS. I LOOK FORWARD TO HEAR FROM YOU SOON
ROLAND J MANTOVANI

DEC 31, 1984

DEAR SCCS

ENCLOSED IS A LIST OF ORDERS THAT I
HAVE SENT TO THE SCCS AND HAVE NOT RECEIVED

3-15-84	STS-9 #21C	APOLLO 16 Roll Back	\$ 7.50
4-21-84	APR 84 #3	NEW ASTRONAUT APPHC	10.10
6-12-84	JUN 84 #5	MISSION 41D	REC 12-31-84 4.10
8-24-84	#17C Sep 87	STS-7	6.60
8-24-84	JUL 83 #17	STS-7	4.10
8-24-84	#17B AUG 83	STS-7	5.60
8-24-84	FEB 83 #3	STS-7	6.60
9-4-84	8 PAGE LISTING OF STS COVERS		11.25
9-17-84	1984 #2B	MISSION 41C	7.05
9-17-84	JUN 84 #2A	MISSION 41C	7.85
4-24-84	1984 #1C	MISSION 41D	REC 2-1-85 4.05

CAN YOU TELL ME WHAT THE DELAY IS. THIS IS
NOT THE FIRST TIME I WROTE. YOU NEVER
ANSWER MY LETTERS ABOUT MY ORDERS
PLEASE LET ME KNOW WHAT IS GOING ON
WITH SCCS

THANK you

Roland J Mantovani

JAN 25, 1985

DEAR SIR ATTORNEY GENERAL

I HAVE BEEN DOING BUSINESS WITH THE
SPACE CITY COVER SOCIETY

P.O. BOX 53545

HOUSTON TEXAS 77052 FOR ABOUT THE
LAST 3 YEARS. UP TO MARCH 1984 EVERY
THING WENT WELL. IN THE LAST 10 MONTHS
THEY DON'T ANSWER MY LETTERS, THEY
DON'T CASH CHECKS I SENTED TO THEM
TO BUY MERCHANDISE (SOME OF THESE CHECKS
GO BACK TO AUG 1984) AND MERCHANDISE
NOT SENT TO ME.

I NEED HELP FROM SOME ONE TO CONTACT
THIS SOCIETY TO FIND OUT WHAT IS GOING ON.
IF YOU CAN HELP ME PLEASE LET ME KNOW
AND I WILL PUT ALL THE FACTS TOGETHER
AND MAIL THEM TO YOU

SINCERELY YOURS

Roland J Mantovani

ROLAND J MANTOVANI

FEB 19, 1985

DEAR POSTMASTER

I HAVE BEEN DOING MAIL ORDER BUSINESS WITH
THE SPACE CITY COVER SOCIETY
P.O. BOX 53545
HOUSTON TEXAS 77052

FOR ABOUT THE LAST 3 YEARS. UP TO MARCH
1984 EVERYTHING WENT WELL IN THE LAST 11
MONTHS THEY DON'T ANSWER MY LETTERS,
THEY DON'T SEND MERCHANDISE THAT I PAID
FOR.

I NEED HELP FROM SOMEONE TO CONTACT THIS
SOCIETY TO FIND OUT WHAT IS GOING ON. IF
YOU CAN HELP ME PLEASE LET ME KNOW.

SINCERELY YOURS

Roland J Mantovani

ROLAND J MANTOVANI

FEB 19, 1985

DEAR SPACE CITY COVER SOCIETY

OVER THE PAST FEW MONTHS I HAVE WRITTEN TO YOU TO FIND OUT WHAT THE DELAY IS IN SENDING COVERS THAT I HAVE ORDERED.

THIS IS MY FIFTH LETTER TO YOU. DID YOU GET THE OTHER FOUR. WHAT IS GOING ON WITH YOU.

BELOW IS A LIST OF ORDERS THAT I HAVE

DATE OF ORDER	ORDER FORM NUMBER	TYPE OF COVERS	AMOUNT SENT	CHECK CASHED BY YOU
3-15-84	STS-9#21C	APOLLO 16 ROLL BACK	\$ 7.50	YES
4-21-84	APR 84 #3	NEW ASTRONAUT APPLIC	10.10	YES
8-24-84	#17C SEP 83	STS-7	6.60	NO
8-24-84	JUL 83 #17	STS-7	4.10	NO
8-24-84	#17B AUG 83	STS-7	5.60	NO
8-24-84	FEB 83 #3	STS-7	6.60	NO
9-4-84	8 PAGE LISTING	OF STS COVERS	11.25	NO
9-17-84	1984 #2B	MISSION 41-C	7.05	NO
9-17-84	JUNE 84 #2A	MISSION 41-C	7.85	NO
1-2-85	1984 #5A	PRE-MISSION 41-D	6.60	NO
1-2-85	1984 #5B	MISSION 41-D	4.10	NO

I UNDERSTAND IT TAKES TIME TO PRINT THESE COVERS UP BUT THE APOLLO 16 ROLL BACK COVER IS OVER 10 YEARS OLD WHAT IS THE DELAY IN MAILING IT TO ME. DID YOU GET ALL OF MY ORDERS AND LETTERS. IS THIS HOW YOU TREAT

YOUR CUSTOMERS.

SINCE THE SCCS DOES NOT ANSWER MY
LETTERS I HAVE WRITTEN TO THE STATE
ATTORNEY GENERAL IN AUSTIN TEXAS AND
TO THE POSTMASTER IN HOUSTON TEXAS.

I DID NOT WANT TO WRITE TO THESE PEOPLE
BUT YOU GAVE ME NO CHOICE. I HAVE \$77.35
WORTH OF COVERS ON ORDER AND I DON'T
KNOW IF YOU RECEIVED THEM.

PLEASE LET ME KNOW WHAT IS GOING ON

THANK YOU

Roland J. Mantovani

ROLAND J MANTOVANI



The Attorney General of Texas

March 7, 1985

JIM MATTOX
Attorney General

Roland Mantovani

Supreme Court Building
P. O. Box 12548
Austin, TX. 78711-2548
512/475-2501
Telex 910/874-1367
Telecopier 512/475-0266

1607 Main St., Suite 1400
Dallas, TX. 75201-4709
214/742-8944

4824 Alberta Ave., Suite 160
El Paso, TX. 79905-2793
915/533-3484

1220 Dallas Ave., Suite 202
Houston, TX. 77002-6986
713/650-0666

806 Broadway, Suite 312
Lubbock, TX. 79401-3479
806/747-5238

4309 N. Tenth, Suite B
McAllen, TX. 78501-1685
512/682-4547

200 Main Plaza, Suite 400
San Antonio, TX. 78205-2797
512/225-4191

An Equal Opportunity/
Affirmative Action Employer

Re: Space City Cover Society
File No. H2854-K291

Dear Mr. Mantovani:

We have received your complaint against the above-named party.

This is not a matter we can pursue under our laws through a lawsuit. However, we are referring a copy of your complaint to the above-named party for their attention, and hope that this will be of assistance in resolving your complaint.

We regret that this referral is the only action we can take on your behalf. Therefore, in the event that this action does not result in a resolution of your complaint, you may wish to consult a private attorney or in the appropriate case file a claim in Small Claims Court.

Thank you for bringing this matter to our attention.

Sincerely,

Clyde Farrell
Assistant Attorney General
Chief, Consumer Protection
Division

By: K.M. O'Toole
K.M. O'Toole
Houston Regional Office



MRS. FRED EISERMAN, *Membership Chairman*
14359 CHADBOURNE • HOUSTON, TX 77079

AMERICAN FIRST DAY COVER SOCIETY

Vice President

August 31, 1985

Dear Mr. Mantovani,

I shall get the Project Mercury book in the mail early next week. Your letter arrived today, but the PO will be closed until Tuesday, so I'll have to wait until then to get the material in the mail to you. I shall include the program in the book.

I also called SCCS this morning. He promised me he would get your file out Tuesday morning and review. He knows there is a check uncashed, because he said you hand't straightened out the problem----when I said you---I mean't the both of you. Hopefully you will hear from SCCS soon. He did not have your file in front of him when we talked, but he thought you were the one that he had tried to call by phone but y ou had an unlisted number---is that correct?

I'm not standing up for SCCS---but the guy did have a bad car accident and was laidup for awhile. Think it happened in late January or February and he has had a real rough time. I hope this will help you.

I hope you enjoy the PM catalog----understand now, it's strictly on cancellations. If you don't have too many this might not be of too much interest. Please reutnr it at your convenience.

As I told you, I'm reasonably sure that Ben Papell has sold all of his PM material. He also has been in bad health, plus he has lost his wife in the last year. So, he's another one that has had a rough time.

Good luck with your collecting.

Sincerely,

Monte Eiserman

NOV 24, 1986

DEAR SCCS

ENCLOSED IS A MONEY ORDER FOR
THE FOLLOWING COVERS

Sheet	A	\$ 7.90
Sheet	B	12.90
Sheet	C	17.90

\$ 38.70

THANK you

R Monti

FEB 9, 1987

DEAR SCCS

LAST NOV 24, 1986 I ORDERED SOME
COVERS FROM SCCS. AS OF TODAY I
HAVE NOT RECEIVED THEM. CAN YOU PLEASE
TELL ME WHAT THE DELAY IS.

THANK you.

Rm Monti

MARCH 26, 1987

DEAR APS

I HAVE A PROBLEM WITH THE SPACE CITY COVER SOCIETY PO BOX 53545 HOUSTON TEXAS 77052. THIS SOCIETY DEALS WITH SPACE SHUTTLE COVERS. I ORDERED SOME COVERS IN NOV OF 1986 WHICH I HAVE NOT RECEIVED YET. I WROTE TO THEM I GOT NO REPLY.

ARE THEY A MEMBER OF THE APS. IF NOT WHAT SHOULD I DO.

YOUR HELP IN THIS MATTER IS GREATLY APPRECIATED

THANK YOU

Roland J Marten

AMERICAN PHILATELIC SOCIETY

P.O. Box 8000, State College, Pennsylvania 16803  Telephone: 814-237-3803



April 7, 1987

Mr. Roland J. Mantovani

Re: Harry L. Anderson, APS 040781, Space City Cover Society,
P.O. Box 53545, Houston, TX 77052

Dear Mr. Mantovani:

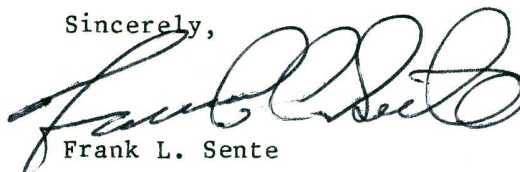
With respect to your complaint, I would suggest that (1) you write once again or (2) attempt to telephone Mr. Anderson, and indicate that if the complaint is not resolved within a specific period of time (2 weeks), you will file formal charges with the American Philatelic Society. If this communication does not then lead to a resolution of the complaint, use the official complaint form enclosed to file formal charges. Please outline your complaint as specifically as possible and attach to the complaint form copies of all correspondence, record of telephone calls, cancelled checks, postal receipts, and any other relevant documents. Outline a chronology of events which led to the complaint continuing on the reverse of the form or attaching additional sheets if it's necessary.

Upon receipt of your completed complaint form, we will contact Mr. Anderson concerning the complaint that you have registered. A copy of our letter will be sent to you. Hopefully, this will lead to settlement of the problem, but if it does not, or if Mr. Anderson does not respond, your complaint will be turned over to the Society's Board of Vice Presidents, the body which has authority for disciplinary action within the APS.

If your complaint reaches the Board of Vice Presidents, they will review it, set a date for a formal hearing and, in due course, render an opinion of their findings. You will be kept advised of the dates of action and subsequent findings.

If after filing a complaint you receive a relevant communication from Mr. Anderson, please keep this office informed. An envelope is enclosed for your convenience should you find it necessary to file a complaint.

Sincerely,



Frank L. Sente

Enclosures

KEITH A. WAGNER
Executive Director

JEAN M. VARNER
Controller

FRANK L. SENTE
Director of Administration

JOHN M. THORNTON
Director of Communications

VIRGINIA L. HORN
Director of Library Services

GORDON P. WRENN
Director of Sales

A. MERCER BRISTOW
Director of Special Activities

WILLIAM L. WELCH, JR.
Editor,
The American Philatelist

APRIL 20, 1987

DEAR APS

I WOULD LIKE TO THANK YOU FOR YOUR FAST ANSWER TO MY LETTER CONCERNING THE SPACE CITY COVER SOCIETY.

BEFORE I DO ANYTHING ELSE I HAVE TO GIVE YOU MORE FACTS.

MY COMPLAINT OF THE SCCS GOES BACK OVER TWO YEARS. I HAD SENT TWO CHECKS TOTAL \$ 17.60 FOR SOME SPACE COVERS.

THESE TWO CHECKS WERE CASHED BY THE SCCS, UP TO NOW THOSE ITEMS NEVER CAME TO ME. I HAD PURCHASED OTHER ITEMS FROM SCCS AND MOST OF THE TIME I HAD TO WAIT A WHILE BEFORE THE ITEMS CAME.

WHILE I WAS WAITING I SENT ORDERS FOR OTHER COVERS. LITTLE DID I KNOW I WOULD NEVER GET ANYTHING. AS I LOOK BACK NOW I SHOULD HAVE NOT ORDERED ANYTHING ELSE. UNFORTUNATELY I SEND 9 CHECKS TOTAL OF \$ 59.75 FOR COVERS.

THESE CHECKS HAVE NOT BEEN CASHED BY SCCS AND I DON'T KNOW WHERE THERE ARE TODAY.

THE LAST TIME I WROTE TO SCCS ABOUT THESE ORDERS WAS FEB. 19, 1985 AND I ALSO WROTE TO THE POSTMASTER IN

HOUSTON TEXAS - I DID NOT RECEIVED A
REPLY FROM HIM AND THE ATTORNEY GENERAL
IN AUSTIN TEXAS - HE WROTE BACK AND SAID
HE COULD NOT HELP, I SHOULD FILE A CLAIM
IN SMALL CLAIMS COURT. WITH THAT ADVICE
I WROTE OFF MY \$17.60.

IN 1986 I GOT A POST OFFICE
BOX NEAR WHERE I WORK IN BROOKLYN.
WITH THAT I AGAIN WROTE TO SCCS
BUT THIS TIME I USED A DIFFERENT
NAME - RON MONTI SHORT FOR ROLAND
MANTOVANI. I DID FOOL THEM TWICE
BUT MY ORDER OF NOV 1986 NEVER CAME
WITH THIS FACT THAT I USED ANOTHER
NAME (RON MONTI WAS USED ONLY TO
BUY COVERS FROM SCCS) CAN I STILL
GET HELP FROM THE APS

I HAVE NOT WRITTEN TO SCCS I WILL
WAIT UNTIL I HEAR FROM YOU

THANK YOU

Roland J Mantovan-

AMERICAN PHILATELIC SOCIETY

P.O. Box 8000, State College, Pennsylvania 16803  Telephone: 814-237-3803



April 29, 1987

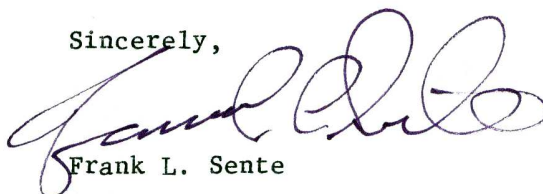
Mr. Roland J. Mantovani

Dear Mr. Mantovani:

I would suggest you outline in detail your complaints with respect to SCCS' failure to honor your orders and/or return your checks. A list giving date of order, amount, and a description of what was requested would be appreciated. I would suggest you also note checks which have not been cashed.

I then would send that list to Mr. Anderson and request he respond. If this does not lead to a resolution, and you feel an official complaint is warranted use the form provided and attach appropriate documentation, as requested, including the list outlining your specific problems.

Sincerely,



Frank L. Sente

KEITH A. WAGNER
Executive Director

JEAN M. VARNER
Controller

FRANK L. SENTÉ
Director of Administration

JOHN M. THORNTON
Director of Communications

VIRGINIA L. HORN
Director of Library Services

GORDON P. WRENN
Director of Sales

A. MERCER BRISTOW
Director of Special Activities

WILLIAM L. WELCH, JR.
Editor,
The American Philatelist

MAY 27, 1987

DEAR MR HARRY L. ANDERSON

YOU MAY HAVE FORGOTTEN ME, BUT I HAVE NOT FORGOTTEN YOU OR THE SCCS. I SENTED IN ORDERS FOR SPACE COVERS AND FOR SOME UNKNOWN REASON TO ME YOU DID NOT MAIL THE COVERS TO ME. TWO OF THESE ORDERS YOU (SCCS) CASHED MY CHECKS. ENCLOSED ARE COPIES OF THOSE TWO CHECKS. ALSO ENCLOSED IS A COPY OF MY FEB 19, 1985 LETTER TO YOU ABOUT THE DELAY IN MY ORDERS.

THE COVERS THAT SCCS MADE WERE GREAT, I WAS REAL HAPPY WITH THEM, BUT YOUR POOR SERVICE WAS TOO MUCH.

WHAT WOULD YOU DO IF YOU SENTED MONEY TO ME AND I DID NOTHING, WOULD YOU WRITE TO STAMP SOCIETIES OR PUBLICATION FOR HELP. I DID, THE AMERICAN PHILATELIC SOCIETY SUGGESTED I WRITE AGAIN TO YOU AND GIVE YOU TWO WEEKS TO RESOLVED MY COMPLAINT. IF I DO NOT RECEIVE AN RESOLUTION TO MY COMPLAINT I WILL DO WHAT THE APS WROTE, IS TO FILE FORMAL CHARGES WITH THE APS

MY COMPLAINT IS MORE THAN THOSE TWO ORDERS. IN 1986 I GOT A POST OFFICE BOX NEAR WHERE I WORK IN BROOKLYN.

WITH THAT I AGAIN WROTE TO SCCS
BUT THIS TIME I USED A DIFFERENT
NAME RON MONTI. WELL IT WORKED
OK FOR ONE ORDER. ON AUG 11, 1986 RON
MONTI MAILED TO THE SCCS AN ORDER
FOR \$ 27.00. ON SEPT 12, 1986 I RECEIVED
IT. BUT THE NEXT ORDER ON NOV 24, 1986
FOR \$ 38.70 SO FAR I HAVE NOT RECEIVED
THE COVERS. DID YOU GET MY MONEY ORDER
(COPY ENCLOSED)

TODAY IS MAY 27, 1987 AS PER THE APS
I WILL GIVE YOU TWO WEEK TO
RESOLVED THIS MATTER, IF YOU DO NOT
ACT BY JUNE 15, 1987 I WILL WRITE TO
THE APS AND LET THEM KNOW YOU HAVE
DONE NOTHING

I WOULD LIKE THE COVERS FOR THESE
ORDERS

I LOOK FORWARD TO HEAR FROM YOU

THANK YOU

Roland J. Mantwam

JULY 8, 1987

DEAR APS

ENCLOSED IS THE COMPLAINT REPORT
AND MY SIDE OF THE STORY.

AS PER YOUR INSTRUCTIONS I WROTE
TO MR HARRY L ANDERSON OF THE
SPACE CITY COVER SOCIETY ON MAY 27
1987 AS OF TODAY I HAVE NOT RECEIVED
ANY REPLY FROM HIM.

ENCLOSED ARE COPIES OF LETTERS, ORDER
FORMS AND CANCELLED CHECKS.

I HOPE WITH YOUR HELP TO RESOLVE THIS
MATTER.

THANK YOU

Roland J Mantovani

AMERICAN PHILATELIC SOCIETY

COMPLAINT REPORT



Send to: AMERICAN PHILATELIC SOCIETY, P.O. Box 8000, State College, PA 16803

Please Print or Type

1. Your Name ROLAND J MANTOVANI
Address _____
City _____

Today's Date JULY 8, 1987

APS No. _____

Telephone No. _____

State _____ Zip _____

Firm name, if applicable _____

2. I wish to file a formal charge against:

Name HARRY L ANDERSON

APS No. 040781

Address PO BOX 53545

Telephone No. _____

City HOUSTON

State TX Zip 77052

Firm name, if applicable SPACE CITY COVER SOCIETY

3. Date of original transaction or contact 11-12-82

4. Date you first advised the other party of your complaint MAY 27, 1987

5. List other organizations or agencies, if any, where you have also filed your complaint

NOTE: If your complaint arises from contact through a published advertisement, you should contact the publisher of the magazine in which it appeared.


6. Outline your complaint here. Please be as specific as possible, listing in chronological order those actions which led to the complaint and those actions which you may have already taken to attempt to resolve the matter. Use the other side of this sheet or attach additional paper if required.

PLEASE SEE ENCLOSED COPIES

Signature Roland J Mantovani

Attach photocopies of relevant documents such as terms of sale, bills of sale, receipts, cancelled checks, letters, etc., that might serve to substantiate your contentions.

AMERICAN PHILATELIC SOCIETY

P.O. Box 8000, State College, Pennsylvania 16803  Telephone: 814-237-3803



KEITH A. WAGNER
Executive Director

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Director of Special Activities

WILLIAM L. WELCH, JR.
Editor,
The American Philatelist

August 7, 1987

Mr. Harry L. Anderson
Space City Cover Society
P.O. Box 53545
Houston, TX 77052

Dear Mr. Anderson:

APS National Headquarters has received a complaint filed against you by Mr. Roland J. Mantovani.

The complaint states that Mr. Mantovani has never received two covers (Apollo 16 Roll Backs and New Astronaut Applic.); payment for which was made by 2 checks totalling \$17.60. The complaint alleges that you have not responded to inquiries about the status of the order or refunded the payment.

The complainant further alleges that, using the name Ron Monti, he sent you an order totalling \$38.70 to which he has received no response.

As this office is charged with the initial investigation of complaints, we solicit your position concerning this matter. So that the facts may be appropriately documented, a written response is requested. Please include copies of correspondence, receipts, etc., where appropriate.

If the dispute can be resolved during the investigation, the case will be dropped and the complaint file closed. If after investigation dispute remains, or if charges are unanswered, the case and all relevant correspondence concerning it will be forwarded to the Society's Board of Vice Presidents. As the disciplinary body of the Society, the Board will further investigate the case and schedule a formal hearing, if necessary, before taking appropriate action.

We trust that this complaint can be expeditiously resolved and would, therefore, appreciate your prompt reply.

Sincerely,

Frank L. Sente

Enclosure

cc: Mr. Roland Mantovani

HAS THIS MATTER BEEN RESOLVED?

September 22, 1987

040781

Mr. Harry L. Anderson
P.O. Box 53545
Houston, TX 77052

Re: Complaint by Roland J. Mantovani for failure to respond to
inquiries or refund payment

Dear Mr. Anderson:

Please advise us as to when we may expect to receive a reply to
our letter of August 7, 1987, a photocopy of which is enclosed
for reference.

Sincerely,

Frank L. Sente

Enclosures

Certified Mail, Return Receipt Requested

cc: Mr. Roland Mantovani

AS OF TODAY
Oct 2, 1987

NO
THANK YOU
Roland J. Mantovani

SPACE CITY COVER SOCIETY

P. O. BOX 53545

HOUSTON, TEXAS 77052

November 3, 1987

Mr. Roland J. Mantovani

Dear Mr. Mantovani:

Please bear with me on this in regards to two different "missing" orders from you under the two different names. This has taken us quite a number of hours in going through our files back to 1984 to try to find out just what happened.

The letter from Mr. Frank Sente of the APS, just mentioned your name as Mantovani and did not give an address for you. Since your inquiry was under two different names and three different addresses, I am sending this to your P O Box listed above. We had another file on you with your above name but it was at . I certainly hope that this reaches you with no problem, but am sending it insured.

YOUR ORDER FOR \$38.70 This was from you with the name Ron Monti and was sent in with a money order #002-0495243 dated 11-24-86 from Savings Bank, , Brooklyn NY 11219. It was sent with three different order forms from you.

We did not have that letter from you even in February 1987 when you first followed it up. After getting that follow-up, your original letter made its way to us with a re-sealed with scotch tape cut at the top of the envelope. The envelope had a notation (in ball point pen) "not at this address." We do not know where it had been; all we can tell at this date is that it was put in our P O Box 53545 about the last week in February 1987.

The lady who handles our orders was out with surgery at that time but your file folder does show a note was sent to you saying that the money order had expired and that we would not deposit it. It was not returned to you as I have in now in your folder. It is being returned to you with this letter.

Now, here is what should have been done. The covers on the three order forms should have been sent, the money order should have been returned to you at that time, and a note asking that a new money order be sent at your convenience. But that was not what was done at the time, and at this point in time, all I can do is to apologize for our not having handled the matter better back in February. By the way, we do not show any letter or note from you since that time in February 1987.

Looking at the files, now, I can see that the name and different addresses could have been a large factor in all of this. Here is a copy of a note from you in July 27, 1986 giving your name as R. Monti and Box . We sent out information to that box and must have been received since we received orders from you and filled them. We also have the same name but box .

WHAT I HAVE DONE Here is what I am doing. With this letter you will find the original money order #002 0495243 (\$38.70). It was never deposited by us. Also, I am enclosing all of the covers you ordered with that money order. If you still want them, just send a new check for that amount. If you don't wish to pay for them, please feel free to retain the covers and forget the payment.

At this late date, I am trying to do what I can to make up for all of the problems caused to you on this.

ORDER FOR APOLLO 16 ROLL BACK & NEW ASTRONAUT APPLICANTS

Mr. Frank Sente's letter (from the APS) says that this amounted to \$17.60 and was for two orders. We file all of order forms, not in an individual's folder but by order form number. When they are completed, we then put them in a holding file. After six months we put them into storage as any problem that could have come up should have come up within that time.

We show that the Apollo 16 Roll Back was ordered by you by check #1698 (3-15-84) and sent to you on 4-12-84. Enclosed is a copy of that order form with all of that information on it. Also, this order was ordered under the other name of Mantovani and went to a street address in . Since you say you didn't get that cover, I am enclosing a replacement for that 1984 order.

Now, I have no idea what the other order was for and could not find any such order form from you. But going back to 1984, this is not surprising. That is quite a time back. We spent about 30 hours going through all packages of order forms looking for it. I am enclosing an SCCS refund check for \$10.10 This is the difference between the Apollo 16 cover which was shipped and now being replaced of \$7.50 and the total amount you reported to Mr. Sente of \$17.60

If you will let me know what that \$10.10 was for I will see that those older covers are sent out to you.

We have been serving space cover collectors since 1967. From time to time, we do get in a "catch 22" such as this one. But believe me, Mr. Mantovani, it is not often. And thank goodness for that.

Enclosed is a SASE with my home address on it. If you will let me know, at my home, what the other missing order was, I will see that you get those covers and that you get them by return mail. I will not be out of town on any assignments until late January 1988, so my not being here will not be a problem in getting an answer to you.

As soon as you let me know I will also send some of our free booklets that we had mentioned. If you still wish them, it will be our pleasure. I certainly hope to get this one behind us but only when it has been done to your complete satisfaction. Appreciate your understanding.

Yours very truly,



Harry L. Anderson
President SCCS

NOV 16, 1987

DEAR APS

THIS IS TO INFORM YOU THAT THE COMPLAINT
FILED AGAINST THE SPACE CITY COVER
SOCIETY AND MYSELF (ROLAND J. MANTOVANI
) HAS BEEN RESOLVED.

I KNOW WITHOUT YOUR HELP THIS WOULD
NOT HAVE HAPPENED.

TO SHOW YOU AND THE APS A SMALL TOKEN
OF MY APPRECIATION ENCLOSED IS A CHECK
MADE OUT TO THE APS.

THANK YOU

Roland J Mantovani

ROLAND J MANTOVANI

NOV 16, 1987

DEAR MR ANDERSON

THIS IS TO LET YOU KNOW THAT I RECEIVED YOUR LETTER OF NOV. 3, 1987, THE COVERS IN QUESTION, A CHECK FOR THE COVERS (\$10.10) AND THE RETURN OF MY MONEY ORDER.

I AM SATISFY WITH THE ACTION YOU HAVE TAKEN TO RESOLVE THIS MATTER. I THANK YOU.

WITH THAT, I WILL NOW DO THE FOLLOWING. I WILL WRITE TO MR FRANK SENTE OF THE APS TO INFORM HIM THAT ALL HAS BEEN RESOLVE BETWEEN SCCS AND MYSELF. CASH THE MONEY ORDER (\$38.70) AND SEND TO THE SCCS A CHECK FOR THE SAME AMOUNT CHECK # 3029 (\$38.70).

ENCLOSED IS A COPY OF THE ORDER FORM (APR 84 #3) THESE COVERS ARE FOR THE \$10.10 IF YOU STILL HAVE THEM, I WOULD STILL LIKE THEM.

NOW FOR THE FUTURE, THE PROBLEM IS RESOLVED AND I WOULD LIKE THE SCCS AND MYSELF TO START FRESH. I STILL WANT TO BE PART OF THE SCCS AND PURCHASE COVERS. I WOULD LIKE TO RECEIVED ORDER FORMS FROM 1984 TO TODAY.

WELL MR ANDERSON THATS ABOUT IT FOR
NOW, A CHECK IS ENCLOSED (\$38.70), COPY OF
MY ORDER FORM MISSING COVERS AND MY
REQUEST TO RECEIVED ORDER FORMS.

THIS IS BEHIND US AND I WOULD LIKE TO
START AS SOON AS POSSIBLE TO BE AGAIN
PART OF SCCS.

SINCERELY YOURS

Roland J Mantorom

SPACE CITY COVER SOCIETY

P. O. BOX 53545

HOUSTON, TEXAS 77052

November 18, 1987



Dear Mr. Mantovani:

Thank you for your letter and you have been more than understanding on this terrible way your orders were handled by us. We have been at this since 1967 and from time to time we do make some big erros, but this one really got out of hand.

It is going to be a pleasure to have you with us and I will be getting all of the missed back issues of the information sheets to you. Will do them a few at a time and all of them will be at the original prices.

First off, here is a copy of our catalog for STS-6, the first flight of Challenger. If you need any or all of theose covers, please feel free to take a 50% discount from the listed prices. That will bring them right at the original prices.

We are at work now on the one for 51-L, the final flight of Challenger. You will get a copy when it is ready, which will probably be after Christmas.

As to the missing order of \$10.10 (April 84 #3)...thank you for sending a copy of it. Our printer printed only about one-half of the sets and we are going to have to have the balance cacheted. He was very rushed at the time and we did noly about the amount needed to fill the orders at that time. The extras have recently run out and we will get the balance cacheted shortly. Again, it will probably be ~~after~~ after Christmas. Since we refunded that amount of \$10.10, when we do send these to you, it will be at no charge to you. Hope this will help make up for some of our mis-handling.

If you ever need any "quick" action or you have any qeustions that I can answer, please feel free to write me at my home address.

7902 Marinette
Houston TX 77074

Most of the time we do not go to our post office box (either me or Mrs. Miller) but twice a week. And when there is a holiday or slow period, we do not go but once a week.

Again, thank you for giving us a chance to work with you.

Best regards,


Harry Anderson

PS Please excuse the typing. Doing it myself.

AMERICAN PHILATELIC SOCIETY

P.O. Box 8000, State College, Pennsylvania 16803  Telephone: 814-237-3803



November 19, 1987

115153

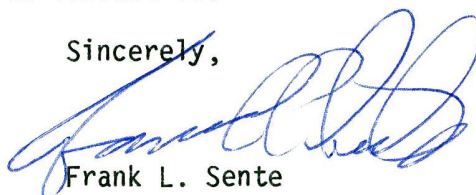
Mr. Roland J. Mantovani

Dear Mr. Mantovani:

This is to acknowledge your correspondence of Nov 16, 1987 informing us that your complaint involving Harry Anderson is settled. We have closed our complaint file.

We have passed on to the accounting department your check for \$5.00, and they will be sending you a receipt acknowledging your donation. Thank you, we appreciate your thoughtful gesture of appreciation and support. If we can be of assistance in the future please don't hesitate to contact us.

Sincerely,



Frank L. Sente

cc: Accounting Department

KEITH A. WAGNER
Executive Director

JEAN M. VARNER
Controller

FRANK L. SENTE
Director of Administration

JOHN M. THORNTON
Director of Communications

VIRGINIA L. HORN
Director of Library Services

GORDON P. WRENN
Director of Sales

A. MERCER BRISTOW
Director of Special Activities

WILLIAM L. WELCH, JR.
Editor,
The American Philatelist

SPACE CITY COVER SOCIETY

P. O. BOX 53545

HOUSTON, TEXAS 77052

May 22, 1988

Dear Mr. Mantovani:

After getting home Thursady May 19, form a trip, and going through my mail, it was good to hear from you but sad to see that the order of three covers did not arrive. I got together with Mrs. Jane Miller yesterday and picked up three more of the covers. She had the order form as being sent out on March 7, 1988.

Thanks for bearing with us. I think we have "gremlins" in the mailbox. In the last six weeks ~~w~~e have replaced two other cover orders being sent to the New York area.

Since you had asked about other lists, Mrs. Miller had included a very old Skylab listing (March 1980) with the original three covers. So I am including another list with the enclosed covers.

Got some other information I will mail you in next few days. I ~~am~~ personally taking your folder, going through the old files and bring things up todate for you with any other SCCS mailings that we have made in the past couple of years. Would have done that sooner, but we have had a lot of that in storage. Getting it out now, as it is "weed-out" time. We try to keep Space Logs and mailings for at least a couple of years, but sooner or later, space to store them becomes a problem.

Best regards,


Harry Anderson

APRIL 3, 1989

DEAR SCCS

ON NOV 12, 1988 I SENTED AN ORDER
FOR SOME STS-26 MISSION COVERS. AS OF
TODAY I HAVE NOT RECEIVED THE COVERS OR
THE LIST OF SPACE SHUTTLE COVERS. ENCLOSED
ARE COPIES OF CHECK AND ORDER FORM.
PLEASE SENT COVERS TO ME.

THANK YOU

Roland J. Mantovani

Aug 10, 1989

DEAR SCCS

AS OF TODAY I HAVE NOT RECEIVED
MY ORDER OF NOV 12, 1988 THAT'S
RIGHT ALMOST 9 MONTHS ALO
PLEASE CHECK YOUR RECORDS

THANK YOU

Roland J Mantovan

SEPT 4, 1984

DEAR SCCS

ENCLOSED IS A ORDER FOR THE FOLLOWING
STS COVERS FROM YOUR 8 PAGE LIST

✓ COL 23	NOV 1, 1979	\$ 2.50
✓ COL 24	NOV 3, 1979	2.50
✓ COL 25	NOV 24, 1979	2.50
✓ COL 96	MAR 29, 1982	2.50
✓ COL 105	DATE MISSING	2.50
COL 114	JUN 27, 1982	2.50 <i>THIS COVER IS MISSING</i>

15.00
- 25% 3.75
\$11.25

THANK YOU

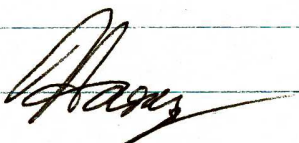
ROLAND J MANTOVANI
1176-58 ST
BROOKLYN NY 11219

June 8, 2003

Roland, enclosed are five of the six covers indicated above. Also here is your original check #1843 (Sep 4, 1984 for \$11.25 to pay for the above covers. This check was never deposited by SCCS.

THE ENCLOSED 5 COVERS ARE COMING TO YOU at no charge.

Harry



June 8, 2003

Roland, enclosed is your original check #1835 (\$6.60) that was never deposited by SCCS. Also enclosed is your original order form.

I did have three of the four on the form and they are enclosed to you FREE. Sorry I could not locate the Sally Rid double cancel cover

Harry



June 8, 2003

Roland, enclosed is your original check #1836 (\$4.10) that was never deposited by SCCS. Also enclosed is your original order form.

Had all three of these and they are enclosed. These covers are FREE to you.

Harry



June 8, 2003

Roland, enclosed is your original check #1837 (Aug 24, 1984) that was never deposited by SCCS. Also here is the original order form sent in by you (#17B Aug 83)

And am I happy to come across these two covers. They are FREE to you but the Sally Ride cover has had bids on it up to \$30.00 (the double cancel cover) There are three left in the stock sent back to me.

The other cover enclosed (double cancel Rippen) is also a "wanted one."

Harry



June 8 2003

Roland, enclosed is your original check #1838 for \$6.60 and your original order form. All of the covers for STS-5 that I got back are all damaged beyond repair. Sorry I can not help you on these 5 covers.

Harry



*THIS CHECK WAS NEVER
DEPOSITED BY SCCS*

June 8, 2003

Roland, enclosed is your original check #1852) that was never deposited by SCCS. (\$7.05) Also enclosed is your original order form. All three of the covers are enclosed. They are the best of the very few left on this mission.

Harry



THE COVERS ARE FREE

June 8, 2003

Roland, enclosed is your original check #1853 (7.85 (Sep 17, 1984 that was never deposited by SCCS. Also enclosed are the six covers on that order form. The flaps are stuck but all of the remaining stock on these numbers are in that condition. Even at that, these are very scare event covers.

The covers to you are FREE

Harry



June 8, 2003

Roland, enclosed is your original check #1957 (\$4.10) that was never deposited by SCCS. Also enclosed is your original order form.

All three of the covers are enclosed and are FREE to you.

Harry

A handwritten signature in cursive script, appearing to read 'Harry', written in dark ink.

June 8, 2003

Roland, enclosed is your original check #1958 (Jan 2, 1983 for \$6.60 that was never deposited by SCCS. Also here is the original order form sent in by you

All of these are sent to you FREE

Harry

A handwritten signature in cursive script, appearing to read 'Harry', written in dark ink.