



San Joaquin Beverage, Inc.

1401 So. Fresno Avenue
Stockton, CA 95206
(209) 948-9400
FAX (209) 948-7387

Mailing Address: P.O. Box 1138 • Stockton, CA 95201-1138



October 28, 2004

Mr. Chris Scarff
Ray Morgan Company
2027 W. March Lane
Stockton, CA 95207

Mr. Scarff,

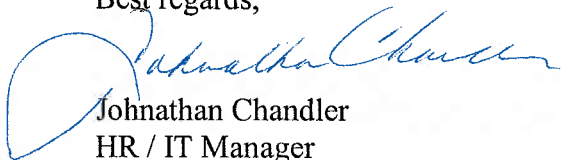
This missive is to express how pleased we are with the new Canon 6020i we recently purchased. Rex Starr did a great job listening to my needs and concerns. He delivered a solution that elicited a, "That's amazing!" from our Vice President. The copier will have a big impact on the efficiency of our office.

I was trying to determine the best company from whom to purchase the copier. I narrowed the choices down to your company and another. I stressed to each salesperson that service after the sale will be very important. We waited to see who would follow up to earn our business. Rex followed up in a timely manner while being sensitive to our time. He was able to answer all of our questions and made it easy for our IT consultants to install the copier on the network. I didn't hear from the competitor in over five weeks.

The training we received was thorough and our staff is already using the advanced features to make their time more productive. The return on investment will be realized much sooner due to the time saving features. One report that we run on a daily basis takes twenty minutes to run on the old printer, using the new copier it now takes less than three minutes. This is one small example of the big impact it will make in operations.

I wish all of our IT contacts and purchases were like the experience with Rex and your company. Please add our company to your list of satisfied customers, as I would gladly recommend your company to other businesses in the market for a new copier solution.

Best regards,



Johnathan Chandler
HR / IT Manager