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April 21, 2005

Paul Cavagnaro
Ray Morgan Company
20240 Sky Park Drive
Redding, CA 96002

Dear Paul:

I would like to thank you and the staff at Ray Morgan Company for the excellent customer service we have received on our leased copiers here at Simpson University. You and your staff have continually gone out of your way to make sure our service calls are handled in a timely manner.

I would also like to thank you for your willingness to do training each year with the new faculty and staff on the IR330 E copiers. This is appreciated by those who are technically challenged!

We have greatly appreciated the efforts you have taken to keep our leased copiers running smoothly with the high volume that we do.

Sincerely,

Karen Vonhof

Simpson University
Bookstore Manager