



WHERE PRINTING IS JUST THE BEGINNING™

August 21, 2003

Ray Morgan Company
655 Menlo Drive, Suite C
Rocklin, CA 95765

To Whom It May Concern:

I am writing this letter to express my appreciation for the superior customer service I have experienced with the Ray Morgan Company.

I recently purchased a Canon IR8500 from your company. My sales representative is Michael Bullington. During my decision process I was also negotiating with Danka. Danka's proposal was actually a little bit better than your company's proposal, but I chose the Ray Morgan Company because I felt that your company would give the type of customer service that I am looking for. Mike met with me a number of times and even had me go out to your Rocklin location and meet your network people and see the IR8500 and the M2 controller in operation using my file. After my visit to your location I made my decision to go with the Ray Morgan Company.

Due to a Canon internal delay, my IR8500 was not going to be delivered in time to run my largest client's copy job. Mike Bullington went into action and was able to secure a IR8500 loaner so I could run my job and deliver it to Las Vegas on time. Mike also helped me learn how to use the Canon file composer and made sure it was going to meet my needs at that time. When I received the loaner, due to the change in the environment, the IR8500's quality was not up to par. However, your service department quickly determined the problem and solved it in less than 24 hours.

I had your loaner for about a month. On August 8, 2003, we received our new Canon IR8500 with the Image Pass M2 and K3N finisher. The copier itself worked fine, but we were experiencing problems in the network. Also, the Fiery software did not completely meet all of my needs. I contacted Mike Bullington and explained my concerns and the problems we were having. That same day he and Steve Rogers came out to my store. Steve immediately dove in and started analyzing the problems we were having. Within an hour or so Steve not only eliminated the problems we were having with our network, he also set-up the two switches I purchased with T10/100 and set-up my computer so I could use pcl and postscript printing and the Canon composer as well as the Fiery preview screens. Now I have the best of both worlds.

I truly appreciated all of the support and efforts of especially Mike Bullington and Steve Rogers. This is exactly why I chose the Ray Morgan Company because of this type of superior customer service and professionalism. Both Mike and Steve went beyond the call of duty. I was very impressed with how Steve just took over the situation and resolved all of my issues.

Thank you very much and I would highly recommend the Ray Morgan Company to other businesses.

Sincerely,

A handwritten signature in black ink that reads "Bill Reed". The signature is written in a cursive, flowing style.

Bill Reed
President
Quality Printing Services, Inc.
dba American Speedy Printing Center

cc Mike Bullington, Steve Rogers

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