



Superior Court of California
County of Shasta

Sept. 7, 2004

Carl Ragsdale
Ray Morgan Company
20240 Skypark Drive
Redding, CA 96002

Dear Carl:

This is to express my appreciation for all your help in replacing our old copiers with new Canon IR 8500s. It seems as though the process for acquiring new equipment in the public sector becomes increasingly difficult every year, and yet you remain seemingly undaunted by it all. On top of arranging a Canon buyout of the existing lease on our old machines, and finding a printer driver server bonus, you were very patient in working through the governmental purchasing process with me. I feel that Canon offers the best machines on the market, and Ray Morgan Company provides superior service, training and assistance, personally exemplified by your steadfast professionalism. It is my pleasure doing business with you. I can and do recommend you, Ray Morgan, and Canon products when asked.

Yours truly,

A handwritten signature in cursive script that reads "Steve".

Steve Fischer
Procurement Officer