

*Cleveland, Cleveland's Future*

To: Mr. Ron Ellis  
National Sales Manager  
Mid-West Presort Mailing Services  
2222 West 110<sup>th</sup> Street  
Cleveland, Ohio 44102-3512

Dear Mr. Ellis,

I would like to take a moment to write to you and let you know how nice it has been to work with Steve Tillinger and your team of direct-mail professionals. Everyone from your Sales staff, Accounting department, and Dispatch desk has continued to show an above average level of service. I also enjoy the good-natured, pleasant, and expedient attitude of your Delivery team. My daily pick-up is handled by Queen from your staff, and she is a delight to see every afternoon.

We look forward to a continued business relationship with your firm. The savings your service has provided us is already evident after just one year. Many thanks.

Sincerely,



Randolph C. Wines  
Mailroom / Shipping Manager  
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