

January 24, 2008

Rick Lawrence, Sales Executive
Centro Information Systems
P.O. Box 186
Bend, OR 97709-0186

Dear Rick,

Just a quick note to let you know how pleased we are with your service and the performance of Centro Information Systems. We appreciate your patience while we evaluated Centro's ability to respond to our requirements. I believe it is safe to say that you have met our needs very well. This has been demonstrated by the increased business with Centro in 2007.

I also appreciate your recommendations which have improved our forms. These recommendations can only come from years of experience in the forms business.

From a personal point of view, I am pleased with the web site you provide for tracking, ordering and releasing forms to our various sites. This makes my life simpler and provides better service for our remote sites. More importantly, it delivers accurate inventory data which is so important for our more critical forms. Based on past experience with brand X and Y printers this is a huge improvement.

We look forward to continuing our business relationship.

Keep up the good work, Rick.

Sincerely,

Douglas Streifling
Manager of Information Services