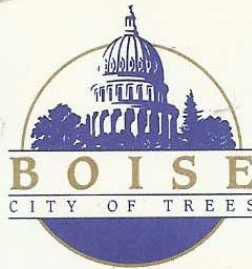


PUBLIC WORKS DEPARTMENT  
UTILITY MAINTENANCE



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Mike –

I would like to formally express my appreciation for your role in implementing barcoding in our warehouses. Your availability, courtesy, and technical expertise were apparent – and much appreciated - throughout the project. To have developed such a productive and enjoyable working relationship has been a gratifying experience.

Throughout the project, you understood our financial concerns, our software needs, as well as our time restraints and needs. Your planning and communication skills kept the project on track and your constructive input was greatly appreciated. Your willingness to provide continued support and the technical competence of you and your staff speaks volumes about your professionalism and the integrity of your company.

On behalf of the City of Boise, thank you for your guidance, encouragement, and technical expertise. We look forward to the possibility of working with you again in the future.

A handwritten signature in black ink, appearing to read "Melissa Rushton".

Melissa Rushton  
Computer Systems Technician  
City of Boise  
11818 Joplin Rd.  
Boise, ID 83714