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September 16, 1998

David;

I recently had the opportunity to speak with a new staff member at HUD regarding their shipping requirements. Remember when you and I worked together insuring HUD's thousands of IT products were delivered exactly on time to the correct recipient. I think the 1996 total was over 40,000 items. This person was unfamiliar with the Department's delivery constraints; so I related our three years experience coordinating deliveries. I specifically mentioned the value your logistics management process added to our overall operation and how it benefited our customer. Since I expect you will be receiving a call, I wanted you to know I emphasized certain factors that, I believe, make your product unique. You can expect him to call you.

First, I related how you accommodated our reporting needs by modifying your systems architecture. Your capital investment in compatible products was proof that we were initiating a true partnership to meet our customer's international delivery requirements. As HUD's requirements grew, you upgraded your equipment again to provide delivery data real-time and on-line, thereby eliminating the requirement (and expense) of forwarding proof-of-delivery documentation. I also mentioned that after we switched to **D.W. Morgan** we completely eliminated lost shipments while shrinkage practically disappeared.

D.W. Morgan service was also unique because you were able to provide more delivery flexibility when our customer's requirements became more dynamic as its sites were upgraded. I related several incidents where we were able to redirect PC component shipments (while en route) in order to accommodate end user construction schedule changes. Yours is the only company I know that adroitly accommodates such requirements with ease while proactively providing delivery status each step of the way.

Finally, and most importantly, I mentioned the total commitment all Morgan team members demonstrated for successful task accomplishment. I still remember that late night when you called to let me know that your driver was able to deliver the shipment to SFIA despite the fact that the entire San Francisco Bay area was shutdown due to flooding. It took him five hours but because your driver did his part, those computers arrived the day they were needed for installation. The other example I used was the Denver incident when your driver made the Entre pickup and got the shipment out of DIA just before the blizzard closed the entire region. Commitment like that always gave me confidence that if the shipment was in **D.W. Morgan's** possession, it would on schedule.

The above synopsis gives you an idea of what I covered with the staff member. I expect he will be contacting you directly regarding the services your company offers. Best regards to your teammates and your family. I look forward to the opportunity to work with you in the future.


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