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adept  
technology, inc.

April 28, 1998

David Morgan  
Morgan Air Freight  
P.O. Box 10205  
Pleasanton, CA 94588

David,

Just wanted to thank you for the excellent service! We have been scheduling all of our training pick-ups and deliveries with Morgan Air this year and have received top-notch service.

Jennifer has been a great help. She is always quick to answer any questions or solve any problems at a moments notice. I can't remember the last time we had a late pick-up or delivery!

This job can be hectic at times and our reputation is on the line every time we ship equipment to a customer site for training. It is good to know that we can make commitments to our customers and feel confident that they will be met.

Please pass on our thanks to all the "behind the scenes" people as I'm sure there are many!

Thanks again.

Sincerely,

A handwritten signature in cursive script that reads "Karen Taylor". The signature is written in dark ink and is positioned above the typed name.

Karen Taylor  
Adept Customer Training

p.s. I've enclosed a few "Adept" items for you and Jennifer.