



November 10, 1999

David W. Morgan
Morgan Air Freight Corporation
302 Lindbergh Avenue
Livermore, CA 94550

Dear Mr. Morgan:

I would like to take a moment to let you know how much the shipping and sales staff at Delta Products appreciates the service and dedication that Morgan Air Freight continually provides us. I have been in the transportation industry for over 20 years and have worked with many carriers, but none that have been able to provide me and my customers with the consistent on time performance and satisfaction that Morgan Air Freight delivers.

I have a customer (Fullerton Computer, Inc.), who needed next day service to Winterville, North Carolina. Fullerton requested us to ship Federal Express Next Day. Because of its rural location, the shipment took three days. This was completely unacceptable to Delta and especially Fullerton. So, who else to call, to take care of a potentially ugly situation, "Morgan Air Freight".

Once again, you and your staff have proven yourselves. Thanks to you, all of our shipments to Fullerton are arriving in one day.

I would like to add that your web page has provided me with the current status on my shipments to Fullerton. In order to keep a valuable customer satisfied and to make my job easier, Morgan Air Freight will be my primary carrier for all shipments to Fullerton.

Please pass along my sincere thanks to your staff for all of their continued support and help in making the seemingly impossible, possible.

Best Regards,
Delta Products Corporation

A handwritten signature in black ink that reads "Ron Funnell". The signature is written in a cursive style with a long, sweeping underline.

Ron Funnell
Warehouse Manager