



8/9/04

Digital Business Solutions, Inc.
4610 South 16th
Ft. Smith, AR 72901

RE: Roy Goodwin

Dear Sir or Madame,

I am taking the time today to write a letter of appreciation for excellent Customer Relations from two of your employees. They are Sabrina Jones-Brown and Roy Goodwin.

We are an extremely busy office as we are a Distribution Center for FedEx Ground. When our copier goes down it affects our whole office. Our copier was up and running within hours when we really needed it last week due to the professionalism, skills and a great customer relationship with Sabrina and Roy.

I feel like it is very proactive to inform Management when their employees do a good job; especially above and beyond the call of duty. I would like to request that this letter go in their personnel files. When review time comes around remember that a company is only as good as the employees who work there.

Sincerely,

A handwritten signature in black ink, appearing to read "Rhonda Merritt".

Rhonda Merritt
Senior Manager Secretary
LROK 0722

Cc: M. Wayne Allen
Senior Manager
LROK 0722

COPY

RECEIVED AUG 11 2004