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Good Morning Frank:

I wanted to take a moment and let you know how pleased we were with the performance of the die-cutting dies and expert advice you supplied for the pharmaceutical die-cutting project we recently ran. This system allowed us to transfer \$8,000.00 worth of standard die-cutting expense back to our equipment and staff at a fraction of the cost.

In addition, it has provided us with a new core competency that we are already seeking to include in our future sales and marketing efforts. We are excited about the prospects of internalizing more bindery work that in the past has always required additional time due to shipping, additional cost due to outsourcing and less control over quality and timeliness due to reliance on an outside vendor.

My General Manager and Head Pressman have told me that this project would not have run nearly as well without your direct involvement in helping us solve the "teething problems" we first experienced. We knew that the implementation of this new system would, as with any other new application, take a little getting used to and we built in extra time for the production run. We were amazed when we didn't need it. Your ability to get us a new die over the weekend showed us that you and H.S. Boyd are ready to stand behind your products.

Please accept my thanks and feel free to have any potential customers contact us if they would like more insight into this system from a printer's point of view.

Warmest regards,

Carl J. Buehler, III
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