DEPARTMENT OF VETERANS AFFAIRS
VETERANS HOME OF CALIFORNIA – CHULA VISTA
700 EAST NAPLES COURT
CHULA VISTA, CALIFORNIA 91911
(619) 205-1410

March 6, 2007

RVP Business Systems
6001 Overland Road
Boise, Idaho 83709
Attn: Billy Knorpp, President

Re: Letter of Appreciation for Andy Miller

Dear Mr. Knorpp:

I would like to express my most sincere gratitude and appreciation for your employee Andy Miller. From the first moment I began working with Andy, he has been at an optimum level of customer service. I found this to be unique and refreshing.

Andy is knowledgeable and well informed. If he does not know the answer, he researches it and gets back to you. He returns calls promptly and is always pleasant. The Information Systems Department at our facility often have to step in to help me and therefore they are assisted by Andy as well. They also enjoy working with him. Their comments are: He is professional, helpful, easy to understand and all around great!

In this day of "customer no service," it is a pleasure to work with such a fine person as Andy. He unfailingly will attempt to resolve your problem, no manner how small. He always makes you feel like you are the most important customer and you have a very satisfied feeling when you hang up the telephone with him, again quite unique.

As you know, we had a choice as to who to do business with and it was because of Andy that I chose to renew our service and continue with RVP Business Systems. He is to be commended for a job well done. He is an asset to your company and a pleasure to do business with.

Sincerely,

Dorothy (Dee) Diaz
Director of Volunteer Services
Canteen Manager