



December 10, 2009

Doug Steele  
Tri County Copiers  
4510 Rhodes Dr, Suite 230  
Windsor, ON N8W 5K5

Re: Our Xerox Experience

Dear Doug:

Junior Achievement of South Western Ontario has been operating in Chatham-Kent and Sarnia-Lambton for over 40 years now. One of our most recent changes was switching our printing needs to Xerox in order to start forming relationships with companies like yours for our future. Over the course of the next couple of years we will be entering Windsor-Essex as part of our service area and we are very happy to have Xerox's support as we continue to move forward.

Paul Ackerman came to us about one year ago to address our office needs and give us a quote. We did not realize at the time how far behind we were with technology and with his help we built a photocopier that takes the place of our fax machine, old copier and 3 printers. Since the day this new machine arrived we have been thrilled with the service and quality that it produces. Paul continues to check on us to ensure that we are happy and is really great in teaching us the small things every time he is around. You have a terrific representative for Xerox in Paul and he has been very professional and very energetic in showing us that Xerox was indeed the way to go.

I am writing this letter to you explain how great our experience has been. We have managed to cut our printing costs by a couple of hundred a year on our budget, something very important to us as we are non profit, because we are now able to keep most things in house for printing. That together with the quality and service that we receive from Xerox makes us very happy with our decision to switch providers and I wish to thank you for the service that you provide.

If you have any questions please feel free to contact us at 519-352-0151 or by email at [info@jaswont.org](mailto:info@jaswont.org).

Sincerely,

Barb Smith, President  
Junior Achievement of South Western Ontario