



Managing the documents you can't live without™

August 24, 2007

JLS  
Ron Parkinson  
VP of Sales  
672 Crescent St.  
Brockton, MA 02302

Dear Ron:

I want to extend my thanks and appreciation for the outstanding service JLS provided me. I was in a major bind when I received my wedding invitations without any of the outgoing addresses printed on the envelopes as I had requested and paid for. It was the day before they were supposed to go in the mail and I was panicked. A colleague of mine, who does business with JLS, recommended I get in touch with them. It was approaching 3:00 on Friday afternoon and I was desperate to find someone to help me.

Without hesitation JLS came to my rescue. They patiently waited for me while I fought my way from Boston to Brockton. Once I finally arrived after 5:00, it took them less than an hour to print both the inner and outer envelopes for my invitations and I was on my way!

I believe service is one of the utmost important business qualities. JLS's dedication to service speaks volumes about the way they choose to conduct business. I'm thankful to JLS and their excellent service. It's how companies handle urgent situations like these that make them stand out! I will certainly look to JLS for my personal and business needs in the future.

Thanks you JLS.

Sincerely,

Rene Stella  
Account Representative  
Standard Register