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24<sup>th</sup> February 2009

Neil Thyer  
E-Novate  
P.O. Box 469  
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Dear Neil

I just wanted to write to express my thanks for your contribution to our project in reviewing our current systems and processes. We all appreciated your methodical approach and for the alternatives you presented for us to consider. Your assistance had been invaluable in terms of the initial process documentation and also review and feedback throughout the project.

Your correspondence has always been to the point and in terms a non IT person could understand. Indeed, this last point was not wasted on those of our staff that were also involved as several have since commented how easy it was to work with you as they understood your simple and clear explanations.

Thanks again for your assistance and look forward to working with you again in the future.

Kind regards

A handwritten signature in black ink that reads 'Nicole Johnson'.

Nicole Johnson  
**Director of Supplier Relationships**