



**American  
Red Cross**

**Roanoke Valley Chapter**  
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Roanoke, Virginia 24016-5098  
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May 17, 2010

Virginia Business Systems  
Attn: Vicki Love  
7737 Garland Circle  
Roanoke, VA 24019

Dear Vicki:

Please accept our sincere gratitude and appreciation for your efforts and the efforts of the entire Virginia Business Systems team for providing, once again, the very best in document technology products and service for the Roanoke Valley Chapter American Red Cross.

We appreciate your time and effort in researching our needs and providing the perfect solution for our copier needs. The Roanoke Valley Chapter has utilized the products and services of Virginia Business Systems since 2005. Since the inception of our first lease with Virginia Business Systems we have been impressed with the quality and reliability of the equipment, as well as the prompt response from your technicians when needed. Your sales staff has been quick to provide answers to our many questions and provided us with technology options that allow us to stay within our budget. You've met our deadlines with contract renewals. Your technicians delivered equipment on time and when promised. You've conducted training for our staff and provided additional training times to accommodate our quirky schedules.

In a nutshell, no one could ask for anything more than Virginia Business Systems provides. Your company is top-notch in our books. We've enjoyed working with Virginia Business Systems, and we look forward to continuing our partnership long into the future.

Sincerely,

Colleen Dresser  
Director

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**Satellite Offices**

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