



KONICA MINOLTA

James Ingrassia  
Konica Minolta Business Solutions  
100 Williams Drive  
Ramsey, NJ 07446

July 28, 2014

Lemuel Campbell  
Tronitech  
5139 Winton Ridge Lane  
Cincinnati, OH 45232

Dear Lemuel,

Congratulations on winning our prestigious "Technician of the Month" award! Not only has your dealership recognized your outstanding commitment to Service Excellence, but we at Konica Minolta acknowledge your distinguished accomplishment. The criterion for this award is very demanding and only a few attain this distinction. Konica Minolta's regional management team has recognized you as one of the best for the month of **June** and we are pleased to honor you with this accolade.

Along with your strong field performance, we've been told that you are well respected by your customers and peers. During the month of June, your average response time was 2.00 with an FCE of 99%. These numbers gave you a strong finish for the month. Your attainment of this award reflects the pride you take in your commitment to Service Excellence. I would like to join your management in congratulating you and look forward to your continued success.

Sincerely,

James Ingrassia  
Vice President  
Solutions Support Division

CC: **Randall Wheeler**  
Jim Boyic

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