



Date: October 13, 2014

To: The supervisor of Magdalena Ilieva

Subject: Thank you from Automated Packaging Systems

To whom it may concern,

I am writing to express how deeply satisfied we at Automated Packaging Systems are with Magdalena Ilieva's work. It is rare you have the opportunity to work with someone as knowledgeable, patient and hardworking. From the moment EZGSA agreed to help us with our GSA bid offer through today, we have felt that Magdalena put the needs of Automated Packaging Systems first. Magdalena showed many qualities that made her the perfect match.

First, her knowledge of navigating the GSA bid process and its many details was impressive. As you know the process required by the GSA is daunting. Magdalena regularly made it less intimidating by leading us in the right direction. Knowing we had Magdalena on our team allowed us to focus on our business and worry less about cutting through the red tape.

Second, Magdalena's ability to explain the complexities of a GSA schedule in a language we could understand was notable. There were many occasions we simply did not appreciate or comprehend a part of the process. Magdalena was able to interoperate and make sure we knew exactly what the GSA was expecting. This was such a huge help for a company like us who has limited experience with GSA Schedules.

Third, the level of customer service that Magdalena provided was unmatched. It is difficult to find someone who is so dedicated to providing superior levels of service. But, Magdalena found a way. She was always available to speak and replied to emails in a very timely manner. In addition, she was helpful in ways we would have never thought to ask. For example, earlier this year Magdalena was planning on being out of the office. Weeks in advance of her absence she put a plan in place to have one of her colleagues substitute if we had any questions.

We realize now our bid offer was not the easiest to achieve. However, with Magdalena's hard work and patience we have accomplished our goals. It was a joy working with Magdalena through this time and I simply do not know how we could have earned a listing without her.

On behalf of the Automated Packaging Systems organization I want to thank Magdalena for everything she has done.

Regards,

A handwritten signature in blue ink, appearing to read 'Ryan Cantwell', is written over a light blue horizontal line.

Ryan Cantwell
Product Manager