



**THE PARISH OF CADDO**  
**DEPARTMENT OF FINANCE AND HUMAN RESOURCES**

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To Whom this May Concern:

In August 2002, our offices begin leasing several Gestetner's Digital Copiers from Innovative Office Systems, Inc. Over the years, we have upgraded our equipment in order to maintain an effective level of quality. We have been very pleased with both features and price. The prices have been in line with state contract pricing.

Our Sales Representative has always been Mrs. Shirley Ford Johnson. She is reliable, dependable and has a passion for what she does. She explains all capabilities of the machine, and discussed other options that are available. Mrs. Johnson is always patient with the office staff as she trains them to become acquainted with the machine features. She makes it a point of checking back with us regularly to make sure that we are not experiencing any problems with the machine. Her response time is promptly when we call for service.

Shirley Ford Johnson customer service is the best. My office staff, along with myself is pleased to recommend Shirley and the Innovative' staff when selecting a copier.

Sincerely,

  
Darlene Cooper  
Buyer