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**From:** Clark, Lawrence P - Merrifield, VA  
**Sent:** Wednesday, September 16, 2015 5:40 PM  
**To:** Joe Karasek  
**Cc:** \*\*\*\*\*  
**Subject:** Re: Services Provided

Mr. Karasek,

I would like to take time to thank you and your company for the outstanding maintenance assistance services that was provided to us here at the Merrifield P&DC.

I called and ask for help with our down power equipment that we use to move the mail at this facility and was totally impressed and pleased with the efforts that were put into getting us back up and running. Rob wasted no time in seeing that a plan was put together to meet our needs to include providing a tech on site that completed immediate repairs. Rob and Gary presented my manager and me with in initial overview upon arriving on site on what services they would perform for us under the agreement that was made. A total of 14 pieces of equipment was put back into service during the 3 days that the tech was on site. (NOTHING LESS THAN OUTSATNDING) Gary, the tech that provided the on-site repairs, also gave a very good out brief on the status of our equipment, as well as make recommendations of what our next step should be.

I have suggest to my manager to let you're your company put together a maintenance troubleshooting training class to assist this facility in getting our tech up to speed on maintaining the equipment at this facility. Again, I would like to thank Rob and Gary for the services that they provided for the Merrifield P&DC. **(PLEASE SHARE THIS WITH THE BOTH OF THEM)**

Thank You,

Lawrence P. Clark  
Mgr. MOS  
Merrifield, Va. \*\*\*\*\*  
(703) \*\*\* \*\*\*\*\*

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**From:** Joe Karasek  
**Sent:** Wednesday, September 16, 2015 8:54 PM  
**To:** Clark, Lawrence P - Merrifield, VA  
**Cc:** \*\*\*\*\*  
**Subject:** RE: Services Provided

Lawrence ,  
Thanks for the kind words. It is very nice to hear positive remarks in our business of broken equipment. Gary King has been a great addition to our staff and Rob Williams excels in providing our Northern Virginia clients great customer service.  
We appreciate the opportunity to strengthen our partnership and value USPS trust as your MHE service provider.  
Let me know what else McCall can do for you.  
Best Regards,  
Joe Karasek

**Joe Karasek**  
General Manager- Parts & Service Operations  
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