

Deana Dalrymple  
Hummingbird Graphics  
Post Office Box 1150  
Woodstock, Georgia 30188

5 August, 2021

Dear Deana,

Every business, yours included, I'm sure, is more complex than it looks to the user.

Our experiences with your industry have not generally been satisfactory. We have enough anomalies that there are several places for mistakes. And, it seems each new vendor is able to find another thing for us to add to our list to cover and proof.

When George asked for a quote on MembershipJournal pages last month, you were not the cheapest. Part of that was because you included things – like collating, which is time consuming and essential – and the least expensive quote did not, which required extra effort to request.

Yesterday, when we started combining the parts for the New Member Package he noticed these things:

- The pages are under the correct tabs - and none are missing. (*We've had printing come back with random pages missing in some tabs.*)
- The holes are punched to fit our binder. (*This seems to be more difficult than someone not in your business could imagine.*)



305 Peters Street SW

Atlanta

Georgia 30313

- The tabs are all facing the same direction – reading left to right. (*Sometimes people think it doesn't matter. It matters to us.*)
- The colours are correct – of course you'll say we gave you the colours, but we've found ... that doesn't always guarantee predictable results.
- You were able to use our files – it didn't take extra time for you to convert our files into a different format, which, historically, has been another opportunity for errors.

404-816-3377

Voice

George says the best part was when you brought the boxes out to the car on a dolly, and then took him inside for a field trip, *{I'm rather jealous about that; sounds like fantastic equipment the size of a tiny house.}* and introduced him to everyone, along with pertinent information – you made him feel so comfortable.

PowerCore.NET

Web

With gratitude Deana, for a job efficiently quoted and effectively completed,

Wendy L. Kinney  
PowerGenerator