

James Ingrassia
Vice President
Solutions Support and Development
100 Williams Drive
Ramsey, New Jersey, 07446
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February 8, 2011

Mr. Greg Schlight
Edwards Business Systems
524 Penn Avenue
West Reading, PA 19611

Dear Greg:

Congratulations! **Edwards and Virginia Business Systems** has assembled an award-winning service team and we're excited to inform you that your efforts have paid off. Konica Minolta is proud to recognize your dealership as an elite recipient of the Konica Minolta Pro-Tech Award for 2011.

The Pro-Tech Award recognizes those Konica Minolta dealers able to demonstrate an exceptional commitment to customer support and satisfaction. It is a symbol of quality and an assurance of professional, reliable service. Very few are able to achieve this honor, although hundreds have participated in the evaluation process, which is exhaustive. Every element of your service operation has been scrutinized and measured. Each year we raise the bar to reflect the technical advances that permeate our environment.

The Pro-Tech Service Award is exclusive in our industry, intended to recognize the "best of the best". To be chosen to become a member of this select group is indeed an honor. All of us at Konica Minolta are extremely appreciative and pleased to have you on our team. Many thanks go to you and your technicians for the support and effort you've shown to achieve this year's Pro-Tech Service Award.

Sincerely,



James Ingrassia
Vice President
Solutions Support Division