



GRACE UNITED CHURCH OF CHRIST

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May 17, 2017

Laura Becker
Doceo Office Solutions
470 Eisenhower Drive
Hanover, PA 17331

Dear Laura,

I apologize for taking so long to send this letter!

We are absolutely thrilled with our new copier, a Toshiba 4540c installed in February 2017! The folding and stapling feature (Saddle Stitch Finisher) is a tremendous time saver. The ability to print in color is also an added bonus!

We so appreciate the time and effort you put into finding the right fit for a small church on a small budget! You have been so helpful in guiding me through the process of setting up our new copier and working through the frustrations of returning our old copier to our previous provider.

Whenever I've called with a question, anyone I talked with was extremely helpful and it was so nice to talk to a person right away! I still have some things to learn and I know I could probably research the solution online, so I do so appreciate your service team taking the time to walk me through set-ups, etc.

Any company can sell copiers, but it takes a special company to realize that customer service is the key to keeping business! Doceo excels!

Sincerely,

Linda A. McGinn
Office Administrator