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JUL 25

Dear Theodora,

I want to take this time to thank you and your staff very much for the objective review of our Spanish OKIJET 2010 manual. I think you should be very proud of your organization - its integrity and honesty goes without saying. We greatly appreciated the time and effort you gave us.

We at Okidata have always felt that we received a high quality of translation from your organization and appreciate your dedication in always trying to meet our constantly changing schedules. We also know we were novices in multilingual documentation and probably caused some frustrations, but we all got through it. We thank you for being so patient.

As you know from our telephone conversation, our upper management is embarking on a new decision as to share resources with our European offices (translations). We are doing some research to see if this may work. We will keep you updated as to the outcome.

Please be assured that we will still use BTS as our main translator in the US. Some of our product lines are not always sold in Europe, so whenever this happens we will have you do our translating.

In the near future we will probably be taking both the OL1200 and one of our dot matrix printers multilingual. We will be releasing those books to you for translation.

Thank you for your constant support and dedication. Please thank all your staff for me.

Best regards,

Okidata Publications