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To Whom It May Concern:

In conjunction with closing facilities in the Northwest, we transitioned our Outsource Software Fulfillment operations from our vendor in Washington state to Silicon Valley. We solicited bids from over a dozen local Fulfillment operations, and Source Select was by far the most competitive. Numerous conversations and plant tours revealed that they have a very well – controlled and well - documented Fulfillment process, which they tailor to the individual requirements of each customer. They ultimately won the contract, and created specific applications to enable our SAP system to export order data directly to their fulfillment system, and subsequently report shipping and tracking information directly back to SAP. Once this system was online it functioned very efficiently, and was far simpler and more reliable than the system we used with the previous vendor. Over the course of our business relationship Source Select's performance was flawless; we received absolutely no customer complaints related to shipping quality or on time delivery. Their account managers worked very closely with our Operations department, and they fulfilled any and all requests for "special projects" quickly and professionally. The only reason we are no longer using Source Select's services is that we transitioned most of our order delivery to electronic download, and the remaining small volume of physical shipments could be more economically handled in-house. Having said that, should this trend reverse in the future, Source Select will be the FIRST vendor we call.

Jeffrey E. Hoyle
Global Fulfillment Manager