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TO: kinkos Managers
From Rowan Hromada
RE: RDS Delivery Service

Managers:

I recently switched from DART messenger to RDS Delivery Service. After several months of servicing my 221 West 72nd Street store and our 1211 6th Avenue location, RDS has earned our endorsement as a preferred messenger service.

In brief, RDS Delivery is a 25-year-old family business committed to efficient, personalized service. Over the years, the company has developed the most comprehensive delivery network in the New York metropolitan and tri-state area. Over the past months, they have continued to provide consistent, on-time 24-hour service not only between our stores, but also to our corporate accounts.

The company's professionalism is heightened by their corporate uniform look. All messengers are dressed in RDS attire, which easily distinguishes them to our corporate clients and our own Kinkos personnel. I am secure knowing an RDS messenger is on the job and know beforehand how my store will be represented.

I also anticipate utilizing their advanced online order processing system, which will become effective in January. The program will allow us to order a messenger in a quick, 10-second order placement process. RDS messengers are also equipped with the latest paging systems, and company drivers' use Nextel 2-way radios for instant communication and updates.

I have enclosed RDS company literature in this packet for your review. In the coming week, RDS President Larry Zogby will contact you personally to discuss your individual messenger needs and schedule an appointment to meet with you. For immediate assistance, he can be reached at 212-260-5800.

Thank you.