



November 26, 2013

Dear Customer:

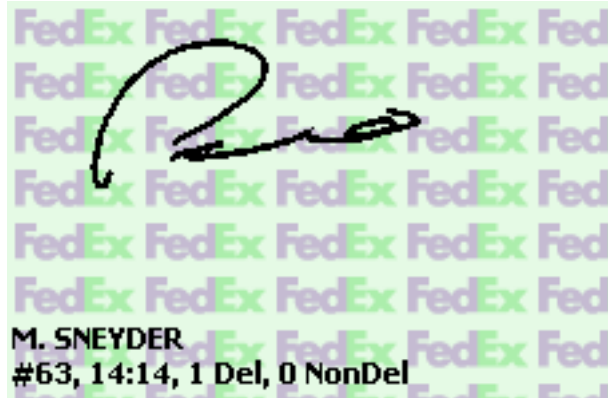
The following is the proof-of-delivery for tracking number **128318100004275**.

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**Delivery Information:**

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<b>Status:</b>	Delivered	<b>Delivery location:</b>	2534 AIRPORT RD Johnson City, NY 13790
<b>Signed for by:</b>	MSNEYDER	<b>Delivery date:</b>	Nov 20, 2013 14:14
<b>Service type:</b>	FedEx Ground		
<b>Special Handling:</b>			



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**Shipping Information:**

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<b>Tracking number:</b>	128318100004275	<b>Ship date:</b>	Nov 18, 2013
		<b>Weight:</b>	1.1 lbs/0.5 kg

**Recipient:**

**Shipper:**  
SHERIDAN, PAUL V  
22357 COLUMBIA ST  
DEARBORN, MI 481243431 US

Thank you for choosing FedEx.



November 26, 2013

Dear Customer:

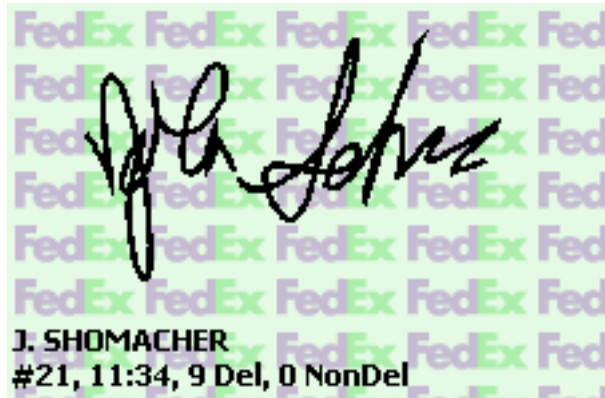
The following is the proof-of-delivery for tracking number **128318100004282**.

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**Delivery Information:**

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<b>Status:</b>	Delivered	<b>Delivery location:</b>	6 SYLVAN WAY Parsippany, NJ 07054
<b>Signed for by:</b>	JSHOMACHER	<b>Delivery date:</b>	Nov 20, 2013 11:37
<b>Service type:</b>	FedEx Ground		
<b>Special Handling:</b>			



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**Shipping Information:**

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<b>Tracking number:</b>	128318100004282	<b>Ship date:</b>	Nov 18, 2013
		<b>Weight:</b>	1.1 lbs/0.5 kg

**Recipient:**

**Shipper:**  
SHERIDAN, PAUL V  
22357 COLUMBIA ST  
DEARBORN, MI 481243431 US

Thank you for choosing FedEx.

22357 Columbia Street  
Dearborn, MI 48124-3431  
313-277-5095  
[pvs6@Cornell.edu](mailto:pvs6@Cornell.edu)

18 November 2013

VIA FEDEX GROUND 1283181-00004275

Mr. Bill Davis  
Avis Rent-A-Car  
Box 8  
2534 Airport Road  
Johnson City, NY 13790  
607-729-6001

**Subject: Ongoing Excellent Service Levels at the Ithaca, New York Avis Rental Car Location**

Dear Mr. Davis:

As you may know I am a frequent visitor to Ithaca, New York and the campus of my alma mater. During these visits I utilize the rental car services of Avis at its Tompkins County Airport location.

The purpose of this letter is to inform you of the excellent service levels that I continually receive when doing business at many/all Avis counters, but these experiences are especially true in Ithaca. Although I am aware that additional Avis employees at the Ithaca location have contributed to my excellent experiences (car service/wash personnel, etc.), and while this complimentary letter also applies to their good work, the specific customer service employees that I would like to mention in these regards are:

Mr. Aaron King  
Mr. Chris Osborn  
Mr. Roger Schumaker

These employees and the car service personnel are doing an excellent job in every respect; from counter professionalism/friendliness, to vehicle preparation, to accommodating vehicle choice preferences.

Please do not hesitate to contact at any time regarding the subject.

Respectfully yours,

Paul V. Sheridan

cc: Mr. Thomas M. Gartland /  
Mr. Ned Linnen  
Avis Car Rental  
6 Sylvan Way  
Parsippany, NJ 07054  
(973) 496-3500