

PATRICK R. DONAHOE  
POSTMASTER GENERAL, CEO



March 28, 2011

Mr. Stephen Duffy  
President  
Florence Manufacturing Company  
5935 Corporate Drive  
Manhattan, KS 66503-9675

Dear Mr. Duffy:

My warmest congratulations!

It is with pleasure that I announce Florence Manufacturing Company is a winner in the Supplier Innovation Award category of the United States Postal Service 2010 Supplier Performance Awards Program.

Your company was selected for recognition for your performance in helping the Postal Service benefit from supply chain management best practices during 2010. Supply chain management efforts have been very successful in providing positive bottom-line and performance results that ultimately help the Postal Service more effectively achieve its mission of providing mail service to the American public. Your selection was endorsed by Postal Service staff who have worked directly with your organization and who know firsthand about your outstanding performance.

To put the award into context, during fiscal year 2010, the Postal Service spent over \$13 billion for transportation, supplies, services, facilities, and equipment with a supplier base that included over 20,000 suppliers. Florence Manufacturing Company is one of only thirteen companies being recognized this year.

I extend my personal thanks to you and your employees for your performance and cooperative business relationship with the Postal Service last year. Everyone in your organization should take a great deal of pride in knowing the important role they have played in helping to keep our Postal Service the best in the world.

Sincerely,

A handwritten signature in blue ink, appearing to read "Patrick R. Donahoe", written over a large, stylized blue oval graphic.

Patrick R. Donahoe