



UNIVERSITY
OF MANITOBA

Physical Plant

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August 16, 2010

To Whom It May Concern:

Re: Mail Room Furniture

Approximately one year ago, the University of Manitoba purchased several pieces of Calstone mail room furniture from Pitney Bowes. This furniture included several tables, with custom slanted lower shelves, as well as stationery and mobile bin storage units. The furniture enabled us to transition from use of mail bags to bins, which was desirable for many reasons, including ease of lifting, cleanliness, and transparency.

We are extremely pleased with the furniture -- in addition to being durable and functional, the pieces are modular, so we were able to fully utilize the available space and effectively create a workflow that is logical and task-oriented. The custom slanted shelves allow storage of bins under the tables at an angle that makes sorting directly into the bins practical and comfortable. The modular storage units also allow storage of bins at an accessible angle. All pieces are robust enough to handle considerable weight and the daily wear and tear of a normal mail room.

The purchasing experience was a pleasure -- Chris Miller was able to take our conceptual ideas and create a detailed plan. Customization of the furniture was no problem, which was a real benefit in terms of creating a solution for our unique environment. Installation was problem-free; the installers were knowledgeable, accommodating, and efficient. Our old mail room furniture was removed and the new furniture installed in a matter of hours, and the mail room was fully operational within a half day.

The new furniture, and the use of bins instead of bags, has been met with enthusiasm by our mail room employees and delivery staff. The furniture is ergonomically friendly and bins are easier to lift and transport, so staff is experiencing less physical stress. Also, as the University of Manitoba is environmentally conscious, we are pleased that Pitney Bowes is representing Calstone, which is committed to recycling throughout the manufacturing process.

Lastly, I would be remiss to speak about the success of the mail room upgrade without mentioning that the university has enjoyed a long relationship with Chris Miller of Pitney Bowes -- his assistance and support over the years has been outstanding, and is greatly appreciated. The introduction of the Calstone products was just one of many ways in which Chris has demonstrated his understanding of our business and his keen desire to work with us in developing creative solutions.

Please don't hesitate to contact me at 204-474-8267 for further information.

Barb Blackner

Manager, Administrative Services