



August 31, 2007

Layne Mullin
4113 Honor Drive
Frisco, Texas 75034

Dear Layne,

I wanted to let you know how much I enjoyed working with you and your team in the production of our McKinney Map. I have never experienced a production process that began with so many unknowns to proceed so smoothly and flawlessly. Since our project was a map book, instead of a traditional fold out map, and we were tasked with making it fit into limited number of pages, I felt like I was requesting the impossible, but you made it happen. I cannot emphasize enough how professionally and courteously all of my seemingly endless questions and requests were answered.

My lack of knowledge of the mapping process was far surpassed by your vast knowledge and resources, and yet, thru each step, I was assisted instead of scoffed at because of the vagueness of some of my questions. Your ability to communicate such technical information so that it was understandable was more than appreciated.

This is the third year we have produced our map in house, and it has been by far the most successful. Not only was the process of receiving the mapping information the most efficient, effective and timely, but the quality of the product speaks volumes in itself. Your ability and flexibility to alter the colors of the areas on the map until we were satisfied took more patience than I can imagine. But at no time during our process did I feel that my requests were out of reach. Your attention to detail and customer service was evident thru the entire process. We have received numerous compliments from our Chamber members and from the general public on the ease of use and readability of the map.

I would recommend you and your team to any business that is considering any aspect of producing a map, whether it is a custom project of the map only as we did or the entire process from beginning to end with advertising. Outstanding customer service, attention to detail and delivery of an above expectations product are qualities that we adhere to at the McKinney Chamber of Commerce, and I am convinced that everyone at Community Matters, Inc. possess those same qualities.

Thank you again for a wonderful experience and a beautiful end product.

Olivia Wilson
Chief Operations Officer
McKinney Chamber of Commerce

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