AAOS
American Academy of Orthopaedic Surgeons
American Association of Orthopaedic Surgeons

6300 North River Road
Rosemont, Illinois 60018

P. 847.823.7186
F. 847.823.8125

www.aaos.org

October 22, 2009

To Whom It May Concern:

The American Academy of Orthopaedic Surgeons (AAOS) had its 2009 Annual Meeting in Las Vegas, Nevada, February 25-28. Our meeting required over 2 million copies of handouts, some of which needed coil binding and dvd duplication.

Franklin Document Services were flexible and worked around the clock to complete large orders they received on-site at the meeting, as well as all orders they received months before the meeting began.

They also provided rental equipment of copy and fax machines for our on-site offices.

AAOS was pleased with this company's services.

Sincerely,

April R. Holmes

April R. Holmes
Education Coordinator

Bone and Joint DECADE
2002 - USA - 2011

Austen Gardner
Franklin Document Services
124 South 6th Street, #170
Las Vegas, NV 89101

Dear Austen,

Thank you for the excellent customer service you provided in producing the attendee rosters for my client's conference at the Flamingo last month. I greatly appreciated the extra effort you made to match the conference colors, and to ensure that the roster assembly was correct.

I was not in Las Vegas for the event, and after the conference was over, before I could even ask how things went, my on-site client told me how great you were to work with and how you quickly produced additional rosters at their last-minute request.

So, thank you for making me look good. I would highly recommend you to anyone!

Best regards,

Lily Henson

24417 North 37th Lane
Glendale, Arizona 85310
ph (623) 869-8663
fax (623) 869-8667
www.HensonDesigns.com

Letter of Recommendation for Franklin Document Services

I am an Associate Marketing Project Manager for Cygnus Expositions, a business-to-business trade show and conference producer. We are based in Minnesota, but similar to many trade show companies, have several events held in Las Vegas. I recently worked with Austen Gardner with Franklin Document Services for two of our events He worked to have our program addendums, floor plans, speaker handouts and other last minute printing projects completed in a timely manner. Their services not only saved me and my team members a great amount of time, they also saved us a lot of money compared to other printing services in the area.

Franklin Document Services was true to their promise of being available 24-hours-a-day and worked to complete and deliver our projects as quickly as possible. I had several items that came up last minute, as things do onsite, and they accommodated us in every way possible. Everyone I dealt with at Franklin was friendly and helpful.

My experience with Franklin Document Services and Austen Gardner was pleasant, time efficient and cost effective. I will definitely use their services in the future. If you have any additional questions please feel free to contact me at 800.827.8009.

Sincerely,

Amy Becklund
Associate Project Manager
Cygnus Expositions

801 Cliff Road East, Suite 201 ● Burnsville, MN 55337
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www.cygnusexposcom
A division of Cygnus Business Media

To Whom It May Concern:

Franklin Document Services recently provided our company with premium service at minimal cost. Austen made sure the documents would print correctly and at a high quality and was able to turn around extra copies in no time when the need came up. I would highly recommend using Franklin Document Services and will do so again in the future.

Sincerely,

Kim Leslie
Director of Content
Raymond Communications

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BALTIMORE, MD 21215
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Franklin Document Services
124 South 6th Street, #170
Las Vegas, NV 89101

Dear Austen,

I am writing to thank you for your outstanding work at our spring Las Vegas convention. Your professional manner and quick delivery of numerous items really assisted us in helping our programs run smoothly. Accepting last minute orders from us and getting them done in a timely manner was also extremely helpful.

I hope we have the opportunity to work together in the future.

Thanks again,

Stefanie Feldman

Stefanie Feldman
Executive Administrator