



Retail Professional Services

General Merchandise Solution Center

October 22, 1999

Karla Brandau
4985 Chartley Circle
Lilburn, GA 30047

Dear Karla,

I want to thank you for spending time with my team this past week. We really enjoyed your presentation on creative thinking and the "group" participation project. It is obvious that you enjoy sharing your thoughts and ideas with others. We had a lot of fun while learning how to think beyond our normal, self imposed boundaries.

We especially enjoyed your final exercise. We continued to talk about kangaroos eating oranges in Denmark the rest of the week.

I hope you have success working with other groups within NCR. Please feel free to use me as a reference. I am happy to tell others about how much I enjoyed having you as part of my team's meeting.

Sincerely,

A handwritten signature in blue ink, appearing to read "Robert U. Wentz III".

Robert U. Wentz III
Partner, GMS Solution Center

Cc: Fran Henry