



November 19, 2010

Joey Faber
Columbus Civil Service Commission

Dear Ms. Faber:

The data integrity of your scanning system is a primary concern to all of us at Scantron. We believe it is our responsibility to insure that each Scantron customer has the ability to maintain a high quality level of OMR scanning. Our objective is to provide a total system solution, which includes hardware, software, forms, and field services to guarantee your success. Mismatched components of your scanning system could seriously jeopardize the integrity of your data.

It is very important that your scannable documents meet the exact paper, ink and registration specifications required by your Scantron Scanner. Scantron guarantees the performance of all scannable documents we produce. This guarantee includes a commitment to replace any unscannable forms or to assume the costs of alternative data capture up to a mutually agreed upon dollar amount. We confidently guarantee our forms because:

- We have provided scanning system solutions for nearly four decades, and print more than two-billion scannable documents annually.
- TransOptic and Mark Reflex paper and inks are manufactured exclusively for Scantron to meet exact specifications of Scantron scanners. The paper is extensively tested at the mill to ensure proper quality levels are achieved and maintained.
- Standards and specifications are established and well documented for all processes, document types and scanners.
- At regular intervals, samples are selected, inspected and scanned to insure that critical components read correctly.

Scantron Corporation is the sole manufacturer and distributor of form #F12512, #F11530, and F1452.

I would like to once again thank you for your interest in Scantron and hope this information will be helpful to you. If there is anything else I can provide please call me.

Marcia J. Eager
Customer Service Representative
Scantron
800-735-2566, ext. 1323

The Quality Work We Do Today Will Lead To Achievement Tomorrow