

Part 2:

To: BTrautman@Orca.com

CC: SheildaD@atlas.com

Date: October 17, 2022

Subject: Complaint Regarding Recent Order of Road and Field Laptops, Please RSVP

Hello Brian,

Please review the following complaint for the 25 recently ordered Road and Field Laptops.

Last month, we ordered 25 Road and Field Laptops because they met or exceeded the standards of Atlas and Associates. To our surprise, we were dissatisfied with the result of the order.

We received 10 of the 25 laptops; furthermore, three of the laptops were missing the Maptitude program, one was missing a power cord, and 2 were missing a mouse controller. The shipment that arrived last week contained a note from Ian Freely that wrote about a slow-down at Orca. We understand that complications arise, but we rely on Orca to provide the technology we need.

Our goal is to upgrade and replace all staff technology equipment by the end of the month. To reach our goal, we are looking for the following before the end of next week:

- 15 remaining laptops and their accessories
- 1 power cord
- 2 mouse controllers
- 3 additional laptops that have Maptitude installed; our three laptops will be returned

I trust that Orca will resolve this issue in a timely manner. Because Orca is a company that we would appreciate collaborating with in the future, I would like to personally visit the Orca site some time this week. Please consider this complaint and chose the best time and day for when I should visit. We look forward to working together again in the future.

Thank you,

Markus