

October 8, 2014

Mr. David Cantliffe  
BottomLine Advantage LLC  
300 Center Dr. Ste. 326  
Superior CO 80027-8625

Dear David,

Reflecting back on our recent copier fleet project that you helped us with, I thought I'd share some thoughts that may be helpful to other companies that are considering contracting with BottomLine Advantage to help them save money on their program.

Considering Saddle Creek itself offers specialized logistics services, we are certainly aware that no person or business can be experts in all areas. And like most companies our size, we have competent and experienced team members managing our various expense categories.

I was recently given oversight responsibility for additional expense areas and wondered if Saddle Creek had savings potential within them.

First, I was happy to find out that your business model is contingency based. There were no upfront costs and we were able to review and approve the results before any fees were due. A very attractive adder was that the project fee could be paid over 3 years without interest, so we had no out-of-pocket costs.

This approach definitely alleviated my concern about our risk and eliminated the need to go through a budget approval process.

Next, you outlined your process and reviewed how each step was preceded by an outcome that was guaranteed before we even started that step. We were able to determine our potential benefit before investing any time.

Initially, we simply provided some current invoices and BottomLine Advantage analyzed them to confirm our savings potential would match or exceed the guarantee.

I should point out that BottomLine Advantage offers two guarantees that at first glance look similar.



The first guarantees savings potential so we could decide if it was even worth reviewing this expense category. The second guarantee follows, once the first guarantee is confirmed. It defined what our net, hard dollar result would be from working with BottomLine Advantage.

Both guarantees helped me decide whether or not to take the next steps with BottomLine Advantage; essentially, would it be worth our time.

You also gave me confidence in your abilities as the penalties for non-performance were either making a \$1,000 donation to our favorite charity (if our savings potential wasn't confirmed) or completing the project at absolutely no charge to us (if the net hard dollars guaranteed weren't delivered) .

As you can imagine, I was confident that we had little risk.

During the project, we stayed in control of all milestone decisions, had minimal time invested and saw significant cost reduction as well as improvements to our vendor support commitments.

I also gained valuable insight into this industry's inner-workings which I know will be helpful during all future renegotiations.

In summary, BottomLine Advantage exceeded our hard dollar Project Savings Guarantees and my team and I were able to stay focused on our other goals and objectives. I and management consider the overall results a huge success and thank you for your assistance.

Please let me know if any of your potential clients have any questions about our project or the results. I would be more than happy to discuss the benefits of the program with them.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Eric Newman', with a long horizontal flourish extending to the right.

Eric Newman  
Corporate Controller