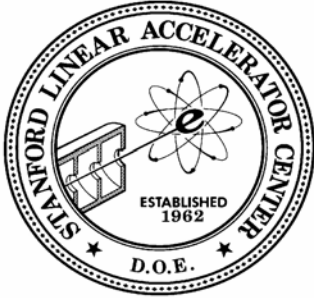


EXHIBIT III



SLAC PURCHASING DEPARTMENT SURVEY

Date: June 18, 2004
To: All Operators
From: Robert S. Todaro, Purchasing Officer
Subject: Survey of Purchasing Level of Service to Operators

The Purchasing Department is measuring its performance for Fiscal Year 2004. As one of its annual measures, the Purchasing Department is interested in determining the satisfaction level of the PeopleSoft Operators for this fiscal year. Therefore, it would be greatly appreciated if you would take the time to provide answers to the following questions. Upon completion of this survey, please submit this form via email back to Kimberly Swanson as soon as possible so that your responses can be incorporated into our survey results. Thank you for your participation.

Please place an 'X' next to the response most in accordance with your level of agreement with each of the following statements:

1. You believe you are sufficiently trained by the Purchasing Department representative to efficiently perform your Operator duties.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
2. When dealing with PeopleSoft Purchasing software, the Purchasing representative responds to your questions and/or problems in a timely manner.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
3. Your questions are thoroughly answered and clearly explained
 Strongly Agree Agree Neutral Disagree Strongly Disagree
4. You believe you are kept current on PeopleSoft upgrades and enhancements of the Purchasing software.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
5. The Purchasing Representative responds to my voicemails and emails in a timely manner.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
6. Overall, as an Operator you are satisfied with the customer service provided.
 Strongly Agree Agree Neutral Disagree Strongly Disagree