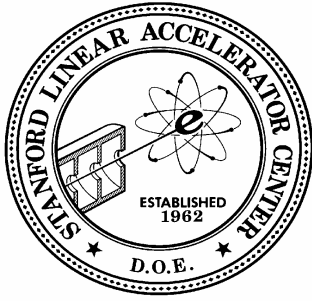


## EXHIBIT III



MEMORANDUM

May 2003

**To:** All Operators

**From:** Purchasing

**Subject:** Survey of Purchasing Level of Service to Operators

The Business Services Division is measuring its performance. As one of its measures the Purchasing Department is requesting your input to a five statement survey. This survey will be conducted bi-annually. If you could respond via email to me by April 12, that would be greatly appreciated.

1. When dealing with your PeopleSoft Purchasing software, the Purchasing personnel respond to your questions and/or problems in a timely manner.  
5. Strongly Agree 4. Agree 3. Neutral 2. Disagree 1. Strongly Disagree
2. Your questions are thoroughly answered and clearly explained when dealing with Purchasing personnel on the PeopleSoft software.  
5. Strongly Agree 4. Agree 3. Neutral 2. Disagree 1. Strongly Disagree
3. You believe you are sufficiently trained to efficiently perform your Operator duties.  
5. Strongly Agree 4. Agree 3. Neutral 2. Disagree 1. Strongly Disagree
4. You are treated with respect when dealing with Purchasing personnel on PeopleSoft software concerns.  
5. Strongly Agree 4. Agree 3. Neutral 2. Disagree 1. Strongly Disagree
5. Overall, in dealing with Purchasing personnel on PeopleSoft matters, You are satisfied with the customer service provided.  
5. Strongly Agree 4. Agree 3. Neutral 2. Disagree 1. Strongly Disagree

Notes: The email can simply list question numbers 1 through 5 and your number response next to it. Any comments about the survey? Thank you.