December 10, 2002

University of Texas at El Paso
El Paso, TX 79968

To Whom It May Concern:

On behalf of Family Services of El Paso and its staff, I would like to commend the great work and success of Alex Robles and his group. Mr. Robles expediently analyzed our systems and quickly developed a plan to integrate two of our systems to produce vendor customized billing documents. He helped me create a report in our patient accounting system to produce an electronic file of eligible transactions, which he imported into an ACCESS database to produce the specialized billing documents.

The ACCESS reports look exactly like the customized billing documents required by our vendor and take seconds to produce. Prior to this work, my staff worked at least 8 to 10 hours to produce paper reports, transfer the information into individual forms for every one of the billed transactions, print each bill, proof read it for typographical errors, and summarize the information on a cover sheet.

I am impressed with the creativity of this project, the special features to correctly format the data from the patient accounting system and the extremely user friendly menu screen that run the report. I hope my staff and I are able to expand these ideas to other tasks.

Thank you for providing this agency the expertise of these students and congratulations on the high performance of your students. We wish the University and its students continued success and rewarding achievements in all their endeavors.

Sincerely,

[Signature]

Marcos Velarde
Comptroller