



U.S. Department of Justice

Drug Enforcement Administration

Washington, D.C. 20537

October 28, 1993

To Whom It May Concern:

Ms. Neenah Bridges performed data entry and related duties in my office from June 1, 1992 through October 28, 1993, as an employee of Ebon Research Systems under contract to the Drug Enforcement Administration. Between two and five Ebon employees were assigned to my office during that time, and Ms. Bridge's work performance was such that it set the standard against which her peers were measured.

Ms. Bridges worked well with others, and effectively oriented new data entry operators to their duties. Her productivity -- both in absolute terms and accuracy -- was significantly higher than that of others performing similar duties. She interacted professionally with her supervisor, and responded positively and effectively to the guidance she received. She also displayed an interest in learning more about the information system with which she worked, and suggested several improvements to the data entry procedures that were subsequently adopted.

I was especially impressed by the analytical ability shown by Ms. Bridges through her ready understanding of sometimes complex problems. In this regard, she was clearly superior to her peers and fairly unique among the data entry operators whom I have supervised.

The good work ethic and work performance demonstrated by Ms. Bridges are testament to my recommending her for employment.

Sincerely,

Hunter W. Peil
Chief
Statistical Operations Unit

Kelliebrew, Neenah

From: Thomson, Michael
Sent: Thursday, July 29, 1999 1:57 PM
To: Mounteer, Thomas; Tranfaglia, Deborah; Conover, Cynthia
Cc: Schweitzer, William; Kelliebrew, Neenah
Subject: RE: Billing Assistant

Tom - I appreciate the update and will get back to you with any comments or suggestions. We knew going into this arrangement that we were testing a new approach and were not sure where it may ultimately lead. The experiences we are gaining should give us the outcome we seek.

-----Original Message-----

From: Mounteer, Thomas
Sent: Thursday, July 29, 1999 11:23 AM
To: Thomson, Michael; Tranfaglia, Deborah; Conover, Cynthia
Cc: Schweitzer, William; Kelliebrew, Neenah
Subject: Billing Assistant

When Neenah joined us, I had \$430,000 in unbilled fees that I was trying to get out: \$141,000 for the Huffy family of companies (Service First, Bikes, Sports, and Washington Inv. Services), \$54,000 for Warner-Lambert, and \$235,000 for Republic Services. Today, with our sending a second Huffy statement for approximately \$90,000 in fees (we cleared out \$52,000 for Washington Inventory Services earlier), we will have cleared out all the \$430,000.

Despite this considerable progress, this gets us only current through the end of May. Our next step will be to get out the statement for Warner-Lambert June services (approximately \$63,000 in fees) within the first two weeks of August. Then we will turn back to Huffy, and try to get the bill for June and July services out in a combined statement by the end of August.

Then in early September, we will get back to Republic Services, and I envision sending a combined statement for June, July, and August time then. That statement will be for hundreds of thousands of dollars, because of the new transaction we are handling.

I think Neenah now understands the client-specific needs for each statement and that we will be able to work effectively together to meet the above schedule. In all honesty, however, the above schedule doesn't match my expectations going into this process. But my expectations have been modified, and I don't see how I can do better. The client statements are very complicated. The Huffy statement we sent out today had 47 matters, variable billing approaches, and cost documentation (e.g., local counsel statements) attached. The last Warner-Lambert statement had 22 matters, an Excel table collecting cumulative-to-date information and applying a sliding-scale volumetric discount. The last Republic Services statement included 29 matters, and the next one could increase that if we have activities in the old matter plus add 14 new matters.

In any event, I thought it would be appropriate to share with you what I think we can accomplish. As always, I am open to suggestions and comments.

Date 3/21/86 Name of Applicant Neemah B App # 7125

Person Contacted Cy Webb Title Supervisor Phone # 344-4504

Company Contacted Federal National Mortgage Association

What was your relationship to this person? Supervisor

What was the nature of his/her work at your company? acct. technician, data entry, balancing, A/R, A/R, purchasing, billing.

How many people did he/she supervise? NA

Any responsibility for management decisions and/or policy formulation? _____

When did he/she work for you? From Nov 85 To present

How was his/her performance with others? Excellent

Was he/she a very industrious worker? Yes, very much so, will always give extra

How was his/her attendance on the job? Satisfactory Unsatisfactory

How did he/she get along with others? Very well

Did he/she have any financial or personal problems or habits which interfered with his/her work?

No Yes (Comments) _____

He/she says his/her earnings were? _____

Why did he/she leave your company? _____

What would you say were his/her strong points? Excellent worker, always pay attention to detail

Were there any weak points? _____

Would you re-employ him/her if you had a suitable opening? _____

Could you tell me anything else that might help me in finding him/her the right position? _____

Date 1/31/36 Name of Applicant Neenah Jordan App # _____

Person Contacted Tom Bartnick Title Asst. Credit Phone # 555-7115
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Company Contacted Compenographic Corp.

What was your relationship to this person? Supervisor

What was the nature of his/her work at your company? Worked in credit dept

Computer Operator, a lot of work w/ members dept, Bank

How many people did he/she supervise? and ran credit checks on customers

Any responsibility for management decisions and/or policy formulation? no

When did he/she work for you? From Jan 32 To October 33

How was his/her performance with others? Excellent

Was he/she a very industrious worker? dept had a lot of work - she was

How was attendance on the job? Satisfactory Unsatisfactory
Very good

How did he/she get along with others? Everyone liked her

Did he/she have any financial or personal problems or habits which interfered with his/her work? No Yes (Comments) _____

He/she says his/her earnings were? _____

Why did he/she leave your company? Better offer

What would you say were his/her strong points? Works very well on her own, very organized - has excellent communication skills

Were there any weak points? none

Would you re-employ him/her if you had a suitable opening? Yes

Could you tell me anything else that might help me in finding him/her the right position? Hard worker - Asset to any company