



TOP

One Hundred

MAY 2015

AWARD OF ACHIEVEMENT

Presented to

American Storage Systems

National TOP 100 Class "AA" Dealer

Over 15,000 Dealers Serving North America



DEALER AFFILIATE SUPPORT/2727 N. CENTRAL AVE. • P.O. BOX 21502, PHOENIX, AZ 85036-1502 • (602) 263-6811 • FAX NO. (602) 277-4329

JUNE 2015

American Storage Systems / 025659

Congratulations! Due to your hard work and customer-oriented service, you have become part of an elite class—the Top 100 U-Haul dealers for May, 2015!

This is truly a significant accomplishment because less than 2 percent of U-Haul dealers qualify for this high-level achievement.

Top 100 Dealers know how important *clean* equipment is. Top 100 Dealers know how important a properly *lined-up* display is. Top 100 Dealers know how important windshield *signs* and on-site promotional *signs* are. Top 100 Dealers know how important the R&D tag is and they use it.

Top 100 Dealers know just how important customers are and why it is important never to let a customer get away!

Every unhappy or unserved customer is a loss to both you and me. I have instituted procedures in your traffic department that will increase satisfaction for all customers with one way reservations. Your continued cooperation is appreciated. Let me know what U-Haul can do better.

We are on the same team and you can count on *me*. I personally guarantee that the corporation will make every effort to assure your continued success!

Good renting,

A handwritten signature in black ink that reads "Joe Shoen". The signature is written in a cursive, flowing style.

**Joe Shoen, Chairman
U-Haul International, Inc.**

EJS/os

*Moving Made Easier*SM