



December 29, 2009

End of Year 2009 - Project Update

First, a Happy Holiday Season to all...

As was mentioned in the MyORAP Project Update dated September 16, 2009, throughout 2010 we will be updating you on the status of the project.

All of the infrastructure items listed in the September project update are progressing aggressively toward our target date of Q1 2010. As we mentioned in the last update, once these fundamental changes are implemented, the customer objectives for MyORAP will begin and a Project Timeline will be published.

We have completed three major tasks since the September update:

1. The Technical Specification documents (Functional Specification and Detailed Design) associated with the infrastructure changes have been completed.
2. Development work associated with the hardware and software technology upgrades being made has begun.
3. Infrastructure changes to address improved data validation are nearing completion.

We are continually open to feedback from you on changes and enhancements that you would like to see be a part of MyORAP, please feel free to pass along any comments directly to Bellizzi@spsinc.com or your Customer Service Account Manager.

Again, Happy Holidays!

A handwritten signature in black ink that reads "Thomas Christiansen".

Thomas M. Christiansen
SVP and CTO

A handwritten signature in black ink that reads "Jon I. Willis".

Jon I. Willis
Director, SPS International (UK) Ltd.

A handwritten signature in black ink that reads "S.A. Della Villa, Jr.".

S.A. Della Villa, Jr.
CEO

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