



Dr. Tomás Rivera Elementary
909 Javelina Drive, Crystal City, Tx 78839 (830) 374-8078

December 21, 2018

Dear Parent(s) & Guardian(s),

The company that we were ordering the Santa Pictures from has been experiencing technical problems. We have been working with their tech department all week in an effort to print your child's Santa Picture. The company as of this morning, has been unable to resolve the issue. We are sincerely sorry. We will be working with the company over the winter break to ensure that your child's picture is printed. Again, we are sincerely sorry for any inconvenience.

Respectfully,

Andi L. Guerrero
Principal
Dr. Tomas Rivera Elementary

Queridos Padres/Guardianes,

La compania con la cual ordenamos los fotos de Santa Clos, esta experimentando dificultades tecnicos. Hemos estado en comunicacion con su departamento tecnico toda la semana tratando de resolver este problema. Desafortunadamente desde esta mañana, no han podido resolver el problema. Favor de disculpar cualquier inconveniencia. Seguiremos trabajando con la compania durante las vacaciones para resolver el problema y poder entregarles las fotos de su niño/niña.

Respetuosamente,

Andi L. Guerrero
Principal
Dr. Tomas Rivera Elementary