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March 29, 1993

Mr. Chad Barr
CB Software Systems
23400 Mercantile Road
Beachwood, Ohio 44122

Dear Mr. Barr:

A few years ago when we invested in a new software package, we were confident that what we were getting was the best and newest technology. We soon realized that our hefty investment was not all that it was cracked up to be. This expensive lesson helped us to evaluate and become much more knowledgeable about what a computer system must have to solve our business needs.

After much searching and endless demonstrations, we found a software package that truly served our needs. Not only did CB Software Systems have the software that put us ahead of our competition, we gained superior support, service and training. You truly show a commitment to excellence, and you are there to answer all our questions. (And we sure have a lot!)

We now feel that the program we are using will pay for itself through the use of the purchasing and inventory modules. Our customers no longer leave our building without the merchandise they came to buy due to the specific knowledge we now have regarding inventory status and availability.

The IBM AS/400 will certainly be the tool to take us into the twenty-first century. We look forward to our continued business relationship with CB Software Systems.

Sincerely,

Signature removed for security reasons

Neal R. Desatnik
General Manager

ND/jd