


SALEM
Millwork & Truss Inc

September 30, 2004

Dennis Piper & Associates
Mr. Dennis Piper
811 Boyd Ave.
Pittsburgh, PA 15238

Dear Dennis,

On March 31, 2004, my daughter and I attended an advanced QuickBooks Seminar that your accountant, Marian Linton conducted. We were hoping to find out more about the accounting package that we had been using for two years in our small manufacturing business.

Our other business was formerly a lumberyard and our computer system had been in place since 1988, which was an integrated software/hardware package for the lumber industry. It was working, but we were only using a very small portion of the inventory/sales package. It contained all the software packages, A/P, P/R and General Ledger, but nothing was fully integrated, and nothing had been updated in a long time, so I was doing a lot of manual spreadsheets to post into the General Ledger. At the seminar Marian was covering the supporting packages in QuickBooks and some features contained in each section. As she was talking, my brain was going about a hundred miles an hour and I couldn't write my questions down fast enough. Was this simple QuickBooks package what we needed?

I obtained a demo from Intuit of Enterprise Solutions, which supports up to ten users at a time, and spent about two weeks using all modules and features that we were currently using, like purchase orders, payroll etc. I also had Marian to help answer quite a few questions along the way. This software package had most the features we needed, and the features it did not have, we could work around. And the price made it even more appealing saving our company \$40,000 for a computer upgrade.

I set a deadline of going live on July 1, 2004 which was less than six weeks away, but we were going to make it. And we did! But it would not have been possible if we didn't have the help of Marian and Debby. With their knowledge of the software, this took any guesswork out of our setup. And their guidance and help to get everything moved to the new system and have it balance to the old software package was invaluable.

Of course, the first month up and running, things were a bit tense and we had a lot of questions, but we called often to get a little direction and some answers. Things have

leveled out a bit, and everyone now has a very good understanding of the software package.

Dennis, I would recommend QuickBooks to anyone looking for an Accounting package and of course your firm to help with the transition. If you have someone that is just not sure if that is the direction they want to go, please give them my name and number. I would be happy to answer any of their questions or just to tell them about our experience with the software and Intuit's support as well.

Again, thanks for all your help, including some of your other support people in the office who were able to answer questions when Marian or Debby was not available.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kim', written in a cursive style.

Kimberly Ferris
Controller