

ARNOLD & SELF

REMOVALS • DELIVERIES • STORAGE



Colin & Richard

Administer Software Limited

PO Box 149

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14th June 2007

Dear Colin & Richard,

I would like to take this opportunity to thank you both for the effort you have made in installing and training us on your **Move Administer** software.

The transition for us has been relatively seamless (as you promised). This is largely due to your excellent telephone support and upgrade facility.

The benefits of your system to our business have been considerable, in particular the ability to e-mail quotes, letters and invoices.

An example of one of the benefits came to my attention only last week whilst preparing the storage invoice run. Having just pressed the button to commence the print run, I was watching the screen skipping through the individual invoices as they were printed, when I answered a telephone call from a customer who wished to pay his June storage invoice. I could not understand how he wished to pay a bill that I had only generated 5 minutes earlier. It was then that I realised he was one of our few storage customers who were on e-mail and that the e-mail had just arrived on his computer and he had decided to pay it there and then. Rest assured I will be converting as many of my storage customers to e-mails soon as possible.

Once again thank you both for your efforts and I look forward to developing our business with your continued support.

Yours sincerely,

Ian Siddle
Director
Arnold & Self Limited

