



VANCE

HEATING AND AIR CONDITIONING, INC.

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(509) 248-9450 Fax (509) 248-9577

January 31, 2003

Bob Cook
535 Dock St #111
Tacoma, WA 98402

Dear Bob Cook:

I have used ProfitMaxx for the last six months and enjoy all the reports, especially the Performance indicators. Our Techs now understand the need to produce revenue, sales leads, and service agreements. This software gives me the tool to assess their performance and give spiffs on sales leads and service agreements.

I like the layout of the reports and the ability to select an individual employee and either commercial or residential combinations.

I would recommend this software for anyone who runs a HVAC business.

Sincerely,

A handwritten signature in black ink, appearing to read "Leonard Vance", written over a horizontal line.

Leonard Vance
President