



November 8th, 2007

Nick,

Thanks so much for introducing Hailey Coffee Company to RVP's POS system. The systems has allowed me to track my customers needs more effectively and accurately. The reports that I am able to draw from the system has helped show where I need to concentrate my efforts in the cafe. The ease of use has been tremendous for my staff. The staff is making fewer errors, my drawer is balancing more often and the customers are now consistently being charged the same price. If there are any errors made, it is very easy to track and discover the error and fix it. As you are aware, I am in a very fast based business, and your system has increased our turn around time, as our customers are receiving their order faster and they are waiting less. Also, now using the kitchen printer has eliminated all food mistakes and has increased our productivity. We are no longer hand writing the orders and the food prep area is getting the orders much quicker, in turn we are servicing our customers and their needs much quicker. The RVP staff has been very helpful over these past few months and has made this transition effortless. This system has already paid for itself in just the past few months. I can not imagine running my company without it. I would recommend your system and staff to anyone.

Thanks again for all of your help.

Carrie Morgridge
Hailey Coffee Company

