



4/2/2009

To whom it may concern,

I wanted to take this chance to share my thoughts about RVP Business Systems and Mike Spitzer. Thanksgiving Point has recently updated our retail point of sale system. After researching and evaluating our many software options, we determined to proceed with Microsoft RMS. This decision was made for several reasons. We found RMS to be reasonably priced for the functionality it offered. The product is also extremely flexible and user friendly.

We were previously using a software application that had a host of problems. Foremost among these was database integrity and support. Having had to deal with corrupt databases for some time with our previous POS was a big influencer in choosing RMS and the SQL database it's created on. We also suffered from poor or rather inexistent support on our old system. Reporting in RMS is another added benefit of the new system. We have found the reports to be flexible and extremely easy to use.

Our experience with RVP has been extremely positive. From the initial evaluation period to today, they have been very accommodating, supportive and proactive. Mike Spitzer has been invaluable in training, answering questions and seems to always be available when we need to contact him. I have no doubt our business has and will continue to be benefited by our choice of Microsoft RMS and RVP as our vendor.

I would highly recommend Microsoft RMS and RVP Business Systems based on our experience.

Sincerely,

A handwritten signature in black ink that reads "Mark A. Peterson". The signature is written in a cursive style and is positioned above a horizontal line.

Mark A. Peterson  
Network Administrator  
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