



106 East Main Street Westport, Indiana Phone 812-91-2510

Ken Bunch  
CRS  
5621 Elmwood Avenue  
Indianapolis, Indiana 46203

Dear Ken

When we decided to replace the Velocity POS system we had purchased as our original scanning system, we looked at three different systems --- EZ Scan, LOC, and the Toshiba Symphony. After a careful and thoughtful review, we selected Toshiba and CRS influenced in part because of some very prompt service from CRS in a previous transaction (securing a replacement NCR scanner overnight). I have been more than satisfied with the system and CRS since then.

There are so many things to like about the system but I particularly like all of the security features. Almost every day, I review the electronic journal by sorting out voids and price overrides. Then I look at the transaction detail involving these suspicious entries. This really only takes a few minutes each morning but if there is a problem with something unusual, I am all over it ---- and the employees are well aware of my daily procedure. Since they know that I do this (and terminate any employee who doesn't follow store procedures), my comfort level with POS security is very high.

This Windows based system is so much easier to operate (from a cashier's perspective) and maintain compared to my previous DOS based system. The cashiers are extremely fast but also very accurate. One of the high volume areas of our business involves cigarettes. We purchase by the carton, but break down cartons to packs and we inventory the individual packs weekly. With the information and detailed reporting from Toshiba, we are able to compare what we should have on hand with the actual physical inventory and count --- we expect it to be perfect every week. If it isn't, we are asking questions.

Besides being very easy to build batches and run special sales and promotions, Toshiba has proven to be very reliable. We have never had a problem with either of the Toshiba 7000 POS workstations. We did lose our store server on one occasion recently and had to order a new replacement. CRS made the necessary accommodations and when the new server was installed, every transaction synched up and we didn't lose an ounce of information. During the two weeks without a server, we just kept running on the workstations and taking care of customers—nice redundancy in the system.

Finally, if there are still any retailers out there that are not scanning---“what are you waiting for?” I put 15K right into my pocket the first year and every year since we implemented scanning in our store. I would definitely recommend CRS and the Toshiba system to any prospective customer.

Sincerely

A handwritten signature in cursive script that reads "Chris Clarkson".

Chris Clarkson