



ROSENBERGER'S MARKET

Brian Martlage
5621 Elmwood Avenue
Indianapolis, Indiana 46203

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Dear Brian

Now that the big learning curve of UPC scanning is behind us, I wanted to drop you this note to say thanks. Our store may have been one of the last converts to scanning, and we were anxious, but as usual, you and the rest of the CRS support team came through.

When Ken Bunch (CRS) stopped in to see how we were doing, I had to recall that we first did business with CRS over twenty years ago when Ken convinced my dad and Ted Reuss to buy Sweda equipment. Well, three generations of cash registers and twenty years later, we're finally scanning and we're still with CRS. Even though scanning suppliers came "out of the woodwork" when we advised our wholesaler we were going scanning, we had reason to trust CRS would take care of us and they did.

The Scanmaster system provides us with all the efficiency and functionality we had hoped for when we got involved with scanning. Looking back, I wonder how we managed to compete without scanning because it insures accuracy with improved checkout speed. The weekly sales are handled quickly and painlessly from my office computer by getting everything prepared ahead of time in a batch. When the sale starts, all the new prices are triggered automatically according to the date established by me. The cashiers and customers love the large LCD screens because they make following the order so much easier. In addition, we have used these screens to promote a little local nostalgia by displaying old pictures of the early days of Rosenberg's Market.

Even though everyone (including myself) was nervous about the installation, CRS handled every detail and insured a successful installation. Naturally, we would recommend scanning to any retailer, but selecting the local vendor is always more important because your satisfaction is in their hands. CRS has been a faithful long term supplier and Scanmaster/CRS is a very effective combination.

Sincerely

Todd Rosenberg