



**Burney Disposal, Inc.**

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May 14, 2008

To Whom It May Concern:

We are fairly new to Soft-Pak, going "live" this April 1. The conversion from a DOS-based program we had been using for 14 years to the absolute latest in refuse software went surprisingly well. Our data was converted nicely with very few "tweaks" required to make it perfect.

We are interested in phasing-out our addiction to manual account cards and Soft-Pak's workorder driven system offers the only solution I've ever found that could eliminate as many posting errors as possible. The way services are charged to accounts allow us to add fuel surcharges to all account activities covered by surcharges, not just to the monthly rate as did our last program.

We strive for efficient and friendly customer service and the Soft-Pak customer service section is perfect for quickly assessing all activities to date on a customer's account. The Notepad component recently enabled us to contact a landlord and report that several of his many tenants had not been putting their garbage out. He contacted the tenants on our information and was able to avoid a potential garbage "surprise" when the tenants move out.

The most noteworthy thing about Soft-Pak is the people. Every single person, from my first contact with Steve Belt our salesperson to the fabulous Susan Williams our trainer, has been friendly, capable and has done exactly what they said they would do. They have called when they said they would, they have faxed, mailed, downloaded and shipped when they said they would. The program has done what they said it would do and I feel assured that they will continue to deliver some of the best customer service I have had the pleasure to experience.

Sincerely,

Gwen Ghiorso  
Burney Disposal, Inc.