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September 24, 2010

Tom Chasteen
91900 Overseas Hwy
Tavernier, FL 33070

Dear Tom, Dale & Tina,

First, I want to thank you again for a wonderful , well planned, and ever-so beneficial conference.

We always enjoy the beautiful Marco Island Marriott and surrounding area,so to have such a great experience in such a lovely spot is perfect for us to share with our hard working families.

We were so very pleasantly surprised to find out just how much we didn't know and NEEDED to know relative to our Activant system. The presentations were professional, expertly presented yet informal enough that we were extremely comfortable asking appropriate questions.

The round table discussions were , as always a wonderful venue for sharing information and concerns. Thanks again for making that available to all of us. It's so helpful to hear that someone else was confronted with a challenge similar to one we may have had and how they handled it. We love the fair and open-minded exchange of ideas.

Especially beneficial is the valuable "face time" we enjoy with vendors whom we deal with on a regular basis via email, fax and phone but seldom meet face to face to express additional needs, ideas for improvement or quality concerns. And what a plus that all the proceeds from the auction of vendor booths goes directly to such a worthy cause (The Miami Children's Hospital Foundation)

Thanks for all your hard work. We are very grateful to you and your awesome staff!

Sincerely,
BARO HARDWARE, INC
(Alan,Donna,Barbra & Terry & families)