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Tech Know Systems, Inc.
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Date: 8th November 2004

Dear Joseph,

Thank you for your speedy delivery of our JetPCL software. This has now allowed us to move our printing solution forward using a common base which has enabled Micro-P to deliver business documents, such as Invoices, Credit Notes, Customer Statements, Sales Quotations and Purchase Orders which can be Printed, Faxed or Emailed. This has been achieved in a short time frame due to the easy configuration of the software and the impressive performance of the PCL to PDF conversion software. The support offered by Tech Know Systems has been superb with any questions answered quickly and efficiently with great results.

Before selecting the JetPCL product we evaluated a number of similar solutions, The JetPCL software was a clear leader due to its precision of document conversion, speed of operation and not forgetting value for money.

Kind Regards,

Cliff Warrington
Operations Director