

Whitehouse & Schapiro, L.L.C.

5 Park Center Court, Suite 101 / Owings Mills, Maryland 21117

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4/18/2003

Mr. Ken Mahler
Proactive CRM Solutions
6934 Miami Avenue
Cincinnati, OH 45243


Dear Ken:

Thank you so much for your excellent work designing a practical and efficient layout for our Act Database. You did a great job!

Your work has helped our company save money because the new fields you added prompt us to ask our customers questions we might have forgotten to ask. This reduces unnecessary additional phone calls and man hours.

The reasonable fees for your services represent a small investment that will pay us dividends for years to come.

Sincerely,



Richard Yenoff
Whitehouse & Schapiro, LLC