



Territory Manager
Reynolds & Reynolds
61-63 Nepean Hwy
ELSTERNWICK VIC 3185

ATTENTION: MR J. CASHMORE

Dear Jonathan,

Just a short note to say that we have now been on the ERA system for a little over 6 months and I would like to personally thank you and your team for a smooth installation from our Infomedia system.

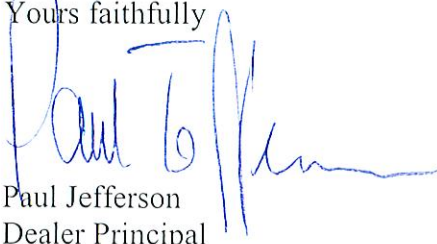
The set-up, training and installation process was an absolute breeze, enhanced by the professional approach by your support team. The installation manual ensured that no steps were missed and everyone was accountable and committed to a successful installation.

The transfer of data from the previous system was excellent. All the history for both parts and service was there from day one. The accuracy and detail certainly contributed to the acceptance and confidence my management team had for the system.

We believe that the ERA system is the most comprehensive automotive system available in the marketplace. The simple and accurate electronic trading with Ford, suppliers and customers is invaluable to our business. I can't imagine how other dealers can exist without this type of communications.

I am happy to recommend Reynolds & Reynolds to any automotive dealer requiring a comprehensive I.T and communications solution, and am happy to be used as a reference.

Yours faithfully



Paul Jefferson
Dealer Principal



Authorised Ford Motor Car Dealer

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