



To Whom it May Concern,

January 22, 2009.

Re: Cynthia Wells and First Order Business Services

As President of Custom Training & Consulting Services Inc., I want to acknowledge the responsiveness and quality of work provided by Cynthia Wells of First Order Business Services. As our business grew, we realised we needed a more efficient solution to maintain our financial records and provide our clients with accurate and timely information. Our Accountant recommended QuickBooks Pro 2008 as that solution and we contracted Cynthia to set up the company files and provide training to utilise the software according to our unique needs.

Cynthia met this challenge by analysing our records and setting up various processes within each of the QuickBooks Centres. These processes allow us to itemise sources of revenue and track expenses related to them, thus providing us with a determination of our profits on any given job. By creating memorised transactions, we have minimised the time spent on repetitive data entry and enabled a template for ongoing transactions. Cynthia made recommendations and explained how each process would help us accomplish our goal to utilise QuickBooks to provide the best possible solution for our company. Over the course of our interactions, I found Cynthia to be knowledgeable and patient, as well as willing to provide follow up information on questions I posed after our initial meeting. She provided links to information on the Intuit site and some PDF documents that she felt would be helpful to my "new user" profile. She also allowed one hour of free telephone support and encouraged me to take advantage of the direct connection QuickBooks provides through the internet. This allows us to keep QuickBooks up-to-date and secure; both factors of importance in these times of electronic communications. Cynthia always responded quickly and professionally to my inquiries and her efforts allowed us to quickly gain an understanding of how to use QuickBooks to achieve our goals.

We appreciated Cynthia's ability to quickly understand our product and to interface with our busy staff in a non-intrusive and professional manner. We look forward to continuing our working relationship with First Order Business Services and are happy to recommend their services to any interested party.

I am more than happy to provide an additional reference by phone at your convenience. (905-420-0980)

Signed,

Russell E. Grant

Principal, Custom Training and Consulting Services Inc.