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April 18, 2005

Justin Gillam
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Dear Justin,

I just wanted to let you, Mark and Robert know how much I appreciate the terrific job you all have done with the continual development of new ideas being integrated into the **Express Yard** billing and car management system. From the beginning, the **Customer Support** has been more than I had ever hoped for. The Live Support is great. **When we talked, you listened.** I personally have found the transition from our old billing system much easier than I thought it would be. I have been working with billing for over ten years, and this eases the burden. **Express Yard** is so user friendly. I have much more control and can manipulate different parts of contract repair billing to suit our needs that I couldn't do before.

I find it very refreshing to find a group of young men with a real team spirit to reach a common goal, "**customer satisfaction**". You told me in the beginning that you wanted to streamline our system. All I had to do is tell you what I wanted and you would do the rest. Well, you are **doing a great job of it.** If I have a problem with anything or have a question, your **response time is second to none!** Usually, things are taken care of in a matter of minutes of my call.

Another thing that I wanted to mention is how pleased we are with the ease of operation of the two handheld computers. **Nobody has to be a computer wizard** to operate them. The report from our Car Shop and Rip Track is that "they love it". With the click of a button, they can access templates that I generate for them. The old units were like a boat anchors tied to our necks, and we were drowning. With the new units and Express Yard's programs, our Rip Track was transmitting car repairs within a couple of days without having someone from your company come here to train them. Our Rip Track Foreman said he "**couldn't believe how easy it was**" It's the "**Perfect Tool**" for large and small companies alike! It is so user friendly, **anybody can do it.**

As children would ask when traveling "**are we there yet?**" There's no kidding around with Express Yard's system. **"You are there"** when you sign on!

Please feel free to forward this to anyone who has doubts or is just thinking about it. They can call or e-mail me. I would be happy to talk to them.

Thanks again and "**keep up the good work!**"

Dennis R. Deacon

Manager Freight Car Services