



August 26, 1993

Mr. Steven Hagen, President
P.D.F. Systems
363 7th Avenue
New York, NY 10001

P.O. Box 3332
Bellevue, WA
98009
1.800.624.2420
206.462.0035
Fax 206.462.9877

Distributor
of Missoni
and
Valentino
Interior
Design
Collections

Dear Steve:

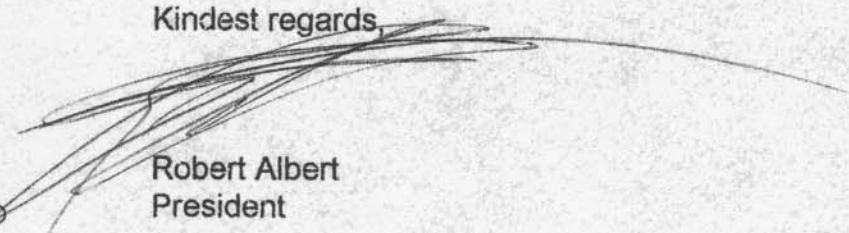
The efficiency of daily business procedure is as important to me as making a profit. In fact, the overall well being of any business depends upon smooth operation and ease of facilitation. The search for a computer system to accomplish the aforementioned specific needs was intense and thorough. The goal of our investigation was to find the most intelligible and intelligent company in the field. Our criteria and standards were met when we found and selected P.D.F. Beginning with preliminary discussions and installation on through nine months of operation, at present, P.D.F. System Software has performed brilliantly.

Three factors weighed heavily in my decision to chose P.D.F. First, your knowledge of the textile business was outstanding. Your insights were keen and on target. I was impressed by the strong grasp you had of the day-to-day procedures utilized in textile sales. Second, the P.D.F. programming itself was "fabric-friendly." It ran the gamut in accommodating our needs. From straightforward accounting practices to the complex task of coordinating Order Entry with Inventory, your program had it all well in hand. Third, the P.D.F. support system sounded reliable. In reality, it has been superb. I believe its success lies in the fact that the program designers and the customer support staff are one and the same. We get straightforward and informed responses to any and all inquiries.

It is my opinion that P.D.F. has distinguished itself as a customer-oriented, quality-conscious and technologically competent software manufacturer.

I speak not only for myself but on behalf of my entire staff when I extend sincere appreciation of your professional service.

Kindest regards,



Robert Albert
President

RA:hp

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