



**Board of
Commissioners**

**SANITARY ENGINEERING
DEPARTMENT**

667 Dayton-Xenia Road
Xenia, Ohio 45385-2665

Phone: (937) 562-7450
Fax: (937) 562-7465

*Enhancing the quality of
life and the environment
by providing excellent
water, wastewater and
solid waste services*

March 16, 2012

Ms. Kim Young
F&E Check Protector Co.
P.O. Box 670289
Northfield, OH 44067

Re: Greene County Sanitary Engineering AQ2 Software Implementation

Dear Kim,

On behalf of Greene County Sanitary Engineering I would like to thank you and your staff for recommending the AQ2 check scanning system and the outstanding support during implementation and ongoing. The AQ2 software has improved the Cashier and Billing staff efficiencies with faster and easier query abilities and correction process.

But most importantly, I want to thank your dedicated support staff, Brad, Jerris and Jason. These fellows have been very supportive and worked patiently to accommodate our Cashier's special reporting requests during the AQ2 implementation. They have also eased the minds of our Cashier's vacation backup staff by offering to see them through any difficulties they may encounter.

As you know, we can purchase software from many different vendors, but it is your outstanding customer support that sets F&E apart from the rest.

Very truly yours,

Debra A. Eisnaugle, CMA
Senior Manager Finance