



FURNITURE INTERNATIONAL, INC.

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August 3, 2000

Liaison Software Company LLC
1850 E. 17th Street, Suite 118
Santa Ana, CA. 92706

Re; Liaison Messenger – Platinum for Windows
Attn; Tom Nielson & Jeff Evenson
Via e-mail

Dear Tom & Jeff,

I feel it necessary to let you know how extremely satisfied we are with the performance of Liaison software and you. So often we hear from our unsatisfied customers only, however in this case I have to let you know that Liaison was one of the finest decisions I made to improve our communication with customers and reduce overhead administration expenses. Jeff you have been a pleasure to work with during this Beta process, and we hope we were as helpful to you. I don't have any reason to believe that any of your Platinum customers would NOT want this improved capability, it is truly magnificent.

- Order entry acknowledgements have reduced our order entry errors in July by 33%, customers receive an acknowledgement minutes after giving us the order, while its fresh in their minds they review it for errors and correct them prior to shipments.
- Invoices are being faxed or e-mailed reducing administration expenses such as the stuffing of envelope wages, envelope and stamp costs and most importantly the reduced time for the customer to process their receipts for payment.
- Statements are set up to be faxed every 7 days to those customers that are past due (in our case 45 days), thus improving our collection time for receivables and reducing the amount of collection calls made by our credit department.
- Purchase orders are being faxed or e-mailed overseas directly from the purchaser, reducing the printing and standing at a fax machine step, as well as reducing paper.

I also understand that you may have additional products available in the future that we would be interested in purchasing from your company. Thanks again for all your support and Best of luck promoting this product to your Platinum customers.

Very Sincerely Yours,

Gary P Stanieich
President