

September 2008

To: Computer Golf Software, CGS, Customers

From: Neil Haynie, President

Subject: **Version 60 of CGS Software**

With great pleasure I introduce Version 60 of our comprehensive golf management products. WWW.computergolf.com now has V60 available to everyone. Every year since our company began in 1966 CGS has introduced a new version to be used for another year. As of October 14, 2008 only version 60 will function. The software specialists at CGS stand ready to assist each user in installing V60. Hundreds of revisions have been made since V59 was introduced last October. As a result of the mandatory upgrade every software user will receive the increase of this year-long creative process.

Generally speaking no great changes will be noticed in the operation of the software. Ease-of-use has increased. Error avoidance is constantly addressed throughout the year and circumstances causing confusion have been simplified.

Throughout this past year support calls arriving at CGS have been analyzed and the circumstances surrounding the issue replicated here at our office. Long after the corrective action has been provided to the caller CGS continues its research into the origin of the call. Every problem reported to CGS prompts the same question, "What software change can be made to avoid this problem in the future?" The best support that CGS can provide is "bullet-proof" code that forgives misuse and avoids the call in the first place. Support calls have as a result been greatly reduced. Our support personnel now have more time to examine and discuss broad concepts with our callers. More time is now available to create new features.

CGS accountability pricing model:

Several years ago faced with rising costs CGS elected to use our time slip system to charge for support time used. In other words, time spent to answer a phone call will be recorded and billed monthly. Obviously many customers initially were hostile to the changed billing format. After the initial objections CGS would like to report the average cost has proven to be less than the proposed increases which had been considered for every customer.

Most important has been the quality of service rendered. Everyone connected to the support process has become accountable. Clerks are encouraged to note and save proper instructions to assure desired reports. New clerks as a result have the instructions available thus increasing their productivity. CGS personnel have become keenly aware of the time spent with clerks and management since that time will be charged. Everyone, both user and CGS staff, in the support process is working as a team to fix and to avoid the causal practice in the future. Our support personnel's effort is now able to concentrate on a bigger picture and far less "hand holding" is required.

V60 should be seen as an outgrowth of the CGS accountability pricing model. CGS will continue to hold the line on annual support fees. For those customers who have become power users with good procedures they have maintained their costs, a reward for their preparedness.

On behalf of the team at CGS we are grateful for the employment opportunity you, our customers, have made possible. Your business allows each of us to technically remain current with changing technology. You, our customer, have required us to become better educators. Your cooperation has bettered the software on which your businesses depend.

With my great respect and thanks,

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