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Clarence O'Berry, Chief Executive Officer (701) 759-3399, Ext. 10

December 11, 2002

Subject: Time Management System

To Whom It May Concern:

I would like to express my satisfaction with Albertson Consulting and their desire to provide a quality business solution for my organization. In the past, our company had recognized a critical need to better record and account for our people's time, performance and approached Albertson Consulting to find a solution. In addition, we discovered some serious problems in our Human Resource department, which included "buddy punching," incorrect accounting for time worked, as well as management abuse of absentee tracking and tardiness excuses. Because we operate in multiple physical locations, it was imperative that a web-based solution offering real-time recording that was managed from a central location would best suite our needs. As with most businesses, budget and time frame were also concerns that had to be taken into consideration.

At the initial consultation, a custom application was discussed, however, during the requirements exploration phase, the feature list grew to such a point that the budget would simply not allow for any long-term development time, extensive project management and quality assurance training or allow for any real expensive hardware. ACI then proposed that we consider using a partnership with a Time and Attendance solution provider. A prototype system was put together by ACI based upon the system requirements and budget, and TimeCentre was chosen as the best solution.

Several months have passed since the system was deployed in our corporate headquarters, where the majority of our employees are employed, and we are pleased with the results. We have encountered very few issues with the system. Those that did arise were quickly responded to and resolved by ACI. Training, support and the overall capabilities of the system have not only met but also exceeded our expectations and requirements. We look forward to launching the system in our other locations.

I am pleased to say that Albertson Consulting was able to deliver a high quality product that is rich in features, reports, and configurability, and they were able to provide a solution that met both budget and time requirements. Because they worked with us to find the best possible solution for our organization – not simply find a solution that would be the most profitable for them – both parties won in the end. I would recommend considering Albertson Consulting for any business solution, small or large, custom or product-based. Their expertise in technology and commitment to customer was apparent in the services they provide to us.

Should you have any questions or concerns regarding ACI service and/or this system please feel free to give me a call anytime.

Respectfully,

Clarence O'Berry
Chief Executive Officer

Our Quality Policy Strives To Meet On-time Delivery, Customer Satisfaction and Continuous Improvement