

April 16, 2014

Dear Dennis

I want to thank you for sending Shannon our way. We spent 2.5 hours working through our issues with Quickbooks and, after struggling with the software for over a year, things started finally making sense.

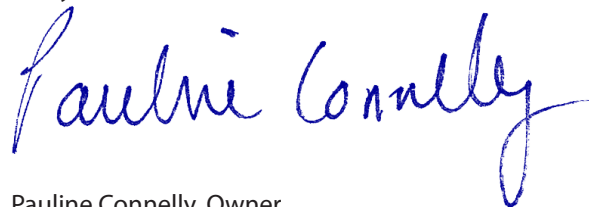
Shannon went straight to work in a non-nonsense, step-by step, logical way - getting straight to the root of our issues. She was patient with us (she had 3 of us peppering her with questions) but kept control so we didn't go off on inefficient tangents. I already feel like we have more control over our money. The best part (from your point of view) is that I got so much value that I wanted to instantly sign her up for the next training session.

What I did not understand and what many people might not understand is that it is key that Quickbooks be set up correctly to work best. I had an accountant originally set up Quickbooks for me, but her interest / bias was that I produce clean reports for to give her to do my taxes. She didn't think the bigger picture like Shannon did - setting it up in such a way that I got the data I needed to make good business decisions.

I wish I had called you a year ago. You would think that after doing your website for years I would be the first person to understand that you are the best Quickbooks trainers in Pittsburgh. My excuse is that I really did not understand what a difference it would make. I am a "computer person" and new software does not intimidate me. So it was only after muddling through it for a year and making a mess of things that I called in the experts.

You now have a raving fan!

many thanks,



Pauline Connelly, Owner  
PiCon Web Design & Marketing, Inc.

