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**Department of Finance**  
DAVID BOZANICH, Director of Finance

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City of Youngstown, Ohio

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Mayor Jay Williams

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City Hall    Youngstown, Ohio 44503    (330) 742-8730

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March 16, 2009



Kim Young  
F&E Check Pros  
P.O. Box 670289  
Northfield, OH 44067

Dear Kim,

The City of Youngstown Water and Finance Departments have found your Check 21 imaging system to greatly streamline our workflow and enhance our cash flow.

The DCP system in conjunction with the Canon scanners has been an invaluable tool for both departments. The Water Department can scan both the check payments and Water billing stubs that are received from our customers with your ARC software from JDS. The software then creates posting files to update our water billing system and also creates a Check 21 file to upload to our bank. This has saved a lot of time and improved the accuracy in processing these payments. Creating a customer database and having the images stored locally has made customer service much easier when researching past payment history. In addition, the Finance Department can research payments that are scanned by both departments for reconciliation purposes.

Being able to scan checks in the Finance Department has allowed the City of Youngstown to make large deposits into our bank account after the closing time at the bank. Since the cut-off time for electronic check deposits is extended to two hours after the bank closing time, we are able to include any deposits that we receive in our late afternoon mail or receive at the end of the day. This improves our average daily balance which reduces our services charges improves our tiered interest rate.

I would like to thank you for the excellent consultation services you provided. I also want to thank Brad for the tremendous training he provided and follow-up since the system was installed and has been functioning daily. Our IT staff appreciates the expertise Brad brought to the project, and the installation and training he provided were very efficient and comprehensive. The City would highly recommend F&E Check Pros to any other utility or finance client.

Sincerely,

Annette M Klimko  
General Accounting Manager

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Kim Young  
F&E Check Pros  
P.O. Box 670289  
Northfield, OH 44067

Dear Kim,

We have been on the new Certichex check printing and signing system for over a year. I just wanted to comment that the City of Youngstown has found this to be a vast improvement over our previous method.

Without having to make changes to our existing in-house software applications, we value how your system can print and sign Accounts Payable and Payroll checks onto blank check stock. This has saved a significant amount of money in forms costs and has raised the security to process these documents.

The City of Youngstown would recommend F&E Check Pros to any other client looking to save money by streamlining their check printing / signing process. The Certichex system will improve the procedures for issuing checks and will also secure the signature(s) involved in issuing those checks.

I would like to thank you, Brad, and your staff for helping us with this conversion to a new and improved system.

Sincerely,

Annette M Klimko  
General Accounting Manager