



Electrical Division

Fluids Division

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To Whom It May Concern:

In October of 2006, Chancellor Supply, Inc opened its doors for business. Seven employees with well over one hundred years combined experience in the electrical distribution industry hit the ground running. The company was immediately profitable and grew to \$10 million in sales by November 2007. Our company now has two divisions – an electrical division and an industrial fluids division. The electrical division offers a full line of commercial, OEM, industrial, residential, and utility products. The fluids division offers petroleum-based products, paints, and industrial coatings. With three locations and 38 employees, Chancellor Supply, Inc. has been successful largely due to its committed staff and a passion to provide superb customer service.

Nina Schultz and the staff of Walden Services were selected by our company to provide Harvest software. All of us had worked in the industry and used other software provided by the large software companies. When searching for our software we needed something affordable, easy to learn, and support that was fast and could communicate on a level that would not require an IT department. Words cannot express the level of interest and help that we received from Nina and Pat to get our company up and running. There is nothing more intense than starting a business from scratch! With all the obstacles we had to deal with in starting a new business: Moving twice, insurance, employees, delivery vehicles, new customers, new vendors, permits, warehouse facilities, offices, bank accounts, bank loans, office furniture, phones, faxes, every little thing to make it happen had to be done and within a very short span of time. Walden Services functioned as a team member to make things happen in a way that I cannot imagine any other software provider would have done.

Since 2006, we have grown both in sales, locations, and employees and we have received the same superior service from Walden Services that we received the first day we turned on a computer. The software is continually evolving to keep up with technology and the longer we use it, the more opportunity we have had to implement more of the reporting

and functionality of the system. We seamlessly changed from one location to three and are continuing to upgrade and learn to use the system to its full potential.

I would highly recommend Walden Services for their excellent support, genuine interest in their clients, and ability to solve any software problems that may occur with training assistance or custom programming.

Thanks to Nina Schultz and her professional staff we have always been made to feel that we are her most important client and it has been amazing to never be put in the QUE.

Billie J. Bonner, Secretary-Treasurer
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