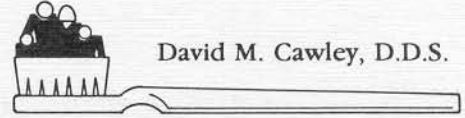


DC

Dental Concepts



David M. Cawley, D.D.S.

901-B South Boulevard • Montgomery, Alabama 36116 • (334) 286-0896

December 22, 2005

Arrival Systems, Inc.
PO Box 851507
Mobile, AL 36685

C.J.,

I am writing this letter to thank you for all of your help getting our practice up and running in Practice Works. We had a number of challenges and you and your staff consistently and patiently ushered us through them.

I am not normally one to name drop, but Bryan is a technical wonder. If he were a Dental Professional, I would be hard pressed to steal his employment from you and transfer it to our office. Bryan is very knowledgeable and worked through our laundry list of challenges quickly yet thoroughly. I had confidence in your trust to send him alone. I promised I would keep him busy. When he asked for a lunch break after about four and a half hours of hard labor, I felt that he deserved it. I just want you to know that I had no part in the fact that he only took twenty (20) minutes to go get lunch, to eat his lunch, to use the restroom, and be back in his spot working. I wanted to keep him busy, not hold him hostage. That is the kind of work ethic every employer can respect. (By the way, Bryan didn't know I was going to send this letter.)

C.J., I look forward to continuing our business relationship with you for years to come. Kodak got the right people to service their customers with the right care. I am continually impressed with you guys! May God bless your business and keep you and your staff in the center of His love. This is something I pray for our office and staff in the name of Jesus, His Christ.

Sincerely,

A handwritten signature in cursive script that reads "LaTonya L. Cawley".

LaTonya L. Cawley
Office Manager and Friend