



*Columbia*  
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March 3, 2010

To Whom It May Concern:

In September of 2007, we received a Washington State Archives Record Grant with a portion of the monies to be dedicated to replacing our outdated Canofile Recording System. When we began searching for the new system, our wish list included finding one that could be purchased within the limits of the grant monies we had received, that had an affordable yearly maintenance contract, was user friendly, had a reputation for strong customer support and had the ability to convert the past 10 years of Canofile records into the new system. We initially chose another vendor and were in the process of installation when Joe Silverthorne of CSA arranged to do a presentation of their DocuPro program. We were immediately impressed by the ease of their Windows based system and how adaptable it was for being able to meet our individual recording needs.

After working with our initial vendor for several months, we determined that their system and support team were unable to meet our recording needs. We contacted CSA and had an immediate and positive response for installation, training and support. In June of 2009, CSA worked with our IT Administrator to install the system. Jon Verbeck then spent a week onsite conducting training and adapting the program to meet our specific needs. We were up and running by July 1<sup>st</sup>.

We have been using the DocuPro System for the past 8 months and have had nothing but good things to say about the system. We are especially pleased with the support CSA has given us. Their immediate response to our questions and problems has been a major plus.

We highly recommend the DocuPro System to those who are considering changes in their recording systems.

Sharon D. Richter  
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