

For Immediate Release. March 3, 2008

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DCCS USERS ROLL 7's IN RENO

DCCS Windows Users came away winners after a rewarding 3-days at the Peppermill Resort and Casino in Reno Nevada on February 20th. The event started off with a tour of Bobby Pages award winning plant where attendees got to see the latest in technology, equipment and design in this pre-eminent drycleaning operation. From there the group moved to the Peppermill where there was an open exchange of ideas with the primary focus on database management, tracking customer retention, identifying new customers, customer profiling, management tools, credit card processing, delivery routes and future DCCS product development.

“The groups are regionally held and meet three times per year. These consistent and regular meetings are invaluable to our customers and our company. The interaction between store managers and owners and the management of our company has helped all involved. Our customers are able to understand the tool DCCS provides and we are able to understand what software enhancements will provide the best return for our customers. Regular meetings are much more timely and effective than once a year meetings.” says Jeff Markman, President of DCCS.

According to Keh and Gary McCracken of Clothesline Cleaners in Boise, Idaho “ What other Software company sends the owner and a programmer to spend 3 days with their user's to work on individual company issues? I have never heard of any other company doing such a thing. This alone makes me believe that DCCS cares about me as a customer and is interested in maintaining the relationship. That's a company I can trust! As a user of DCCS Windows product I feel that my needs are being heard and addressed”.

The next opportunity to learn about DCCS User Groups and how to get the most out of your DCCS system will be **June 18th thru 20th at** DCCS corporate facilities in Norristown, Pennsylvania. Your primary obligations are to attend the meeting with the hope of learning something and the intent of sharing what you know with others. It's also a great opportunity to get to know some great people that make up the drycleaning industry, have fun and leave with knowledge that will have an immediate impact on your business. DCCS has been holding regular User Group meetings since 1999. Please call Brooksher Banks at (501) 758-8467 or Lenny Gershater at (800) 451-8431 for further information and reservations.