



Best Software, Inc.

8211 Sierra College Boulevard
Suite 440
Roseville
California
95661

Telephone 800.447.5700

Facsimile 916.791.5525

Important Notice for BusinessWorks Version 12 Customers

In our August, 2002 "Solutions" newsletter to BusinessWorks customers, Best Software announced that it will no longer sell BusinessWorks version 12 software, including all add-on modules and network extensions as of September 30, 2002. Best Software will continue to provide BusinessWorks version 12 support services, including pay-per-call support, for one year to September 30, 2003. In order to better serve our customers, we have developed a new version of software, BusinessWorks Gold that supports the latest technology available in today's market. BusinessWorks v12 has been in use for over 5 years and is no longer fully compatible with the latest operating systems. If you have purchased a new computer in the past two years with recent operating systems including Microsoft Windows 2000 or Windows XP, you should upgrade to BusinessWorks Gold v3.0 now.

If you currently have a ClientCare support plan, we will honor the agreement until its expiration date and will accept renewals of your existing plan as long as the agreement expires on or before September 30, 2003. With an upgrade to BusinessWorks Gold v3.0, your current plan will be transferred to the new product for the duration of the support agreement.

I urge you to take advantage of the numerous new features and benefits that have been added to BusinessWorks Gold v3.0 since you last purchased, including:

- ClientCare support plans now include annual software upgrades
- Increased Field Lengths throughout the system
- Ability to re-print AR invoices
- Remote Access via Terminal Services
- New E-mail forms option
- Several User Definable Fields
- Increased Payroll capabilities
- Support for the latest Microsoft operating systems and much, much more

To help our customers transition to BusinessWorks Gold v3.0, we have developed a special introductory offer that delivers limited-time savings, so now is the perfect time to upgrade. For more information, contact the BusinessWorks Sales department at 1-800-447-5700 option 2.

We thank you for your past business and look forward to serving your company with the improved capability and enhanced features of BusinessWorks Gold for many years to come.

Sincerely,

Apryl Hanson
BusinessWorks National Sales Manager
Best Software, Inc.