



Kings Plant Barn Ltd
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To Whom It May Concern

Reference: Univex Systems

Kings Plant Barn is a garden centre group with seven branches in the Auckland area, and an administration centre linked to one of the branches. Turnover is in excess of \$30 million. In 2006 we were operating departmentalised cash registers in the centres and reporting back to admin manually. We required a new POS system that would link everything together and give a stock control system. On investigation of the market place we could not find a system in New Zealand that would suit our needs. Through the Garden centre Association we were put on to Univex systems in Australia.

Since my first meeting with David Abouav of Univex I have been at ease with our relationship. In all our dealings David has gone out of his way to understand the needs of our business and has shown an interest in all aspects, irrespective of the link to computers.

All throughout the dealings with Univex the over riding factor from David and his team has been for everyone to be happy with the system. Their training of staff and management has been fantastic and they respond to any query from the branches quickly and with patience.

In February 2007 we installed the system in all seven branches with a broadband link to the administration. There have been ups and downs during the time since with broadband, hardware and software problems, but all have been overcome in a timely and professional manner. The Univex Systems never fell over, and we never had to fall back to 'plan B' which was to operate manually.

The system has had many upgrades mostly linked to requests from Kings to develop our business and services.

One of the best features of the system is the discount voucher scheme which we issue to Garden club members with their purchases, which gives a discount on their next visit. This has been very well received and we are now following this up with specific discounts in store for club members only which we are promoting via email to the garden club members. We have come a long way in a short period of time from manual tills to state of the art Point of Sale, yet the system can do more than we currently need and we will continue to develop and grow with the support of Univex.

We are currently in the process of developing a nursery as another profit centre, for the supply of plants to the centres and will be linking this into the system on the wholesale side. We have also worked closely with Univex in their joint venture with Hortbase the supplier of nursery propagation systems, and the integrated paperless ordering system that is due soon will be another time saving to the branches.

As one can see Univex has become more than just a supplier of a product. They have entered in to an ongoing relationship to develop our business. I would have no hesitation in recommending Univex to any business looking to develop, not just garden centres as their approach is second to none and the POS model will easily mould itself to any business. Indeed in addition to Garden Centres, Univex systems have been installed in Pharmacies, toy stores, supermarkets, cash and carry stores, consumer goods stores, wholesale and distribution enterprises and direct response TV call centres.

If anyone wishes to ask any questions or discuss Univex in more detail do not hesitate to contact me any time. Email chris@kings.co.nz

Yours faithfully

A handwritten signature in black ink, appearing to read 'Chris Hall', written in a cursive style.

Chris Hall

General Manager