

Having been in Customer Service for the Textile Industry for over 25 years, I am WELL seasoned (and at this point I better be!). I have used various computer applications during my 25 years. PDF is by far superior to all. I must admit that in the beginning, I felt overwhelmed, and scared of change...but with change, good things come. For a system to be able to do what PDF does and hold the amount of information it does, it has to take some training. It only makes sense. It was a change that saved our growing company.

To have a system that can store all product information, order information/history and handle detailed reporting, PDF is priceless. I have been a dedicated cheerleader for PDF, gratefully two out of the three companies I have worked for were all on board with PDF (the other... I resigned lol).

Some of my favorite features of PDF:

- Scanning all client/showroom paperwork for reference (paperless system)
- Date/time stamped notes for each order
- A huge variety of reports (they cover it all)
- Holds all product information for internal and customs purposes
- Automatic loading of shipping/tracking information for each order

This is just to name a few. And lastly, I can't forget the personal attention you get from PDF. They are always available and ready to assist.

Diane Moore
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