

To:  
 Dealership's Name  
 ( ) - fax

From:  
 POWER Software Consultants  
 ( 937) 485-4039 fax

**CSI - CUSTOMER SATISFACTION INDEX**

POWER Software Consultants:

This letter serves as my formal request to have the Customer Satisfaction Index (CSI) retention changed. I would like this change made within the next 10 days.

I understand this change will impact the amount of CSI data stored in the CIF database and therefore will reduce the amount of unused space in the CIF database. I believe the CIF database on my current computer system can adequately accommodate this extra data retention.

I also understand and agree that increasing the CIF data retention periods can do any or all of the following:

- a) Use additional disk space necessitating a disk upgrade
- b) Necessitate a memory upgrade
- c) Necessitate a server upgrade
- d) Cause batch jobs to take longer to run
- e) Delay workstation response time

I understand and agree that the cost to upgrade disk drives, memory and/or server will be at our dealership's expense. I agree to hold The Reynolds & Reynolds Company and its affiliates harmless against any action resulting from this data retention change.

SIGNATURE: \_\_\_\_\_ NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_ DATE: \_\_\_\_\_

DEALERSHIP NAME: \_\_\_\_\_

CLIENT BRANCH TO BE CHANGED \_\_\_\_\_

Enter the number of days, months or years in the first slot provided. Enter the unit (day, month or year) in the appropriate column.

	CURRENT:		CHANGE TO:	
	QTY	DAYS/MONTHS/YEARS	QTY	DAYS/MONTHS/YEARS
COMPLETED COMPLAINTS (Example)	60	DAYS	3	MONTHS
COMPLETED COMPLAINTS				
ANSWERED REPORT CARDS:				
SERVICE				
DELIVERY				
PROSPECT				
UNANSWERED REPORT CARDS:				
SERVICE				
DELIVERY				
PROSPECT				

Reynolds & Reynolds:  
 Supervisor Approval \_\_\_\_\_

Rev. 02/08