



June 2, 2022

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To Whom It May Concern:

Bill's Service Center is an outdoor recreational and power equipment store that has been serving and satisfying customers since 1977. Since our establishment, we have carried the goal of devoting our work to the needs and demands of our clients every day. Through our wide variety of power equipment, accessories, clothing, certified and skilled technicians, and passionate salespeople, we achieve our goal and keep striving to be a successful and friendly business for your needs.

Denis Tan of Schooley Mitchell came to us last year in April and pitched his services. We've known Denis for many years as a customer of ours, so we've trusted him on reviewing our expenses at no cost to us. The areas we had Denis looked at was our phones and internet services, small package shipping, and merchant processing.

After a few weeks, Denis presented to us the value reports. For our telecom area, he shared with us that our provider had been charging us extra fees and taxes over the last 5 years on services that we were not subscribed to. His team managed to get our provider to credit our account for all those years of extra payment. In addition, Denis' team also found a solution of saving our telecom bill by about 44%. **Our first year saving is about \$4,500 just on our telecom bill.**

In small package shipping, Schooley Mitchell's audit showed that we weren't as optimized as we had thought we were. They were able to **find us an additional 17.38% savings with our current carrier.** It's more than a year now, and Denis' team continues to audit our account every quarter to make sure that our pricing is optimized and we continue to receive the best savings from what was benchmarked.

With merchant services, we knew that we were limited to what could do as we had strong integration system within our CRM system. We could not use another vendor to process our credit cards. Last year, we just renewed our agreement with our merchant services provider, and Denis' team could not help us. But his team knew that there were still savings to be found and reminded us that we should revisit it again in a year. So this year, Denis and his team managed to help us **lower our overall effective rate by about 10%.**

Overall, working with Denis and his team at Schooley Mitchell allows us to **save over \$10,000 annually.** I would encourage any business owner to work with Denis Tan to see where savings could be found and learn how much more you can improve your bottom line.

Sincerely,

Jon Ulrich

Owner