



May 6, 2014

David Ross  
Paperless Payments  
Via Email  
[david@paperlesspayments.net](mailto:david@paperlesspayments.net)

Dear David,

I would like to tell you how much we have enjoyed our switch to Pay Junction. We decided to go completely paperless and are accessing your services via the internet.

All of our employees have loved how easy it is to use the service. Patients are enjoying the fact that they no longer have to sign the little slips of thermal paper from the old terminals. In fact, they don't have to have a printed receipt at all if they want to provide an email address.

We LOVE the fact that it is easy to edit a payment if a service cannot be performed as scheduled. It is also very easy to set up recurring monthly payments, which is so efficient for our billing department.

Perhaps the best feature of the service is the ability for our patients to pay us via our website payment portal. Our patients had been asking for this option, so they can pay at their convenience not ours. We have seen a steady increase in the number of patients using this feature. That saves both our office and our patients time and postage.

You and your support staff have been extremely responsive and understanding of our needs during the entire process. Thank you for your excellent product and service.

Sincerely,

*Susan Hughes*

Susan Hughes  
Administrator