

## SHERATON HOTEL GUEST IMPRESSED WITH POSITIVE PROOF OF PRE-EXISTING DAMAGE

***ACE Parking, who manages the parking garage at the Sheraton Hotel in Seattle, was able to deny their first vehicle damage claim on the first day of utilizing their new HD Camera system.***

Seattle, WA, October 20, 2008 -- -- ACE Parking, who manages the parking garage at the Sheraton Hotel in Seattle, recently installed CVPS's patented HD vehicle imaging system to help manage their valet system and protect themselves against fraudulent damage claims.

It provides the comforting certainty of knowing whether or not an alleged damage liability was incurred while the vehicle was in the operator's care. No more guess work, irate customers and time consuming case building. Here, **a picture is worth a thousand words.**

"We are not even 100% operational." Said Scott Ostrander, Director of Operations, Ace Parking Management, Inc. at Sheraton Seattle. "Yet, we already had our first denial today with CVPS."

Nick Hutsen, Operations Manager, Ace Parking Management, Inc. of The Sheraton Seattle, who was on site, explains:

"The guest claimed damage to the upper fender of the driver side. I queried the system and pulled up the picture, zoomed in and could clearly see the damage existed before it was parked. I was also able to show the time the pictures were taken which exactly matched the time they gave me for their first arrival into the hotel.

The guests were speechless at first, then said WOW, what an amazing system, you guys are right...it must have been there when we came in. They thanked us for looking into it and left, no further questions.

I must say, this is going to be a very good thing for us going forward."

CVPS was the first to bring this system into the parking industry and patented it. This year, CVPS was granted a broadening of their original patent. The patent includes over 63 claims covering the method of capturing the pre-existing physical condition of a vehicle in order to determine the origin of damage. More importantly, it now encompasses any vehicle type, as opposed to just valet parking vehicle applications, and all devices that may be used for collecting a first set of vehicle data to associate with the vehicle images.

### **About Service Tracking Systems, Inc.**

Service Tracking Systems ([www.servicetrackingsystems.net](http://www.servicetrackingsystems.net)) is a front service technology solutions company designed to elevate customer service, increase productivity, minimize liabilities and enhance facility security. Their proprietary CVPS application provides valet and parking facility management, revenue and access control, and patent-protected high definition vehicle imaging and License Plate Recognition. STS has over 350 locations in service in the US, Canada, Australia and Dubai.

