



March 19, 2004

Mr. FirstName LastName  
Title  
Company  
Street  
City, State Zip

Dear FirstName,

The first quarter of 2004 saw a number of exciting new developments for SIVA Corporation. Although invited late to the review, we continue to pass each stage of the Darden POS selection process. In fact, we were the first of the three finalists to complete the development work required before going into a live store. And, according to Darden, SIVA has the most advanced technology they are evaluating. In addition, we closed significant deals with Jason's Deli and the South American chain Arturo's this quarter.

Customer-driven development is resulting in rapid changes to our products. As we prepare for a Chick-fil-A point-of-sale pilot and Red Robin IntelliKitchen and EventAlert pilots in the second quarter, you can be sure that our applications will only get stronger. Our enclosed Product Roadmap outlines our aggressive plans.

We continue to build programs to support you as a SIVA reseller, including a number of options for training your sales and technical staff. Two new offers are designed to help you quickly capitalize on opportunities during Q2. First, we'll join you on-line for sales demos to your qualified prospects. Second, we'll send a SIVA implementation specialist to work with you on your first two installations. Look for details in this information packet.

As always, we are here to help you with whatever you need to successfully sell SIVA products. I encourage you to call my team (listed on the enclosed contact list) with hardware and interface issues as well as your marketing, implementation, and product questions.

Sincerely,

Jim Melvin  
CEO

/jg  
Enclosures

P.S. For additional SIVA news, don't forget to join us for our quarterly web conference April 2<sup>nd</sup>.