

ALLIED PEST CONTROL, INC.

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March 14, 2001

Anna Genina
Thoughtful Systems
3030 Emmons Ave.
Brooklyn, N.Y. 11235

Dear Ms. Genina;

I am taking this opportunity to write to you, to express our thanks for developing and continuing to improve The Scheduling Manager.

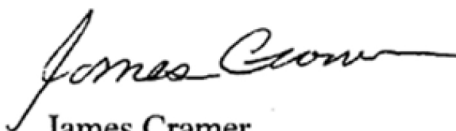
We find the new Scheduling Manager to be a thoughtful improvement to the previous version.

Before we had your software, we did scheduling on spreadsheets, but this tended to be less than an ideal solution, and sometimes we had problems with the "Once a month", and "Once a year" customers. Since we've been using your program, we never miss a job appointment. Also, the "Projected Sales" report has been very useful in helping us prepare for the busy periods, help us decide exactly how many technicians we are going to need to perform the work that is scheduled.

We would also like to commend you on the helpful support that we have received when we needed it. I also appreciate it that you have responded to our requests - for example, the notes feature on the statements. Now, we can include a note on our statements letting all our customers know about special offers, etc.

Keep up the good work.

Sincerely,



James Cramer
Owner