

Blessed Cleaning Services LLC
25111 Cox Rd
Petersburg VA, 22463
Phone (804)-321-2805 Fax (804)-726-2108

Miss Sarah Thomas
Thoughtful Systems, Inc.
P.O. Box 297151
Brooklyn, NY 11229

September 9, 2008

Dear Miss Thomas,

I thought I'd send you a letter to thank you for providing me with such great support concerning use of your software, *Scheduling Manager*, for almost two years now.

I love the software and how it is so easy to use and the fact that you don't need to be a rocket scientist to know how to use it!

I'm happy that you keep working on improving the software, adding new things in and improving various parts. I am looking forward to upgrading the software as my business grows, to take advantage of all the new features that you have in the Enterprise Deluxe version.


I like all the different frequency options and I use a lot of them. In this business my customers are very particular, and so it is important to me to be able to schedule them with the correct frequencies. I also really like the MapPoint interface. I use the Team Suggestion tool all the time to find out which team will be in a particular area on what day/s. Because we service such a large area this is very important to me and this one feature saves me a lot of time.

I also really appreciate your support services and your personal attention to me and my needs. I have found that you and others in your company have always been willing to work with me, at a moment's notice, and to always be very helpful.

It's nice knowing my business is appreciated. I thought I'd return the favor, and let you know how your services are appreciated.

Thanks again!

Sincerely,



Sandy Firooz
Blessed Cleaning