



**CitiClean**

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Sarah Thomas  
Thoughtful Systems, Inc.  
PO Box 297151  
Brooklyn, NY 11229  
USA

March 24, 2008

Dear Ms Thomas,

Just to let you know about our experiences with The Scheduling Manager. As you know, we have been using the software now for more than 9 years and I am really thrilled that the software and service just keeps getting better and better.

We are totally reliant on the software and use it to store all our customer information and to do all our job scheduling, print our schedules and invoices, prepare payroll for employees and sub-contractors, as well as other things.

We like the ability to generate the convenient maps directly from the program. This is especially important for the office staff. Recently we hired a new office person, who doesn't drive herself. With the auto mapping feature, she can give the drivers directions so that they don't waste valuable time taking the wrong routes to get to new customer locations, which sometimes happens here, as our customers are very spread out.

I really think the new dispatch calendars are great. It makes moving the jobs around much easier for me and my staff. I can now set up and refine the daily schedule for 23 teams in a fraction of the time it used to take! Having the total hours per technician displayed on the screen is very helpful in distributing jobs so that each technician has the right number of hours assigned. It helps cut down on overtime assignments.

I am also pleased that there have been noticeable improvements in customer service over the past few years, and I appreciate the courtesy with which we are treated and are always able to get friendly expert help.

I am out of the office a lot so it's a big relief to me that my assistants can call for help with the software while I'm out.

Thanks again! And feel free to use this letter as a reference. I believe that it will continue to be a benefit to you as well as to ourselves the more people that use your software. We have been pleasantly surprised on several occasions when you've introduced new features that other users have suggested, and that we can benefit from.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Bauer", written over a horizontal line.

Mark Bauer  
President  
CitiClean