



Thoughtful Systems
Mr. Martin Menack
3030 Emmons Avenue
Suite 1A
Brooklyn, NY 11235

RE: SCHEDULING MANAGER

Dear Martin:

I am writing to congratulate Thoughtful Systems for designing the Scheduling manager and for acknowledging the fact that cleaning companies need state-of-the-art software to handle the growing needs of our industry.

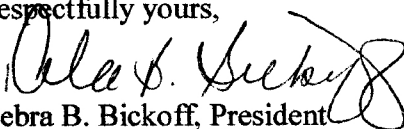
Our company, Commercial Cleaning Service, Inc., has been in business since 1977 and has always prided itself as being a leader in personnel practices, job relations, advertising and office communications and procedures. We installed our first computer system in November of 1985 and were fortunate at that time to find the Scheduling Manager.

The Scheduling Manager is a powerful tool for the janitorial industry. Since our company had been in business for quite some time and had established a strong customer base, we needed a program that would automate and handle our multiple scheduling requirements as well as remove the "human error" factor from our daily procedures. After reviewing your software and customizing your program for our needs, we were up and running successfully in a relatively short period of time.

The results of this joint effort have significantly placed our company in a situation unique to our industry. Our clients have come to rely on our dependability based on their knowledge of how efficiently our system runs.

We hope that you will continue to write software for our industry and look forward to future developments by Thoughtful Systems. Our 16-year relationship with various members of your company alone is a true indication of how effective and important your program would be to any potential buyer. Your support and availability over the past years speaks for itself in the ever-changing environment of computer software design.

Respectfully yours,


Debra B. Bickoff, President