

**Lacarter's Maids**  
P.O Box 593  
Garrisonville VA, 22463  
Phone (703)-565-3270 Fax (703)-656-4809

January 31, 2008

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

Dear Ms Thomas,

I would like to let you know how much I have been enjoying using the Scheduling Manager these last 8 years.

I've been using The Scheduling Manager now for 8 years for my maid service business, and it has now become part of the way we do things day to day here. I don't know how we ever managed to run our business without software such as yours.

There are many features in the software I find very useful and have helped me to make my business more efficient. I like the way the customer information module works – it is so easy to keep track of all the information about each customer, all their little likes and dislikes, so we can make sure we look after them, and keep them as customers by paying attention to their needs.

It's great that you've added in new features over the years I've been using your software. I like the Jobs display spreadsheet, and the little calendars that show quickly when someone has a job scheduled. It makes it easy and quick to answer a customer's query on the phone.

I really like the job scheduling and the fact that once I set up their schedules the jobs are added to the calendar for me and so I find that I never miss any jobs. Every day I print my job tickets, which contain all the information my employees need to get to a job and to know what they have to do. The special job ticket you designed for me is excellent.

I like some of your newer features too, such as the ability to color code my teams which makes reading the calendar a lot easier. The Mapquest interface is also very useful. I've been using that feature since you first added it a few years ago, and it really comes in handy. It really helps save time, and if I give the maids a map then I know I'm not going to have to worry about them getting lost (as sometimes used to happen) and then hearing complaints from customers about why the maid is late.

Overall, I find the software very useful and very easy to use and appreciate the time you have spent to make it easy for me to find my way around so that I can get the things done that I need to quickly! I also find now that it's easier to train a new office person, because I just tell them "When a customer calls enter their information here, in the software", and "If a customer wants to change their schedule date, just go the calendar screen, double-click, change the date and you're done!"

Thanks again.



Sincerely,  
Stephanie Carter  
Lacarter's Maids