



#390-1199 West Pender Street  
Vancouver, BC V6E 2R1  
Phone:(604) 682-6243  
Fax:(604)682-2425

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

July 22, 2008

Dear Ms Thomas,

I am writing to let you know how much I our new software, *The Scheduling Manager*, is helping us finally become more organized. It really is a great help in running our business.

We use the software to manage our customer accounts as well as their jobs, their invoices, payments, etc. as well as keep track of important financial information such as employee payroll.

But the best part of the software for us is the Email module.

I want to thank you for your assistance in helping us customize some of the email templates to put our logo on there for us, and change the design to our liking. I am very happy with it and we use it a lot to email invoices to our customers and to do bulk e-mailings to our customers and prospective customers.

We use the software and email customers directly from the software every day now. So, it helps save time in getting out our invoices, and also helps us in our marketing efforts. It's like a "Swiss knife" piece of software!

I have been very happy with the support services we received. As always, with any new software, there is a learning curve, but you and your staff have helped make that learning curve into just a slight hill, that was easy to climb. Not that we needed help and training that often, because the manual we received with the software is very good. But when my assistant or I were stuck with not knowing how to accomplish a particular task, your support people were great.

Thanks again!

Sincerely,

A handwritten signature in black ink, appearing to read "Trung Nguyen-Do".

Trung Nguyen-Do  
Life Maid Easy Cleaning Services