



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

June 9, 2008

Dear Sarah,

I am writing to you to congratulate the Thoughtful Systems' team on the excellent software they have produced, which, in my opinion, is the best software available for maid services!

I should know. I tried all the others!

Some of the problems I found with others was that I would be quoted a price over the phone, and then sent a completely different price when it came time to ordering! Other software packages I tried had limited features, or I found very difficult to use. Still other companies I tried wouldn't return my calls when I tried to get help.

I have found the support services offered by Thoughtful Systems to be excellent so far, and I am happy that I can always speak to a courteous and helpful support person. I had an issue with installation when I first purchased, which proved to be an issue with a file not registering correctly on my computer, but Thoughtful Systems worked hard to resolve the problem and now I am loving the software!

I was a little turned off initially by the fact that many of the features were separate modules and not included with the Basic package, but now I realize that the Basic does A LOT and meets nearly all of my needs. There are one or two features that I can't wait to add on when my business grows a bit. The complete package does a lot and I love it that I have so many options available to me when and if I need them.

I don't know any other software package from all the ones I've tried that does as much as the Scheduling Manager.

I like all the different scheduling screens in the software and I use all of them from time to time, depending upon what I'm looking for.

I have even been given assistance with creating some gift certificates I wanted to be able to create from the software.

I am pleased to have finally found a great software for managing my business supported by a company that actually cares about me and helping me succeed.

Thanks!

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Yaede", is written over a white rectangular background.

Scott Yaede
Saedy Maids