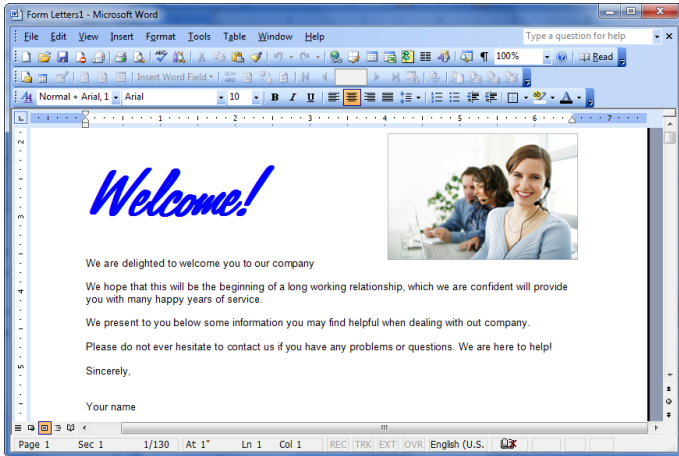# Thoughtful Systems NEWS

Feature Spotlight: Mail-Merge

The Mail Merge feature's main function is to assist you with organizing information for your prospective customers. You can print labels, print flyers, and much more by using one of our pre-defined mail merge documents, or you can create your own by using Microsoft Word.

To better serve the varying needs of your business, we offer many options and several different criteria for making a selection of customers or prospective customers to send the mailing to.

After hearing a few requests for it, we've added in a new Mail Merge option. Previously, it was possible to select a mail merge for all customers that had a job between two dates (1/1/2014 and 5/31/2014, for example). Now we have added an option so you can select customers that had a job between those two dates and have not had a job since.

This is ideal if you have active customers who might not regularly need your services. When customers get their carpets cleaned, for example, they might not have an exact date in mind for a follow up service. This keeps you in touch and allows for a better relationship. It also helps increase sales — which helps improve your bottom line!

Credit Card Special

In our May newsletter we mentioned the Credit Card Processing Module, which allows you to easily receive payments from within the **Scheduling Manager**. This is a huge time saver, and a great organizational tool.

We're excited to announce that the company that handles **Scheduling Manager's** credit card processing, X-Charge, is currently running a special with no setup costs, no early termination fees, and a free card reader. Integrated credit card processing with X-Charge is available within your **Scheduling Manager** & Thoughtful Systems Online Payment Portal as an add-on. With this feature, credit card payments can be processed directly from the payment screen.

X-Charge is secure - designated a PA-DSS Validated Application. It can help you manage - and reduce - your PCI compliance requirements. All of the major brands of credit cards are accepted. The Credit Card Processing Module allows you to easily accept all major credit and debit cards. Telephone orders are supported utilizing the built-in Address Verification System and CVV2 data management.

Cardholder data is encrypted immediately after swipe or upon being keyed. After you enter a customer's credit card details once, the information is saved on a secure server – you retain the last 4 digits of the card, ensuring data security. Then, when you complete a job for the client, the payment is automatically recorded. If the customer wants to pay with the same card, just run the credit card processing utility and all outstanding charges are paid, and the money is soon in your bank!

The offer expires August 30, 2014. To receive the limited time offer, be sure to contact your customer success consultant at **Thoughtful Systems** right away to get set up.

Call now to order, or to get your free trial!

Thoughtful Systems featured in Cleaning Business Today

The cleaning business industry magazine, *Cleaning Business Today,* compared Thoughtful Systems to other service business scheduling software. The results are unsurprising to our current customers: **Scheduling Manager** had more native features than any other software across a wider variety of platforms.

A typical survey page. Our competitor's names have been obscured.

We also earned the most results for usability. If there is a feature any of our customers want to see added, we are more than happy to add a custom module. Many of our most popular features were once client requests and now they form the backbone of the most flexible scheduling software available on the market.

This is exactly what sets us apart from the competition. We take the time to understand each of our client's needs in addition to understanding the needs of the industry itself. Importantly, regardless of the size of your business, **Scheduling Manager** can grow with you and provide solutions whether you have 10 customers or 10,000. You can check out the survey and see the results for yourself at cleaningbusinesstoday.com.

iTunes   Google

How to: Make Alert notes

Alert notes can make customer management much easier. If there's an important customer, you can make sure that any employee sees it as soon as they view the customer's profile.

Once set up, that note will appear every time the customer's profile is selected.

This works wonderfully in conjunction with our Caller ID feature. When a customer calls, you can go straight to their profile. If they have an alert note, you'll be immediately ready to serve the customer.

London Server

Our new server in London will mean faster speeds for clients in the British Isles and Europe!

Call now to learn more and activate your mobile app capabilities!