

Policies

Important Information
Please read

Instructions, Options & Policies

SoEasyTM
accounting.com

Version 2010

SoEasy Accounting
Small Business Training Program

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Instructions, Options & Policies

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Learning Outcomes

In this lesson you will learn how our Support Department process any support requests..

Requirements and Prerequisites

None

Video

There are no videos available on this subject.

Updated information is available at:

www.learn.soeasyaccounting.com

SOFTWARE LICENCE AGREEMENT

Carefully read the following terms and conditions BEFORE using this package. Using the Software indicates your complete and unconditional acceptance of these terms and conditions.

© **Copyright:** The software is copyrighted. Copying any part of the software including the disks and any documentation is strictly forbidden except as permitted in the licence agreement following.

Licence Agreement: Installation, licence ownership and entitles:
Title to the software ("software") is not transferred to you the Customer.
You are granted a non-exclusive licence to install and use the licensed software on a single computer.
A workstation licence to facilitate networking may be purchased and installed on a one licence per workstation basis.
You have the right to transfer the software from one computer to another provided you ensure that it is only used on one computer at a time.
If the software is loaded to a network file server, it must be used on only one computer at a time unless the appropriate workstation licences are obtained.
SoEasyAccounting.com Limited may, at its discretion, supply for a fee, additional licences for supplemental trading identities requiring the use of the software.

Data and Copying:
You may make as many copies as you require from time to time of the data files for back up purposes or to supply to your financial advisor for processing.
SoEasyAccounting.com Limited or the manufacturer does not in anyway guarantee your back up system or that the back up has worked correctly. It is your responsibility to verify the back ups using whatever means you deem suitable.
You are not permitted to make copies for any other purposes nor to copy any other parts of the system, including any documentation.

Transfer Rights:
You have the right to transfer this licence to another party ONLY if the other party first agrees to the terms and conditions of this licence agreement.
A re-licensing fee will be payable by the new licensee. On transferring this licence, you must immediately remove all copies of this software from your computer system and notify SoEasyAccounting.com Limited (in writing) of the change in ownership of the licence.

Registration:
You must within thirty (30) days of purchasing the software, return a correctly completed registration application form (generated through the utility section of the software) to SoEasyAccounting.com Limited.
It is your personal responsibility to perform the registration task and NOT the Supplier's, Certified Distributors or Sub Certified Distributors.
Any Warranty or Support will be void unless the above conditions are met.

Compile:
You shall not reverse assemble or reverse compile or directly or indirectly allow or cause a third party to reverse assemble or reverse compile the whole or any part of the software.

Guarantees: The Supplier does not warrant that:

The software is error free or virus free;
The use of the software shall be uninterrupted;
The software shall meet your requirements;
The software shall provided any function not designated in any associated documentation.

Disclaimer: SoEasyAccounting.com Limited or representatives of the software shall not be held liable for any loss or damage whatsoever arising out of the use, misuse or inability to use the system. In any event, the total liability of the aforementioned parties shall not exceed the lesser of the recommended price of the software or the price actually paid. No warranty expressed or implied, as to the suitability of the software for any specific purpose or application is made.

Virus Protection: We do not guarantee that the software is free of Viruses but significant precautions have been taken to safeguard you.

Limited Warranty: SoEasyAccounting.com Limited warrants for a period of ninety (90) days from date of purchase all component parts of the software to be free from defects in materials, workmanship and errors in programming. During this period SoEasyAccounting.com Limited undertakes to coordinate corrections or replace any component parts shown to be defective and to correct any demonstrated errors in programming, providing that: (1) sufficient information is supplied to locate and correct any such errors; and (2) a correctly completed registration application form has been received by SoEasyAccounting.com Limited or the authorized Certified Distributor in your country within thirty (30) days of purchase of the software.

Overview

Software is for ever changing. At SoEasy we make approximately 5 functional additions each day. Some of these changes are related to improvements in functionality where as other changes accommodate for operating system updates. Add to this the common statistic that most people use only 20% of the software's capabilities and you have some very good reasons why support and training is so essential.

The true value of support to you as a user is quite significant:

- If you have a problem there is someone who can help you
- If you need a special feature there is a programmer who can review your request
- If you need training, there is a qualified trainer who will assist you

Because support and training is a daily on-going event we have an entire department whose sole responsibility is to make sure that everyone has access to support resources and people. It is an expensive and in demand process and as a resource our support department works with a series of rules and regulations that have been set up over many years that provide the backbone of how we integrate software users and the department.

It is essential for you to be aware of our policies so that you know how to gain support and what, if any, charges are applied.

Please make sure you learn these policies.

This document is broken into 2 sections:

Section 1 discusses our policies (essential reading)

Section 2 reviews support concepts

Section 1 (essential reading)

1: How to get support

Our normal support hours are:

- 9:00 am to 4:00 pm, Monday to Friday
- and exclude public and statutory holidays

Our support contract clients have support hours as stated on their contracts which accommodates for users who operate outside these hours, weekends, and holidays.

To gain support you can:

Click on the “help” button inside SoEasy where you will find

- Access to manuals
- Access to videos
- Frequently Asked Questions
- Access to the general support forum
- Additional topics
- Access to Remote Assistance where you can give us permission to connect to your PC over the Internet

Or visit the support web site where you have a range of contact options.

www.learn.soeasyaccounting.com

It is usually best to email support a question before you phone as they will be able to reply with:

- A suitable time to review your question with you
- Links to information that may resolve your question

2: Purchase Options

What do you get with your purchase?

Please check your invoice as to which version of SoEasy you have purchased.

		Option 1 Software Only	Option 2 Full Software Only	Option 3 Full Pack
	3 different purchase options >>>			
1	You install the software via an Internet Download but do not receive a disk.	✓	✗	✗
2	You receive an installation pack which includes a disk and an installation manual.	✗	✓	✓
3	You receive pre-printed manuals	✗	✗	✓
4	Access to videos is available via the Help system.	✓	✓	✓
5	You may print some manuals yourself via the Help system of the software.	✓	✓	✓
6	Installation and set up assistance is available at our standard labour rate and is not included in your purchase or a support contract.	✓	✓	✓
7	A support contract is available at the time of registration	✓	✓	✓
8	If you do <u>not</u> choose to go on a support contract, <u>any</u> ongoing support is automatically charged at our standard labour rate.	✓	✓	✓
9	Each year there is a new version of the software which is free if you are on a Support Contract. If not on a support contract you can purchase the upgrade at the going rate	✓	✓	✓
10	Monthly email newsletters	✓	✓	✓

3: Installation

WARNING: Only install SoEasy to a PC when you are logged on to it as the “Administrator” or you may experience file sharing issues.

- It is important to have your printer installed to your PC before installing SoEasy.
- Screen resolution should be a minimum of 1024 * 768 pixels

Single User Installation

1. Place the disk in your CD drive
2. The installation routine should automatically start
3. Follow the installation instructions

If the installation routine does not automatically start:

1. Open “My Computer”
2. Double click your mouse on the CD Drive
3. Double click the file “SoEasy_Installer.exe”

If this does not work please contact SoEasy support

Multi User Installation

You may like to use our installation service to install and set up your Multi User System. It’s easy to book and we can usually perform the installation process over the Internet so there is no site call out fee.

It usually takes 20 minutes per PC to set up so it is not expensive.
To book the service, please contact us.

Stage 1: Installing to the server

1. Place the multi user version disk in the CD drive and install as per the Single User Installation instructions above
2. Open SoEasy and when asked if installing to the Server or a Workstation, select “Server”
3. Through “My Computer” Share the SOEASY directory and provide full access to everyone

Stage 2: Installing to workstations (perform these tasks on the workstation)

1. Through “My Computer” select the “Tools” option and Map a network drive to the shared SOEASY directory on the Server
 - a. If possible, map it as the “S” drive
 - b. Make sure to select “Reconnect at logon”
2. Place the multi user version disk in the CD drive and install as per the Single User Installation instructions above
3. Open SoEasy and when asked if installing to the Server or a Workstation, select “Workstation”
4. When asked which Drive Letter to use, type “S” This should complete the installation.

Additional installation information is available at:
www.learn.soeasyaccounting.com

4: First Time Set up

There is a First Time Set up Help Guide that takes you through the process of setting up the system.

The manual is included in the “Full Pack” of SoEasy.

During installation there is an option to download the manual.

Copy of First Time Set Up Manual

For a copy of the manual, select the “Help” button at the SoEasy “Front Company Menu” and select the “First Time Set up Manual” button.

Set Up Assistance is only a click away

If you are converting data from a previous system then we strongly recommend that you book assistance with our support department who can help you stage the process and ensure you bring over the important information in the quickest possible time.

- Standard charges apply for assistance to set up and are not covered in a Support Contract or price of software purchase.

5: Support Contracts are Available

Support Contracts are a standard industry practise designed to cover the costs of providing general support requirements.

Think of it as joining a car roadside assistance program, where if you get stuck, you have assistance available. Without such cover you would have to pay for assistance and the same policy applies to our accounting software.

Our support contracts cover:

"Fair Usage" of

1. General assistance
2. Remote Assistance where we connect to your PC over the Internet and show you what you need to know
3. Free yearly upgrades
4. Access to training sites
5. Discounts off training

You also have access to a self managing; free 2 GB off site backup plan to protect your data.

The "Fair Usage Policy" is designed to provide a reasonable level of support in proportion to the Support Contract price. It also takes into consideration the resources available to the user to resolve their issue such as the training options or PC maintenance options.

If the support department is overused by a site, the technician has the right to indicate that further support is chargeable.

Support contracts DO NOT cover:

Personal Training (but you do receive a 10% discount off training programs)

1. End of year accounting assistance
2. Audits
3. Computer maintenance
4. Non SoEasy Accounting issues

Automatic Billing

If you are not on a Support Contract and you require any assistance, you are automatically billed for your support call at our normal labour rate.

We highly recommend that you join one of our affordable support contracts.

Contracts are for a minimum 12 month period.

- If you would like to pay the contract monthly you can do so as long as it is set up as an Automatic Payment.
- You can also pay for 12 months in advance and receive a 1 month discount off the price.

"Our Yearly Upgrade is included in the Support Contract so it actually saves money to be on a contract!"

You can join a Support Contract during the registration process or through the "Help" system.

6: Training

Many people take the “Do it yourself” training approach which can work well for some. However we have qualified trainers who are dedicated to ensuring that you and your staff know how to correctly use the system for efficiency and profitability.

The trainers provide several services:

Training Package

We have a self-managed training program where you purchase the training package and work at your own pace through a series of Training Modules.

The package includes:

1. Instructions
2. Training Progress Worksheet
3. CD Disk with videos
4. Manuals (same as the Full Software package)
5. Exercises
6. Tests

At the completion of each training module the student answers a series of questions via our online certification program and can receive a Certificate of Achievement.

This is an ideal way of ensuring all your staff are competent at using the system.

15 minute Trainer

The trainer can provide a 15 minute a day (or as required) review of the training by connecting to your PC over the Internet and showing and talking with you through the training program. It is as if the trainer is with you. This system has proven to be a very useful service and is very convenient.

One Day Classroom Training Courses

In our classroom training program, up to 5 people can be trained at a time and is an ideal way to get your team trained up without the interruptions of your normal business operation.

Course 1: Introduction Training

Entry level training day where you learn the basics such as:
Familiarisation, Cash Book basics, Database, Products Register, Quotations, Invoicing, Debtors, Creditors

Course 2: Introduction Training Level 2

1. Review of the Introduction Training with advanced features
2. Importing Transactions from your Bank's Web Page
3. Debtors Management
4. Creditors Management
5. Stock Management
6. Specialist Modules Review

Course 3: Advanced Training

Targeted to the student's requirements

Course 4: Training for Accountants

1. Testing the system
2. Accrual General Ledger Management
3. Reporting
4. Journal Entries
5. Receiving client data

Course 5: Other Software Training

2 hour courses are available on the following subjects:

- Word
- Excel
- Visio
- MS Outlook
- PC Maintenance

For more information on training courses please select the "Help" button inside SoEasy.

7: Service Available

We have a wide range of services available to support you and help your through common administrative and accounting issues.

Monthly Service

Once a month a consultant can contact you and connect with you to your PC over the Internet and:

- Make sure everything in SoEasy is up-to-date
- Test your system
- Review any issues
- Guide you on what to do

There is a minimum 1 hour service and is charged at the standard labour rate. You must be on a support contract with us to engage this service.

Accounting Assistance

An accountant attends many years of study to gain their qualifications and then picks up knowledge and experience as they continue in their practice.

Many people who use accounting software want to achieve the same results from it as if the qualified accountant had processed the information. Although software is very good at helping you keep your accounts it will not replace the help and assistance of a qualified accountant. To provide such a service we have accountants who can help you learn and manage your system.

Standard charges apply for this service and are not covered in a Support Contract

Consultancy

Many businesses would benefit from discussing their needs and requirements with a qualified consultant. We provide consultants who can review your needs and come up with ideas and solutions to help you increase efficiencies, improve profitability, and get the most out of your software systems.

Standard charges apply for all services and are not covered in a Support Contract

How To Book A Service

Select the “Help” button at any of the SoEasy screens and select “Book a Service”

8: Modifications

As is where is Policy and Modifications

The software is sold in an “as is where is” state in accordance with the software licensing agreement.

If you have an idea as to how the software may be improved and would like to have the improvements, there are two options available to you:

Wish List

Place the idea on our “Wish List” web page screen. Such ideas will be considered for inclusion in a future version but no guarantee is made as to when or even if they will be included.

Paid Development

At the time of lodging a “Wish List” feature you have the option to receive a quote for making the modifications. If selected, you will receive a quotation on the modification.

All modifications remain the copyright and intellectual property of the software owner “The Matrix Trust” and in no circumstances will any rights be assigned to the applicant.

9: How to Register Your Software Licence

Once payment has been received in full, the software licence will be registered to your company name as typed into the registration system.

After installation and purchase, your version of SoEasy Accounting requires that a registration process be completed and that a registration code be sent to you to fully register the software.

You can complete this process by selecting the “Register Now” button found at the Cash Book Main Menu screen or by selecting:
Cash Book - Set up – Registration

10: Refunds

Once a program is registered there are no refunds of any fees so please make sure that you have performed “Due Diligence” and ensured personally that the software meets your requirements.

A common mistake is for people to discuss a feature that they require but then choose the wrong version which does not have the feature. In this circumstance we can upgrade to a different version for the fee difference but we cannot downgrade.

11: Change of Company Name

If you change your company name or address details you must inform SoEasy Accounting's registration department immediately. The method to do so is provided by the system on change of name.

12: Selling Your Business

If you sell the software licence to new owners this does not provide you with a copy of the software for your own purposes. It is best to purchase a new licence for the new owners and arrange additional options.

Please view our Frequently Asked Questions web page for more information.

13: Internet Access

As much of our support options are provided via the Internet it is very important that we can gain access to your PC via the Internet. If we can't gain access and you require support we can still deliver it.

However in all cases, should you require on-site support, any charges relating to the on-site attendance are automatically charged for and the service must be booked in. This support technique is not the most economical and can easily be resolved by providing Internet access to you PC. In many cases this can be achieved by using a data card from a telecommunications company such as Telecom's T stick.

Section 2: Ideas

Why do PC's have problems?

Computer systems are very complex pieces of equipment comprising of many different components, applications, and daily events that affect the stability of the system.

All of these parts must be in top working condition for your PC to be stable. Obviously when you buy a new PC your system should be in good working condition, but just like your car, as time progresses, your system will “wear down”.

It would be nice to think that your computer system would work flawlessly year in and year out but experience tells us that this is not the case.

Not surprisingly there is an entire industry made up of millions of technicians, who's only job is to maintain PC's. In fact PC maintenance courses are very popular and can be found in most modern tertiary education facilities with some courses taking as long as a medical degree.

With the introduction of the Internet in the last 15 years, PC's are also used in everyday situations as worldwide communication devices which brings with it so much more functionality but also increasing levels of vulnerability.

Even if your PC is not connected to the Internet it can have issues, and when you place software applications into this environment, the performance of the application will depend on the stability of the PC system which for most people is an unknown factor.

You must also consider that the PC that your are currently using is made up of some technologies that have only just been invented and as with any invention, there are bugs to work out that only time and exposure can resolve.

Even the Microsoft Operating Systems have literally 1,000's of documented issues. The latest operating systems are usually updated daily with patches and enhancements based upon consumer experience.

So when we are asked about our support options, we consider the environment that our application has to work in and we set some very important policies in place to ensure that when you need support, it is available, affordable, and capable of identifying and resolving whatever the issue may be.

Documented Support Issues for SoEasy

Each time we receive a support call we keep records on what the issue was and how it was resolved. Statistically most support issues can be resolved with training but this would require the user to remember a great deal and for many people it is preferable to contact support.

Example of support calls:

Issue	Fault of
Incorrect Installation	user failed to follow instructions
Incorrect Data directory structure	pc fault
Incorrect restore of data	user fault - failed to follow instructions
Upgrade failure	failure of the Internet
Issue with the PC	user failure to maintain PC
Issue with the Network	user failure to maintain/setup/resolve network issue
Invalid network files	user exiting program incorrectly
Incorrect Printer Settings	user changed printer and did not re-set in SoEasy
Data corruption	PC failure
Bug in the syntax (program code)	SoEasy development issue
Incorrect calculations	Mostly resolved with PC maintenance
Incorrect registration	user did not provide the correct company name
Training	user requires instructions on how to do something

Of the 13 issues identified above, only 1 was an actual issue with the program. The rest were issues with the user's knowledge and could be resolved with training.

Proactive Resolution

Accounting software is critical to your business and when you need support it is reassuring to know we have a support department that has policies and procedures to help you resolve whatever the issue may be.

We have also built in to our support program measures such as:

1. 30 day reminder notice to re-organise your data files. (see manual on Maintaining your System)
2. Self maintaining network lock file clearance procedures.
3. Regular updates that can be downloaded from our web site. These updates not only provide you with enhanced features but they also modify routines based on customer feed back, so that the system is easier to use.
4. Automatic network updates to ensure that if using a network version of SoEasy, all workstations are kept at the same version.
5. Training programs to help you master the use of SoEasy.
6. Procedures to check your data so that if there is anything wrong, that the issue can be identified and resolved.
7. Issue reporting facility so that if there is an issue at your site, our support team can track it down and resolve it for you.
8. Remote Assistance where we can connect directly to your PC over the Internet and help you learn a procedure, set up the system, or resolve an issue.

Certified Training

It is a fact that most support questions could be eliminated with targeted training.

The SoEasy program comes with manuals that provide the basic information on how to use the program, but in many cases, the basic manual will not necessarily teach a user how to use the software to its full potential. This would be the same as considering that your doctor could have learnt their skills by just reading a book.

As a step up from the basic manuals there is a comprehensive self help training program that can be purchased to increase user confidence and knowledge. This training program is a fully certified training course where the user completes a series of block courses over a period of time.

The courses follow this process:

Each day, for 30 days, the trainee sets aside 30-60 minutes to complete a block course where they:

1. Read through a short, A4 sized manual that has step-by step instructions and lots of screen shots on a particular subject.
2. They can then watch a video tutorial on the subject that repeats what they just read so that the knowledge is firmly absorbed.
3. The user then logs on to our training web page and completes a questionnaire on the subject. The user's answers are marked and then informed of any areas of training they should review.
4. When the user passes the course, they receive a Certificate of Achievement and can move on to the next block course.

This training program helps users improve their confidence and efficiencies and also helps identify features of SoEasy that could be beneficial to the businesses overall performance.

It is important to realise that most users only have a fundamental knowledge of how to use most programs. For example if you use Microsoft Word, the chances are you only know how to use the basics such as create a letter, print it and save it and yet there are literally 100's of other features available that would be beneficial to learn. In accounting and administration software it is vitally important to know how to use all of the features of the program if you are going to be able to use it proficiently. It is not enough to just understand the fundamentals because on a daily basis, if you are to develop your business, you need to be able to evolve your procedures to maximise profitability.

Certified Consultants

Training course outcomes can be improved by engaging the services of a SoEasy Certified Consultant. Certified Consultants can review the user's training progress and provide personal assistance to improve training. They can also use their knowledge of SoEasy and business practices to assist you to improve your businesses use of SoEasy and the overall performance of your business operations.

In Summary

Our policies are designed to protect our entire user base for many years to come and are designed to ensure that we can deliver sustainable, timely support in a professional manner.

These policies have evolved over many years and have become routine in our daily support process.

There are many points of view on the subject of support and it is quite a common event for someone to feel that their support should be free. This is an unsustainable idea and with the majority of support issues being totally unrelated to the actual SoEasy program, we do not provide a free support service.

Every software house has the same issues and in fact, some support programs are far more expensive and provide far less.

In all, the absolute best practice is to:

1. Get the right version to suit your needs
2. Install the software correctly
3. Get appropriate training on the system you have purchased
4. Maintain your PC's and you system regularly
5. Back up your data daily and rotate your backup media
6. Join a support contract
7. For the first year, have a consultant review your system with you each month
8. At the end of the Financial Period, have a SoEasy Certified Accountant (not just a regular accountant) review your accounts with you before you pass them to your accountant. They will be able to teach you improved practices that will continually build your knowledge
9. Get regular training on how better to use the system
10. Always keep your software up-to-date

These ten steps will lead to a far more enjoyable experience with your software purchase plus you will gain the vital knowledge to improve your business performance and profitability.

We are very serious about supporting our client base and as a result we have policies to cover all events. The best support service is provided through our Support Contract program and has been designed to actually save you money.

We genuinely look forward to being of service to you and wish you well in your business venture. Thank you for purchasing SoEasy Accounting, a system bourn of experience

