FLI Technology Solutions, Inc.
CustomerCare Supported Topics

The primary focus and responsibility of FLI Customer Support is to provide timely assistance for usage of supported software products. Our customer support representatives are eager to help resolve your software and technical issues; however, our trained support analysts are not experts on everything, so for efficiency's sake, the scope of our support services is limited. Below is a light-hearted example:

Inquiry Category	Provided by FLI Customer Support	NOT Provided by FLI Customer Support	Other Resources and Options
Friendly chat	Discussions about local weather.	Snow removal.	www.weather.com Local radio station Snow removal section of local newspaper classifieds

Seriously, below are listed the types of expert support services we can provide, along with services not included in our customer support area. The list also shows other resources and options that might be able to address unsupported issues more productively.

Inquiry Category	Provided by FLI Customer Support	NOT Provided by FLI Customer Support	Other Resources and Options
Network	Troubleshooting error messages or problems encountered when accessing FLI or BW Software products over a network. Provide suggestions on network configurations. Procedural advice regarding networks.	Assistance with running FLI or BW Software products on non-supported operating systems. Installation, tuning or configuration of your network or operating system Advanced network consulting/training. Onsite visits.	Your local System Administrator, Database Administrator or equivalently trained personnel. Inquire about custom services from FLI Technology Solutions.
Installation	Troubleshooting problems regarding installation and workstation setup for software produced and supported by FLI. Troubleshooting problems encountered during the registration of FLI or BW Software products. Procedural advice regarding installation. **Example**: *How to check permissions on folders used by our software products*.	Installation or configuration of software not purchased from FLI. Onsite visits.	Your local System Administrator, Database Administrator or equivalently trained personnel. Inquire about custom services offered by FLI Technology Solutions.
Printers	Troubleshooting FLI or BW Software printing error messages or malfunctions. Provide suggestions for alternative print drivers.	Recommendations on printer purchases. Installation and configuration of printers and print drivers. Onsite visits.	Your local System Administrator or equivalently trained personnel. Inquire about custom services from FLI Technology Solutions.

Inquiry Category	Provided by FLI Customer Support	NOT Provided by FLI Customer Support	Other Resources and Options
FLI Software Application Modules	Assistance in identifying the proper sequence of tasks needed to accomplish a larger process. Example: Establishing standard accessorial, adding a new driver, etc. Answers to how a particular feature operates in a given scenario. Example: How a particular accessorial is calculated and printed on a paycheck. Assistance in the proper procedures needed to install or upgrade the product. General FLI Software module configuration and usage questions. Troubleshooting errors or warning messages occurring within FLI Software products. Suggestions and troubleshooting information for issues such as reconciliation difficulties. Procedural advice on product features. ***Examples****: How to perform a global increase of bill rates, How to add limiting conditions to a system report.*	Configuration of company specific business processes analysis or reengineering. ***Examples****: Configuring operation efficiency analysis methods, Configuring financial analysis methods.* Audit or compliance representation. Formal training or tutorials on the use of BW Software products. Performing reconciliation of 3rd party application modules or external reports not produced by FLI software. Customized program changes. Onsite visits.	Your local System Administrator, Database Administrator, or other personnel trained in the module or function in which you are working. Your company financial officer, company accountant or tax advisor. Inquire about formal training or consulting services from FLI Technology Solutions.
3rd Party Accounting and other software interfaces with FLI (excluding BusinessWorks). **Examples:** QuickBooks, PeachTree, PC Miler, Klienschmidt, proprietary (home-grown) software, etc.	Assistance in identifying the proper sequence of tasks needed for successful interface. Assistance in the proper procedures needed to install or upgrade the interface product (if applicable). General questions regarding FLI interface module configuration and usage. Troubleshooting errors or warning messages occurring within FLI interface module. Suggestions and troubleshooting communication issues between the FLI interface module and 3rd party software.	Assistance with installation, configuration, or usage of any 3rd party product. Communication with 3rd party vendor for any reason other than to obtain detail specifications regarding the interface with their software products. Interface failures due to changes made by the 3rd party vendor, or caused by failures in the 3rd party software, or caused by loss of communication channel with the 3rd party software. Customized program changes. Onsite visits.	Your local System Administrator, Database Administrator, or other personnel trained in the 3rd party software you are using. User documentation, website, or technical support provided by the 3rd party vendor. Inquire about custom services from FLI Technology Solutions.

Inquiry Category	Provided by FLI Customer Support	NOT Provided by FLI Customer Support	Other Resources and Options
BusinessWorks Software Application Modules	Assistance in identifying the proper sequence of tasks needed to accomplish a larger process. ***Example***: *Quarter end processing, adding a new employee, etc.* Answers to how a particular feature operates in a given scenario. ***Example***: *How a particular deduction code is calculated and printed on a paycheck.* Assistance in the proper procedures needed to install or upgrade the product. General BW Software module configuration and usage questions. Troubleshooting errors or warning messages occurring within BW Software products. Suggestions and troubleshooting information for issues such as reconciliation difficulties. Procedural advice on product features. ***Example***: *How to perform CM Reconcile Checking Account feature (However, the customer has to compare reports, journals, & registers to discover and reconcile differences.)*	Configuration of company specific module setup or business process analysis or reengineering. ***Examples:*** *Configuring the Work Order and Inventory setup options, Configuring Inventory product lines and valuation methods.* Accounting or tax advice. Audit representation. Formal training or tutorials on the use of BW Software products. Performing reconciliation of BW Software's application modules or external reports not produced by FLI software. Customized program changes. Onsite visits.	Your local System Administrator, Database Administrator, or other personnel trained in the module or function in which you are working. Your company financial officer, company accountant or tax advisor. Inquire about ClientCare Support plans offered by Sage BusinessWorks. Inquire about formal training or consulting services from FLI Technology Solutions.
3rd Party Productivity and specialty software, Operating Systems. **Examples**: Word Processing, Spreadsheets, Email, Anti-Virus, Anti-Spyware, Firewall, Windows, etc. (Note that our expertise with 3rd party software is based largely on experience from the software titles we use ourselves, namely Microsoft Office products, McAfee Anti-Virus and Firewall, CounterSpy Anti-Spyware, and Microsoft Windows)	Though we are quite knowledgeable and can provide assistance with many software titles and operating systems, the assistance we provide for 3rd party products is limited to tasks directly related to the functionality or usage of FLI and BW software. ***Examples:*** *Operating system commands to copy files, Using a word processor to capture and print screen shots, Attaching a file to an email you send to us, etc.*	Assistance with installation, configuration, or usage of any 3rd party product. Formal training or tutorials on the use of 3rd party software products. Verbal or written communication with a 3rd party vendor. Failures in FLI or BW due to conflicts with 3rd party software, or caused by failures in the 3rd party software, or caused by changes made to 3rd party software by the vendor. ***Example:*** *Failures that occur after installing a Windows Update.* Customized program changes. Onsite visits.	Your local System Administrator, Database Administrator, or other personnel trained in the 3rd party software you are using. User documentation, website, or technical support provided by the 3rd party vendor. Inquire about custom services from FLI Technology Solutions.

*NOTE: Services unrelated to the usage of FLI software products, and software products supported by FLI are NOT included in Customer Support. Formal training, custom programming, website design and hosting, onsite visits, and a variety of other professional, technical, and business services may be available under separate agreements. Please contact FLI customer support to receive information on other services available and/or price quotes.