SAGE ABRA
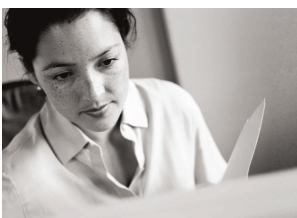
Making the Most of Your Support Experience

Your Guide to Sage Abra Customer Support

As a Sage Software customer, you not only receive the best tools to help you run your business, you also have easy access to award-winning service to ensure your satisfaction with every solution we provide. Our highly skilled Customer Support Analyst team is fully equipped with a wide range of tools to help you get the most from your Sage Abra solution.

Each Sage Abra Customer Support Analyst is extensively trained and tested before they are certified to provide you with service. We're always just a call, e-mail, fax or URL away. But, to help you make the most effective use of all our valuable customers support resources, here are several things you should keep in mind:

Sage Abra Support Resources

Before you decide to contact customer support, gather as much information as possible about your question or issue. In addition to our Customer Support Analysts, you also have access to our Technical Support Knowledgebase, Help (which is included with your software), and many other resources that enable you to quickly answer questions or troubleshoot problems on your own. Available 24 hours a day, seven days a week, these alternate resources include:

- **Sage Abra Help**—Access help and look-up specific procedures and topics by going to the toolbar and clicking on Help and either 'Contents' or 'Search for Help on'. If you are in an area within Abra and need specific help for that topic, you can also access help from anywhere in your Sage Abra software by clicking the Blue Question Mark button.

- **Technical Support Knowledgebase**—Access an extensive knowledge database of frequently asked questions, solutions to problems, and source documents at www.sagesoftware.com/support. You can learn how to search for solutions and find the latest information on the issues that you may be experiencing. You will need your customer number to login.

- **Sage Abra Conferences**—Our clients work together to help each other solve problems, streamline their business workflows, and share Sage practices. Take advantage of, and contribute to, the wealth of knowledge our customers have acquired. Check our Web site for current conference information at http://www.sagesoftware.com/newsroom/conference.cfm

- **Sage Abra SupportPlus**—Quality customer support is the hallmark of Sage Software. And, it begins on day one with SupportPlus for Sage Abra. From the moment your membership begins, you're entitled to a unique array of privileges, discounts and value-added benefits, not to mention access to software updates, answers to your questions, newsletters to keep you up-to-date and much more.

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software

By subscribing to this program annually, you can count on the following:

Toll-Free Phone Support When You Need It
Top quality support from the Sage Software Customer Support Center is just a toll-free call away. Our team of experts is dedicated to providing you with fast, responsive telephone support, Monday through Friday from 8:00 a.m. to 8:00 p.m. (ET). Toll Free 800-829-0170.

Downloadable Tax Updates Delivered Each Quarter
You will benefit from helpful quarterly and year-end tax updates for your Abra Payroll software that are available for Sage downloadable from our Web site. www.sagesoftware.com

Quick and Convenient Electronic Services
With Abra SupportPlus you can send technical questions and backup documentation to the Customer Support Center by fax or e-mail, and a Customer Support Analyst will respond with the information you need.

24-Hour Access to SupportPlus Online
SupportPlus Online is an invaluable online resource available exclusively for SupportPlus members through the Sage Software Web site. Instantly download the latest product updates or visit the Technical Library to find out more about your software. You can also join in a Peer-to-Peer Discussion Forum with other professionals; get the latest information on the newest products and training workshops, and more!

The Solution Center
The Solution Center uses the latest technology to allow you to quickly and easily access the same powerful solutions knowledgebase used by our Support Professionals. The Solution Center is regularly updated so you are sure to get the most up-to-date information and answers to your software questions.

Keep Up-to-Date With a Free Newsletter Subscription
You will receive a free subscription to Abra Talk, the newsletter exclusively for Abra SupportPlus members. Get the latest insights on human resources and payroll, plus tips for getting more out of your software.

You can also subscribe to **TechFlash**, a new electronic monthly newsletter that highlights useful technical and product information-such as troubleshooting tips, answers to frequently-asked questions, updates available for download, and other technical matters that are posted in the Abra SupportPlus Online with links that willconnect you directly to the site.

To request more information about Sage Abra products, go to our Web site at: http://www.sagespecialized.com and click on the 'Request more info' to submit your information.

Prepare to Contact Support

When you call customer support, our call routing system or a customer support analyst will ask you for the following information. Be prepared to answer these questions each time you call to help you get your software questions and issues resolved as quickly as possible.

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Question	How to Find the Answer
What is your customer number?	Your Customer number can be found on correspondence you receive from Sage Software or by contacting Customer Service, 800-424-9392.
What Product version are you using?	The version of your Abra product is located at the Login Screen or if you are already in Abra, from the toolbar you can click Help, then click on About Sage Abra and the version number is located in the center of the Sage Abra tab.
What issues are occuring? Be prepared to provide the details of steps completed before problem occured.	Involve the person who originally noticed the problem or received the error message so that your description can be as accurate as possible.
Is there an error message?	Write down the exact wording of the error message or provide screen shot.
Is this the first time the problem has happened? Does the problem happen on only one workstation or several?	Ask other users if they have experienced the same problem. Have them check their workstations to see whether they see the problem. Also, have the original users try other workstations to see whether the problem is specific to that user.
Has anything changed with your software, hardware, or workflow? Can you reproduce the issue? Does the problem happen in the Sample Data?	Ask your network administrator for technical information regarding anything that may have changed behind the scenes, such as: upgrades to Abra applications and products, new third-party software installations (such as Time Importing), moving of data from one server to another, new printers or print driver installation, or anything else that might affect the network.
	Walk through the same steps that led to the problem and see whether it happens again. Try this on other workstations, as well.
	In the product in which you were working, perform the same steps that led to the problem to see whether it occurs in the Sample Data. To get to Sample Data, click on File, Use Sample Data. This will take you to the login menu. Enter Master as the user without entering a password, select Sample Data, and enter.

For technical or network problems such as computer freezing or locking, printer problems, or applications ending suddenly, answer the following questions as well.

Question	How to Find the Answer
What kind of network are you using?	Contact your network administrator or your IT rep.
What operating system is on your computer?	On your computer click **[Start]**, click **[Run]**, type **winver** and click **[OK]**.
What printers and print drivers are installed?	Contact your network administrator or your IT rep.
When was your last backup?	Contact your network administrator or your IT rep.

Contact Customer Support

To contact Sage Abra Customer Support, use the telephone numbers below.

United States
Toll Free: 800-829-0171
Fax: 727-578-2178

Customer Support Hours
Telephone support is available Monday through Friday from 8 a.m. to 8 p.m. Eastern Standard Time. closed on standard United States holidays.

Sage Abra HRMS Products
888 Executive Center Drive West, Suite 100
St. Petersburg, Florida 33702
Phone: 727-579-1111
Fax: 727-578-2178
Customer Service: 800-424-9392
Sales: 800-424-9392
E-mail Abra Tech Support: abratechsupport@sage.com
E-mail Abra Customer Service: flcustserv@sage.com
E-mail Abra Training: train.abra@sage.com

Canada
Toll Free: 800-330-2607 (Support)
Support Renewal for Canada: 800-490-3711

Customer Support Call Responses

Our goal is to answer inbound customer telephone calls within the first 3 minutes. Once calls are answered, analysts resolve over 80% of questions within 20 minutes. If unable to resolve within 20 minutes, the customer's call will be placed on the escalation list for a call back by another support analyst. Our goal is to contact 80% of the escalation calls within 2 business hours.

Our customer support team relies on a call priority system to identify call urgency and responds accordingly. Call urgencies range from a simple explanation of software settings to critical situations in which work is stopped or data integrity is compromised.

The table below lists our support call priorities and the response you can expect to receive from a customer support analyst.

Priority	Definition
S1	Application Down—critical
S2	Application issue—Non-critical
S3	General Question

The customer support team maintains an online escalation list to identify, track, and respond to unresolved customer software issues. If at any time a client should need immediate assistance on an open issue, the client should contact customer support at 800-829-0170. Incident status can be provided with a valid customer number.

Guidelines for Supported Issues and Categories

When you encounter issues with software, the cause can be related to an external circumstance rather than to Sage Abra. For example, the problem may be with your network hardware or configuration, other software you have installed, or a workstation's operating system. Our support team members will do whatever they reasonably can to keep your software up and running, but some issues reach beyond what is included with your service plan. If you encounter difficulties that you cannot resolve through the technical support team, your Business Partner is best able to assist you with problems specific to your setup or operation.

The following sections describe the categories of issues that the customer support team can address.

Sage Abra Software

Topics Covered

- Current and immediately prior software versions are supported.
  <u>Note:</u>
  Year-end software versions may only be available in the current version.
- General Sage Abra Software configuration questions.
- "How-do-I" type questions.
- Sage Abra error or warning messages occuring within software.
- Suggestions on source of reconciliation difficulties.

Topics Not Covered

- Anything prior to version 7.X
- Design or detailed configuration of customer database.
- Training or Tutorials on the function and use of Sage Abra Software.
- Performing reconciliation of Sage Abra Software modules.
- Performing reconciliation of external reports to Sage Abra.

Sage Abra Crystal Reports

Topics Covered

- "How-do-I" type questions.
- Functionality of Sage Abra standard reports (the report works the way it was intended to work).
- Troubleshooting the Crystal Reports.
- Crystal Reports installation and linking to Sage Abra data.
- Any situation where there is a known issue or potential issues with a canned report.

Topics Not Covered

- Creation of or modification of reports.
- Modified standard reports.
- Custom report upgrades.
- Design or setup of reports or data extracts using Crystal Reports.

Installation

Topics Covered

- Operating Systems as they relate to Sage Abra installs and functionality.

Topics Not Covered

- Operating system installation or configuration.
- Installation or configuration of software not purchased from Sage Software or a Sage Abra reseller.
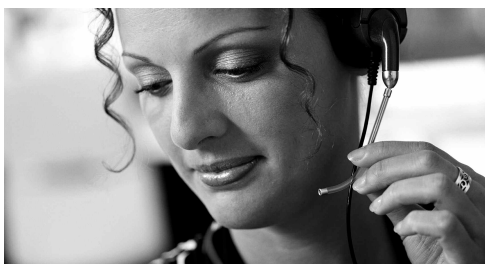- Configuration of TCP/IP or other communication protocols.

Networks

Topics Covered

- Accessing Sage Abra software over a supported network.

Topics Not Covered

- Assistance with non-supported networks.

ODBC

Topics Covered

- Setting up a successful DSN connection. The Sage Abra ODBC driver has been purchased.

- Create a DSN to ensure accessibility of Sage Abra data in Microsoft Access or Excel.

Topics Not Covered

- Creation, configuration or troubleshooting of tables or queries.

Third Party Software

Topics Covered

- Troubleshooting software errors that occur during data transfer.

Topics Not Covered

- Installation, configuration, or use of third party software.

Continuous Improvement of Technical Support

For the past 2 years, Sage Abra Technical Support has earned the Support Center Practices (SCP) Certification for excellence in providing technical support to its customers. SCP Certification ensures that customers receive a level of software support that is comparable to the Sage in the business, as measured by Sage practices standards for the technology industry. Criteria include overall customer satisfaction as well as performance measurements such as how quickly we respond to your questions, and how quickly we resolve your issues..

The company's re-certification underscores a high level of commitment to continuous improvement in customer support. We frequently seek feedback from our clients so we can deliver a higher level of service to you. At the conclusion of selected support incidents, you may receive a customer satisfaction survey. Please help us by answering the survey and sending suggestions on how we can better serve you.