
PCMARS SUPPORT POLICY

Iowa Farm Business Accounting, Inc. and SoftShell Computer Services have always strived to provide PcMars users with excellent email or telephone support for their PcMars software problems.

In the past, support has typically included helping users with “How do I use PcMars to...” questions, which we could answer in several minutes or direct them to a support article. However, over the past several years, some support questions have involved other issues spanning beyond PcMars software problems; such as:

- **Computer skills.** Examples:
 - How do I copy files, move files?
 - How do I set PcMars up on a computer network?
 - How do I transfer data from one computer to the other?
 - How do I set up multiple monitors?
 - How do I set up a printer, multiple printers, print via a network?
- **Accounting questions.** Examples:
 - My books do not reconcile correctly and don't balance; can you remote in and review it with me?
 - My loan vendors are not set up correctly—can you remote in and help?
 - I don't know how to enter my capital purchase (equipment) into PcMars correctly.
 - I am not sure how to do payroll—could you explain payroll withholding and remote in to set up my employees?

These questions require more than basic PcMars software support, which then has typically been provided at no charge by IFB Accounting, Inc. or your PcMars representative. Many times, these support issues require us to remote in to a user's computer or verbally walk them through step-by-step. These issues also require more background information and take much more time to work through. We realize your priority is to get your problem solved and we want your priority to be ours as well.

To ensure continued support for all users, a fee will be charged for the more-involved support questions / problems. The fee structure for the more involved support will be:

\$35 – First 15 Minutes

\$50 – For Each Additional 30 Minutes Thereafter

To use this remote service you will need to call PcMars Support at 515-233-5802, to create a session. Then when prompted by your support representative click www.fastsupport.com to begin your session.

CONTACT INFORMATION: EMAIL support@iowafarmbusiness.org OR CALL (515) 233-5802

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