

CSB Management Systems

Newsletter – December 2013

Dear Valued Clients,

❖ Merry Christmas & Happy New Year!

All of us at CSB Management would like to wish you and your family a Merry Christmas and prosperous New Year. May you all enjoy a happy and healthy holiday season.

❖ Update on CSoft 9...

We now have several clients running on our latest version, CSoft 9. Part of the new functions and controls include the ability to create a new web front end.

We have been developing **CSoft Online** to demonstrate some of these functions in a web front end environment.

We'd like to encourage all our clients to use their **CSoft Online** details provided earlier to view or enter Support Calls, view Frequently Asked Questions, Invoices & Statements in our LIVE system.

Some features are continually being worked on and as a result may sometimes be temporarily unavailable.

Please contact us if you'd like your **CSoft Online** details to be sent to you again.

❖ Mobile web site.

You can now also view our website on your mobile.

Go to <http://m.csbmgmt.com.au> from your iPad, tablet or mobile.

This is a live system running on our server that can be modified via our CSoft System.

❖ Windows 8 Remote Assistance.

Please be aware, clients that are considering updating their existing operating systems to Windows 8, we have experienced a slow connection when working online to provide support using the current support system.

We have trialling Team Viewer 8 and would recommend using this tool with workstations running Windows 8.

❖ **Support & New payment methods.**

Clients are reminded of the importance of Support and License fees that we charge and the timely payments of the same.

We rely on these fees to continue to develop and enhance the base application and provide support on a fulltime basis.

Support is also available outside of business hours.

We have begun accepting payments via either Mastercard, Visa or Paypal. However, there will be a surcharge of 2% applied to Invoices.

❖ **CSoft Training.**

Clients requiring additional training are encouraged to contact us. Depending on the numbers and type of training we can arrange a suitable time for training onsite and an estimate of training costs.

❖ **New Clients.**

Welcome to all our new clients who have joined us this year. We know you will benefit greatly from using our system.

Please remember to call or email with any questions, regardless how small or insignificant it may be.

❖ **Tools and Tips**

You can setup Standard reports that need to be run on a regular basis using our reporting system. Please ask if you want to use this so one of us can help you with the setup of same.

When you are in a value field, try adding a plus sign behind the number you are entering. It should bring up the calculator. In here once your calculation is done, press the T (Terminal) and the data will be copied to your current prompt.

We encourage you to approach us with any ideas or functionality that you feel may be beneficial to you and other users and you'd like to see added into our application.

❖ **Version 10**

We will be releasing Version 10 mid to late 2014.

❖ **Christmas & New Year Office Hours**

Finally, please be advised of the support available from New Zealand & Australian offices during Christmas and New Year's.

During this quiet period, calls will be diverted to either to the New Zealand Office or to answerphone.

Phone Number: 00 64 9 373 5775

Email messages sent to support@csbmgmt.com will regularly be checked.

All enquires will be resolved at the earliest convenience.

Calls and Email support will be available between the 23rd December and 3rd January 2014 as reflected in the calendar days below.

Normal business hours will resume on the 6th of January 2014.

December 2013

Sun.	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.
22	23	24	25	26	27	28
29	30	31				

January 2014

Sun.	Mon.	Tue.	Wed.	Thu.	Fri.	Sat.
			1	2	3	4
5	6	7	8	9	10	11

notes

Australia & New Zealand Office. Email: support@csbmgmt.com

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Normal Office Hours resume on the 6th of January 2014.

We'd like to take this opportunity to wish you and yours a very Happy and Safe Festive Season.

Merry Christmas and a Prosperous New Year.

Thank you for your continued support, and we look forward to your custom in the New Year.

From The CSB Management Team