

CSB Management Systems

Newsletter – December 2014

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 will all enjoy a happy and healthy holiday season.

❖ Version Update

CSoft 9

We are still upgrading clients to version 9.

CSoft Online is still under development using the web as a front end to our system. The main focus on this is to develop a system that can be used on either a PC, Tablet or Phone.

Support calls can still be entered via our **Online Support** system.

The new version of this will be operational early 2015.

This will include various discussion documents, Support Call details, Frequently Asked Questions, Invoices & Statements.

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.

CSoft 10

By the end of 2015 we should have version 10 up and running.

This will be a major update with heaps of more new features and compatibility. The Beta Release is due April 2015.

❖ 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 in cases where are notified about your specific requirements.

We also accept payments via either Mastercard, Visa or Paypal.

❖ **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**

In Version 9 we have added a new option whereby you can add all your favourite menu items on one page. No more the need to go to different pages to find what you are working on most often.

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 standard application.

❖ **Christmas & New Year Office Hours**

Finally, please be advised of the support available from our Australian office during the Christmas and New Year break.

During this quiet period, calls will be diverted to the Australian Office and may go to answerphone. Please leave a message to allow us to get back to you.

Email messages sent to support@csbmgmt.com.au will be checked on a regular basis.

All enquires will be resolved at the earliest convenience.

Normal business hours will resume on the 5th 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 CSOFT Team