

# FAS SupportPlus®



## Top-Notch Service and Support from FAS

**FAS SupportPlus®** — Protect your investment and get the most value from your software with FAS SupportPlus. With FAS SupportPlus, you're entitled to:

- Toll-free technical support
- Annual tax updates
- Online technical resources
- Product enhancements
- A quarterly online newsletter
- And more!

**FAS Training Classes** — Get up to speed fast on your new FAS solution by attending one of our in-depth, hands-on training classes held at convenient locations nationwide.

**FAS Professional Services** — Need your FAS solution implemented quickly, but don't have the time or resources to spare? FAS Consultants are available to perform:

- Installation & Implementation
- Fixed Asset Data Conversions
- Custom Report Writing Services
- FAS Product Upgrades
- Fixed Asset Inventory Services

Quality customer support is the hallmark of Best Software®. With FAS SupportPlus it begins on day one. Your membership entitles you to a unique array of privileges, discounts, and value-added benefits. You'll be the first to receive software updates as well as expert answers to your questions, newsletters to keep you up to date, product discounts, and much more!

## Expert, Toll-Free Phone Support

Top quality service from FAS Customer Support 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 am to 8:00 pm (EST).

## 24-Hour Access to SupportPlus Online

SupportPlus Online is an invaluable online resource available exclusively for FAS SupportPlus members through Best Software's web site. Here you can search for answers to your technical questions in the Support Knowledge Base, read the FAQ list, instantly download files, or access TechTutor—a library with more than 50 multimedia product tutorials.

## FAS Solution Center

The FAS Solution Center is a self-service technical support resource. Located in SupportPlus Online, the Solution Center gives you direct access to a wide range of FAS technical information. All you have to

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do is enter a description of your desired topic or area of concern and our online knowledge base will provide the solution.

## Quick and Convenient Electronic Services

With FAS SupportPlus, you can send technical questions and backup documentation to FAS Customer Support via fax or email and a Technical Support Representative will respond with the information you need.

## Automatic Software and Tax Updates

You'll receive fast, automatic delivery of important new product releases that provide tax law updates and software enhancements. With FAS SupportPlus, your software will always be kept up to date for you.

## Special Discounts

FAS SupportPlus entitles you to special money-saving discounts on FAS products—you pay less to trade up to more advanced software. In addition, you save money on our helpful FAS training classes.

## Free Newsletter Subscriptions

Sign-up to have *FAS Forward* and *FAS Tech Flash* delivered right to your email inbox!

The FAS™ family includes:

- FAS FirstStep™
- FAS SUITE®
  - FAS Asset Accounting™
  - FAS Asset Inventory™
  - FAS Report Writer™
- FAS SUITE *for SQL Server*

**best**  
software  
insights for the life of your business™

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