

AJENDICO

PARTNERSHIP PACK

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CONGRATULATIONS ON CONVERTING TO ABM

Congratulations on converting to ABM. We're sure ABM will enhance and help you grow your business.

- We offer complimentary free email support for 30 days from your 'Go Live' date.
- We will amend your forms and statement during your "free forms period" - 15 days after going live*

For your support options beyond this date, we provide four Pre Paid Support Contracts to choose from:

- Platinum Support Contracts – includes 100 hours
- Gold Support Contracts - includes 50 hours
- Silver Support Contracts - includes 20 hours
- Bronze Support Contracts - includes 5 hours

For full terms and conditions, please see page 8 of this document

Our goal is to help you grow your business. Our customers are just like us, small to medium sized businesses looking for growth opportunities. We believe that good quality software and systems will help you to achieve your dreams. Our role as your business partner is to assist in this process and we look forward to sharing ideas and systems with you over the coming months and years.

Yours faithfully

Ajendico Support

Email: support@ajendico.com.au

*free changes - up to a maximum of 10 changes per form apply

INFORMATION ABOUT OUR COMPANY

OUR GOAL

Our goal is to help you grow your business. Our customers are just like us, small to medium sized businesses looking for growth opportunities. We believe that good quality software and systems will help you achieve your dreams. Our role as your business partner is to assist in this process.

OUR PRODUCTS

We sell and support the following products and associated customised solutions :

- ✓ Advanced Business Manager Accounting Software (ABM)
- ✓ Advanced Manufacturing Software (AMS)
- ✓ Asset Management Software
- ✓ Wage Easy and Advanced Payroll, HR and Staff Training Software
- ✓ Web Catalogue and Shop Software (SPNET)
- ✓ ABM Customer Relationship Management Software
- ✓ Retail Point of Sale
- ✓ Service Management
- ✓ Construction & Job Costing
- ✓ Warehouse Management
- ✓ Import Costing
- ✓ Ecommerce and Mobile Sales Solutions
- ✓ Electronic Data Interchange (EDI)
- ✓ Excel based reporting and intelligence tools
- ✓ Mobile Sales Solutions using iPads

As well as packaged solutions, **Ajendico have programming staff who can write custom programs for you.**

These programs can be run from within your accounting package and form part of the same database, providing an integrated solution for all staff to use.

OUR SERVICES

Business Analysis and Design

Implementation of New Systems

Programming and Crystal Report Design

Staff Training & Video Training Library

OUR POINT OF DIFFERENCE

We sell our time at a fixed cost.

We call it the **“Get Started Pack”** and it covers the 7 steps to get you from where you are now to where you want to be.

- 1) We install the software on your network
- 2) We convert your data as a play area
- 3) We provide onsite training with notes & backed up by our video training library
- 4) We customise your forms & reports plus any custom programs we have agreed to provide

You decide when you go live. This allows you to test every different module available then **you decide what to buy at the end of the process**, not the beginning. If you find an issue, **we guarantee to fix it before you go live.**

The final 3 steps in the project are

- 5) Go Live conversion
- 6) Scheduling automated backups and
- 7) Unlimited free phone and email support for the first month

METHOD OF DELIVERY

Ajendico can install products on your in-house server, on a hosted server or in the Cloud using Thin Client technology. We work with each client to determine the best solution for your business taking into consideration the advantages and disadvantages of each option.

THE GUARANTEE

- **30 DAY MONEY BACK GUARANTEE ON ABM SOFTWARE & GOLD CLUB COST**
- **WE DELIVER THE PROJECT AT A FIXED PRICE WITH NO HIDDEN EXTRAS**



ADVANCED BUSINESS MANAGER - COMMON QUESTIONS ANSWERED

THE PROVIDER – AJENDICO PTY LTD (AJ)

In 1995, we started selling accounting software (trading as Double Click Networks Pty Ltd) to small business customers who had outgrown the standard off the shelf packages available at the time.

In 2009, we changed our name to Ajendico Pty Ltd. Ajendico is a play on the owner's names, Jenni & Di, so Ajendico means "a Jen & Di company". As our business continued to grow, Sue joined us and the same three owners still remain today.

THE DISTRIBUTOR - ADVANCED BUSINESS MANAGER PTY LTD (ABM)

- ABM have been developers and distributors of software since 1981
- Based in Doncaster in Melbourne serviced over 20,000 businesses in 40 years
- In the business management/accounting field, ABM is "**the one-stop-solution-shop**" with strategic partnerships other "best of breed" software partners.

THE SOFTWARE

Advanced Business Manager Software www.advancedbusinessmanager.com.au

- ✓ Accounting software
- ✓ CRM
- ✓ Multi Store Retail Point of Sale
- ✓ Service Management
- ✓ Construction & Job Costing
- ✓ Warehouse Management
- ✓ Import Costing
- ✓ Ecommerce Solutions



Concept Engineering www.concept-eng.co.nz

- ✓ Manufacturing software

CS Packages www.cspackages.com.au

- ✓ Advanced Payroll
- ✓ Asset Management
- ✓ Electronic Data Interchange (EDI)
- ✓ Consolidated Database and Ledger modules

Wage Easy www.wageeasy.com.au

- ✓ Payroll, HR Employee Kiosk

Systems Practice www.spnet.com.au

- ✓ Web Catalogue and Online Shop Software

Alchemex Business Intelligence www.alchemex.com.au

- ✓ Excel based reporting and intelligence tools

Opmetrix www.opmetrix.com

- ✓ Mobile Sales Solutions using iPads

WHEN IS IT BEST TO CHANGOVER

- The best time to change systems is when your workload is at it's lowest and staff levels are at their highest. It is not recommended that you change on 1st July as this is a peak period for all businesses when it comes to accounting.
- If you issue statements to customers at the end of each month, starting a new system on the first of a month would be beneficial

COMMON ISSUES RAISED AFTER CONVERSIONS

- GST rounding may calculate differently to your current system
- Customer Terms – Each trading term option will calculate differently. During training you will receive a support bulletin so you can determine the best trading terms setup for each customer
- Reprinting invoices after conversion – We recommend you reprint invoices in the system the transaction was originally entered to get the invoice to appear exactly the same
- Bank rec unrepresented items are converted manually by keying transactions so your bank rec starting position will be identical to your previous system
- GST returns do not convert, if you enter part of the GST period data in one system and part in another, you must add the two partial returns together for the first GST period
- In ABM, a general ledger sub account number is universal across all GL Accounts

GOLD CLUB PROGRAM UPDATE SERVICE

Gold Club Program Update Service provides you with ongoing software improvements as technology and business processes change. Program updates are released quarterly (generally One major upgrade and 3 or 4 smaller releases per year) and are installed by your ABM Software Dealer.

Ajendico works with each client to determine the most appropriate time to take these updates for your company. **Gold Club is mandatory and is paid quarterly in advanced on 20th June, September, December and March each year via Ezidebit.**

Pre Paid Support Contracts are not available to any customer who does not have an up to date Gold Club Program Update Service for their company.

PRE PAID SUPPORT CONTRACTS

For your support options beyond your Get Started completion date, we provide three Pre Paid Support Contracts to choose from:

Standard Contract Pricing

CONTRACT TYPE	FREE HOURS	ACTUAL HOURS	HOURLY RATE	PRICE EX GST
Platinum Support Contracts – include 100 hours	20 hours	120 hours	154.50/hr	18540.00
Gold Support Contracts - include 50 hours	10 hours	60 hours	168.33/hr	10100.00
Silver Support Contracts - include 20 hours	4 hours	24 hours	177.08/hr	4250.00
Bronze Support Contracts - include 5 hours	1 hour	6 hours	191.67/hr	1150.00

Discounted Pricing for Customers with Ezidebit Gold Club Arrangement

CONTRACT TYPE	FREE HOURS	ACTUAL HOURS	HOURLY RATE	PRICE EX GST
Platinum Support Contracts – include 100 hours	20 hours	120 hours	143.42/hr	17210.00
Gold Support Contracts - include 50 hours	10 hours	60 hours	158.33/hr	9500.00
Silver Support Contracts - include 20 hours	4 hours	24 hours	168.75/hr	4050.00
Bronze Support Contracts - include 5 hours	1 hour	6 hours	175/hr	1050.00

Terms and Conditions of Sale

Pre-Paid Support Contracts are available for sale to customers under the following terms and conditions:

- The customer's Gold Club contract must be up to date
- The customer can nominate which contract is suitable from the 4 choices listed above
- The Pre-Paid Support Contract must be paid in full prior to accessing the support value
- Support is any time provided by Ajendico Pty Ltd consultants on any aspect of your computer system, including installing, advising, training, servicing, maintaining, adjusting, cleaning, repairing, updating, diagnosing, testing and installing software, fixes or upgrades

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- Where the Pre-Paid Support contract is used for on-site consultancy, actual travel time both to and from Ajendico Pty Ltd office will be included in the time logged against the contract
 - All time used between 9am and 5pm Monday to Friday (Business Hours) will be logged on a per minute basis
 - All time used outside business hours will be logged at 1.5 times actual time taken on a per minute basis
 - A monthly summary of support services is provided and the credit balance available
 - When the credit balance nears or falls below 10% of the contract value purchased, an invoice for more time will be issued.
 - All Pre-Paid Support Contracts are delivered with a free 20% increase in support time available to cover the costs of disputed call time consumed for any reason.
 - Unused support time is not refundable and cannot be applied against other outstanding amounts payable
 - Ajendico Pty Ltd reserves the right to refuse support if payment is not made in advance
 - All Pre-Paid Support Contract prices are subject to change without notice
 - Travel and accommodation costs incurred by Ajendico Pty Ltd in providing support will be charged to all clients.
 - Ajendico Pty Ltd does not provide support for any software product (Manufactured and sold by any software vendor) that is out of date, not the current version or no longer supported by the manufacturer
 - Ajendico Pty Ltd does not provide support for any software product (Manufactured and sold by any software vendor) that is being used in an environment which is considered below the minimum specifications provided by the manufacturer for that product
 - Ajendico Pty Ltd will always assist in determining the best systems and operating environment for your systems. The final decision remains the responsibility of the client.
 - Ajendico Pty Ltd accepts no responsibility whatsoever for any damages or losses of any nature to the client, including damages or losses to or of staff, customers property or profits, brought about or affected by the system or the staff services of Ajendico Pty Ltd.