Dear Customer,

Congratulations on your purchase of our industry standard business management software application. You've made this great first step in solidifying your business success by taking action in getting organized, standardized, streamlined and efficient in ALL your daily business operations!

A recent survey concluded that more than 85% of people who purchase software programs ultimately never use them. We do NOT want this to be you! Your success is very important to us.

Implementing our software is the first step in taking control of your business. We know that you will be so satisfied with how much this program saves you time and money that you will want to tell the whole world.

The first step in the "white glove" support session service will be to await a call from one of our support technicians on the day and time that was mutually agreed upon earlier. They will call you on the phone number you listed in the setup e-mail you sent previously.

Once on the phone with one of our technicians you will need to go to our website's remote support section by clicking on the hyperlink:
http://www.fastmanager.com/remote_support.asp

If your e-mail is not setup for hyper links, please be advised that there is an underscore between "remote_support."

It's that simple!

Below is a brief description of what you can expect during your setup.

**Day1 – SETUP**

1.) Networking- If you have a multiple user license we will gladly ensure that all copies of FastManager are sharing the same database.

Please note that you need an existing network already established prior to our setup time with you. We can only verify that FastManager is working properly across your network. We cannot setup your actual network.

Prior to setup you will need to think about a computer and folder where you want to

keep your FastManager Data Files.  This folder needs to reside where all other computers have access to it. Please ensure that it will be on an 'Always On' computer.

If on a network the folder must be shared with full read and write access to all users on the network.

2.) Company Setup- we will make sure your company information is properly entered into your program.  We will also make sure to setup your company logo. In order to do so, please E-Mail your company logo, as a jpeg @ 300dpi and at least 4" wide, together with your serial number to support@fastmanager.com at least 2 days before your initial setup.

3.) Customer list- We will help you import your customer list. If you are using QuickBooks we can simply import them using our QB integrator. In order for this to work properly you will need to ensure that the computer that is doing the setup has QuickBooks PRO 2005 or higher installed on it.  You can also send us a excel spreadsheet of your customers and we will help you import them.  You can download a sample excel spreadsheet from http://www.fastmanager.com/customerlist.zip

4.) E-Mail accounts: we will show you how to setup e-mails for your FastManager users. We will setup 2 e-mail accounts as examples for you to create others.  Please contact your ISP and/or hosting company to ensure that you have the correct SMTP, Username and Password information.

5.) Auto Scheduling: (PRO Version only)- we will show you how to setup your working hours, days of the week and holiday schedule.  We will also show you how to setup a machine for each department.

6.) Price lists: we will show you how to create a screen printing price, embroidery price, digital garment price, heat press price and other service price.  We will also show you how to setup additional charges such as screens, art, digitizing, bagging/folding, washouts, metallic thread, etc.  If applicable, we will also show you how to setup your machines specific to the price list for the auto scheduling. It is advised that you E-Mail your current price lists to support@fastmanager.com along with your serial number. This will enable us to get a better understanding of how you price your embellishment services before we contact you.

7.) Markups- we will show you how to setup your apparel markups.  There are many ways to markup items and FastManager most likely can accommodate your markup procedure.  In addition to the sample markup table that is contained within FastManager, we also offer the ability to use a very simple, but extremely accurate markup structure that is based on the cost of the item.
For example:  You cannot markup a $30.00 jacket the same as you would markup a $1.50 tee shirt.  FastManager can differentiate between the costs and use an

appropriate markup table based on that cost!  In essence, FastManager has the ability to markup an item based on its cost and the quantity that your customer orders.  In order for us to help you price items on a realistic markup please be armed with a few markup tables based on the item's cost.  You can view some example markup tables at http://www.fastmanager.com/markupsample.asp

8.) QB Setup- we will gladly help you setup QB for integration.  Please ensure that the computer that is doing the setup has QuickBooks PRO 2005 or higher installed on it.

**Day 2 – Basic Training.**

On the second day the hour is spent around training you, and your staff how to use FastManager in the day to day operations of your business.  Here is a list of what you will learn:

1.) Create, print and E-Mail quotations

2.) The purpose of the separator line in the sales screen

3.) Converting quotes to WIP and if applicable the auto scheduling feature

4.) Viewing the Job Board

5.) Managing status and comments

6.) The Task screen (Pro version only)

7.) Recording Embellishment Detail

8.) Purchasing Goods

9.) Invoicing a customers

10.) 		Taking payments

11.) 		If applicable, sending the invoice and payments to QuickBooks.

12.) 		Looking up previous orders and generating a re-orders

13.) 		Where to find more detailed help

14.) 		Live Chat

That is all there is to it.  If you have any more questions, please feel free to contact us at support@fastmanager.com.

Sincerely,

FastManager Support.