Pace Software

YES Shop Management

Implementation

When we talk about implementation, we are discussing what happens after the purchase.
The following is the process that we use to help insure that you understand the software that is going to be the lifeline of your business.

- Complete setup forms
- Have a trainer assigned
- Access to customer only website
- 3 months of training at no extra charge

Complete Setup Forms

Your customer service representative will send you setup forms.

The setup forms gives initial information for your trainer to get your system setup to match your needs.
The following is some information that we will need.

•E-mail information for setup so you can send e-mails from your YES system.

•Shop supplies

•Disposal fees

•Tax

•Payment types accepted by your shop

•Employee information

•If using Quickbooks, chart of accounts

•Form information so we can customize your invoices etc. for you

Trainer

We do not just send you a disk and wish you good luck using it.
We assign a trainer to help with your installation and training.

Your trainer will:

•Review your needs

•Help you setup your system to fit your needs.

•Create your invoices, authorizations and tech worksheets.

•Schedule one on one trainings to help you use the system to its fullest.

•Help you go live with your new shop management system.

Customer Only Website

We have created a customer only website that once you have purchase our software, you will receive a user name and password.

This website provides:

- Many videos to help you and your employees learn our system.

- Updated videos on new features.

- Frequently asked questions.

- Up to date information on what is new and available for your YES system.

- The Pace holiday schedule.

Training

As discussed in the trainer section, this means we are here to help you implement your new shop management system. We do not charge you for your time as we want you to be successful using the YES Management System which also helps us create the long term relationship with our customers.

We believe that we are an extension of your business. We believe in our customers and what they are trying to achieve.

Our technical support department is open Monday through Friday from 8:30 AM to 8:00 PM Eastern time. We do everything in our power to live answer calls but if you need to leave a voice mail to receive a call back, our average call back time is 30 minutes. We want to make sure that you receive the help you need as quickly as possible.