

Billing Master FAQ (Frequently Asked Questions)

1) Does Billing Master replace my Accounting software?

No, but only your financial people will use your current accounting software, once you have Billing Master. Billing Master Enterprise Version integrates with Quickbooks® but you do not need Quickbooks® to use Billing Master. Billing Master handles all of the day-to-day work of the majority of your employees and does it better than most of the accounting software packages on the market. In fact you would need an accounting software package of over \$50,000 to get the added features of Billing Master. Billing Master allows you to manage your customers, quote, orders and invoicing, profit margins, employee productivity and much more.

2) How do we stay in business giving away our software?

Billing Master is a fully functional product as delivered. It does not include any support, since it is free. Providing support is some of our revenue. Also we hope you will find Billing Master so useful that you will hire us to provide customized modules to provide even more productivity improvement in the performance of your unique business. Also, you may wish to make use of our support for getting more out of the program.

Another source of revenue for us is your passing our name on to your customers and suppliers. You may not need any customization or support, but maybe they will need it. We have been in business since 1991 and this has been the key factor of what has kept us in business and growing.

3) What are the installation requirements?

Billing Master is Windows based and requires Microsoft SQL Server on your server or workstation. If your PC is under 4 years old you should have no problem installing and running the program. The following are the minimums for server and workstation:

Server:

Processor Type: AMD Opteron, AMD Athlon 64, Intel Xeon with Intel EM64T support, Intel Pentium IV with EM64T support
Processor Speed: 1.4 GHz
Operating System: Windows Server 2003 SP2
Memory: 1 GB RAM
Hard Drive Space: 2 GB Free

Workstation:

Processor Type: AMD Opteron, AMD Athlon 64, Intel Xeon with Intel EM64T support, Intel Pentium IV with EM64T support
Processor Speed: 1.4 GHz
Operating System: Windows XP SP2
Memory: 512 MB RAM
Hard Drive Space: 1 GB Free

4) Can I install the software without needing the services of Masterware?

Yes. Billing Master is a professional, business based software, so home users will probably not have the skills to install it without assistance. The database is Microsoft SQL Server, so if you don't have this installed we recommend that you use your IT person/company to do this for you. If your IT person is not familiar with this installation we can assist him, and thus when finished you will have an

IT person who can continue to manage it for you. The Billing Master software installs quite easily on workstations, once you have the Microsoft SQL server installed and the database setup. While you have your IT person available, have him assist you with this step, at least on one workstation.

5) What are your support fees?

You may purchase support units from our website. Each support unit is good for 15 minutes of support. We require you to have a minimum balance of 4 support units (1 hour of service) when you call. We can also arrange for you to purchase support per incident. You will need to contact us on per incident support pricing.

The following are pricing on some of our common per incident support items:

Item	Price
Setup of database, program and server users (<u>does not</u> include installation of SQL Server)	\$350
2 hours of basic training in the use of the program, via a terminal server concurrent connection. Additional training is available in 1 hour increments at \$110 per hour.	\$200
Import of Quickbooks data: Customers, Vendors and Item List (Note that Quickbooks Pro 2002 or higher is required to interface with Billing Master)	\$500
Additional training in the use of the program, via a terminal server concurrent connection. Minimum training is 30 minutes per session.	\$110 /Hour
Training in the use of the program, at our training facility in Kansas City. This is a 4 hour class for training up to 10 individuals from your company.	\$750
Training in the use of the program at your company. We charge a day rate of \$800 and travel expenses. Your company is responsible for providing the conference room and LCD projector. The trainer will conduct the 4 hour training class and will be available for training or consulting for the remainder of the business day.	\$800 plus expenses

Note: pricing subject to change, without notice.

6) Does the free version have a limited time use, meaning it will expire in the future?

No, it will not expire. We only provide two workstation licenses for the free version. You must pay for additional licenses. Licenses and use of the program do not expire.

7) What are the main differences between the free Small Business Edition (SBE) and the Enterprise Version?

Feature/Screen	SBE	Enterprise
Customers	X	X
Customer Locations	X	X
Contacts	X	X
Email Contacts		X
Call Notes	X	X
Email Call Notes		X
Projects	X	X
Billings	X	X
Quotes	X	X
Email Quotes		X
Orders	X	X
Email Orders		X

Suppliers/Vendors	X	X
Purchase Orders	X	X
Products	X	X
Inventory	X	X
Service Items	X	X
Labor Clock	X	X
Export to XML		X
Invoices	X	X
Email Invoices		X
Payments	X	X
Quickbooks® Pro Integration		X
Workstation Licensing Limit	2*	Unlimited**
Price	Free	\$750***

* Two licenses provided at no charge. Additional licenses are \$35 each.

** Does not include any SQL Server licensing, which is purchased separately from Microsoft®

*** Quickbooks® Pro software not included. Setup assistance and training also not included in the price