***Frequently Asked Questions***

**General**

* **Q – Who/What are we?**
  + We are an online company like Salesforce.com that offers monthly subscription to any of our applications. Since we’re a subscription service, your monthly charge covers all maintenance and backups as well as free upgrades. You’ll never have to worry about buying hardware, software or paying someone to manage your IT. We back up your database nightly and move it offsite. You also get access to all of our online tools which allow you customize and run applications yourself. If you’d like, our rep can show you how to use our simple tools, or we can send consultants to help you develop a custom solution. Timeclock is an easy way to immediately save your company money, but we know that once you start using our tools, you’ll stop paying for other software.
* **What products do you offer?**
  + We have a long list of products and services that are all geared towards streamlining your daily tasks and helping with business collaboration. It would take too long to list all of the services, but here are some of our best sellers:
  + Internet
    - Web Development
    - Domain/Web hosting
    - Email hosting
  + Simple Online Workspace
    - Time clock/Payroll
    - Human Resources Management
    - Document Sharing
    - Customer collaboration tools for
      * Requesting quotes
      * Validating contracts
      * Printing invoices
      * Printing receipts
      * Mass marketing via email
    - Shared calendars
    - Online reporting
    - Sales CRM Tools
    - Built in email notification
    - A data relationship method that is cutting edge and can change the way you do business.
  + Of course, every instance of Simple Software’s Workspace comes with a suite of tools to manage and customize your workspace and all of our tools are designed to be Simple. Think Microsoft Access, only easier and online!
    - **Database Tool** – Allows you to import existing spreadsheets and will automatically create the table and web forms for you to interface with the data. You can also create your own tables and edit columns as needed. You can relate tables or records on the fly.
    - **Application Manager** – Allows you to manage all applications running in your workspace. You can even upload existing applications or create restricted views to existing tables. If you decide to change a table in the Database Tool, you can automatically have the web form regenerated by clicking a button! NO PROGRAMMING!
    - **User Management** - A simple way of adding users to the system and selecting what they can see!
    - **File Manager** – This lets you customize your Workspace and upload images or templates for printing.
* **Q – How long does it take to set up?**
  + We can have your site up in just a few minutes. I can have an account rep come by your office as soon as tomorrow to add your employees and train you how to use it. We’ve found that this usually takes from 30 minutes to 1 hour depending on the size of your company. How many employees do you have?
* **Q -How much?** 
  + It’s usually $500 for setup but is currently being offered at 50% off the setup price. This price includes adding all employees and training an employee of your choice. Each user of the system costs $5/month. Timeclock costs and additional $5 per hourly employee, per month. However, currently we’re offering a 35% discount to customers that pay a year in advance. If you buy user accounts in bulk, the price drops dramatically. We are a complete business solution provider, so we do have bundled products at a discounted price.
* **Q – Is there a contract?**
  + There is a one year contract for new customers, but after that it is a monthly service fee. All we ask is a 30 day notice (email, or US Postal) for cancellations. However, if you aren’t satisfied with your purchase for any reason, we will do everything to address your concerns. We do offer a 30 day free trial but we recommend allowing us to setup and train, which is included in the setup fee.

**Timeclock FAQ**

* **Q – How do my employees clock in/out?**
  + Each employee is given a username and password to your website. From any internet ready computer, they simply login then clock in or out. The rest is automatically tracked and calculated.
* **Q – What if they miss a punch?**
  + We have a timecard that allows the employees supervisor to edit make changes. The employee may view the timecard, but not edit it. This has proven a very successful technique and everyone can see how many hours they have worked before payroll is generated.
* **Q – How is payroll generated?**
  + It’s as simple as selecting a pay period and clicking a button. A spreadsheet is then downloaded to your computer which has a breakdown of every employee’s hours and the amount they should be paid. This can then be uploaded to your payroll system once it’s been approved. The hard part has been taken care of by having your employee’s clock in and out through our software.