



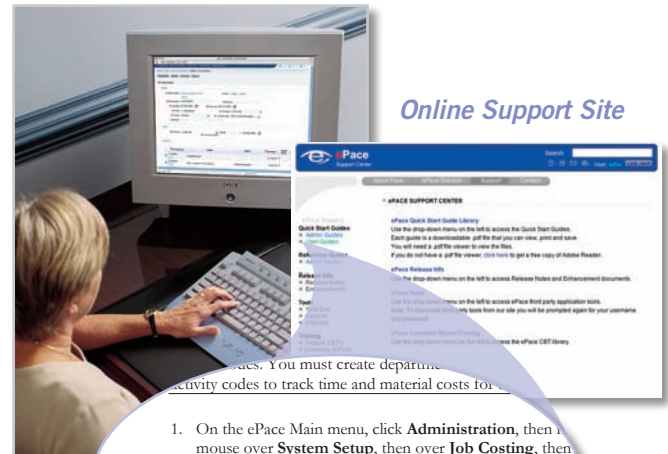
EPACE SUPPORT

At Pace Systems Group, meeting your expectations for system support is important to us. To ensure optimum ePace performance, we offer support from a variety of sources to assist any type of user in their unique situation.

Customer Hotline

For immediate access to live support and expert advice, we offer the customer hotline. The customer hotline employs a diverse mix of qualified individuals who have received extensive education on ePace in addition to their own hands-on experience. The staff includes people who have supported the ePace software since its inception as well as professionals from related industries. To best serve customers from coast to coast, the support center holds extended hours (8:45am - 8pm Eastern Time, Monday - Friday) and you can reach the center by email (support@pace2020.com) or toll free (800-624-5999). We value the opportunity to collect feedback from and provide assistance to our customers, and urge all users to utilize it when necessary.

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Online Support Site

1. On the ePace Main menu, click **Administration**, then mouse over **System Setup**, then over **Job Costing**, then **Department Maintenance**.
The Department List page appears.
2. On the Department List page, at the bottom of the list, click **New Record**.
The Department Add page appears.

Quick Start Guide Excerpt

System Documentation

Quick Start Guides provide the initial instruction users need to complete primary tasks. Although the information provided in the Quick Start Guides is basic, it often contains vital guidance that fosters efficiency at any point.

The continuous feedback we receive from customers permits us to upgrade the system regularly. Each time we upgrade ePace, we publish a Release Note Report with a detailed listing of the improvements and fine-tuning that you can expect to find in the new version.

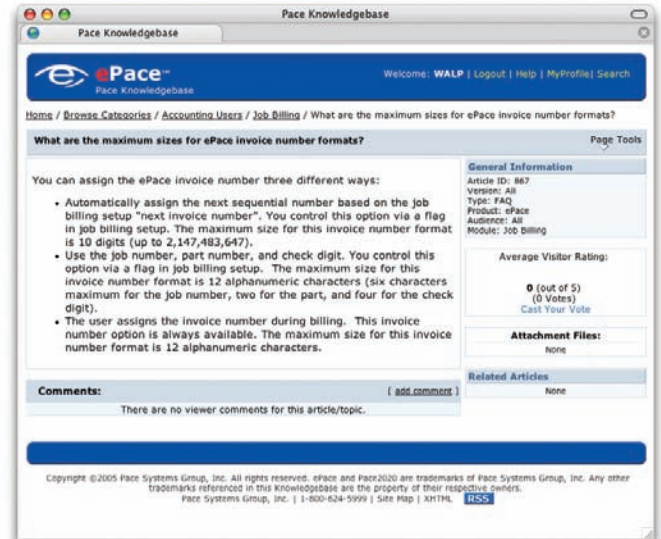


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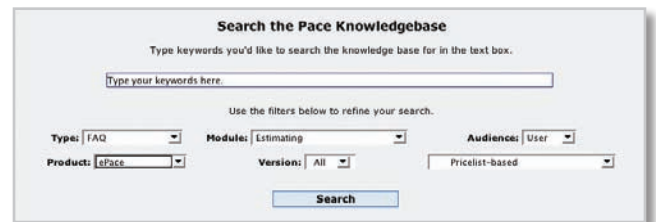
ePace Forum

In recognition of the importance of customer feedback and hands-on experience, ePace offers the opportunity for customers to develop mutually beneficial relationships in an official online discussion forum. Through this venue, customers determine what topics are most important. Users can request specific information or address other user's concerns by elaborating on their own experience. It allows experienced users to share their wisdom and new users to share their fresh perspective, while Pace employees ensure accuracy and maintain order. Everyone receives the benefit of increased knowledge, yet no one is required to participate.

“Users can request specific information or address other user’s concerns by elaborating on their own experience.”



Pace Knowledgebase Article Page



Pace Knowledgebase Article Search Form

Pace Knowledgebase

We recommend the Pace Knowledgebase to directly access information regarding ePace. This self-service site provides you with a variety of easily accessible types of information to help you use and understand the system. The robust search feature and structured category links of the knowledgebase allow an independent user to quickly locate a frequently asked question, troubleshoot a problem, or even learn how to perform a task.