

# elite solutions

October 2007

## dates to know

Elite Software will be closed in observance of the following holidays:

Columbus Day	Oct. 8, 2007
Veteran's Day	Nov. 12, 2007
Thanksgiving	Nov. 22-23, 2007
Christmas	Dec. 24-25, 2007
New Years	Dec. 31, 2007- Jan. 1, 2008
MLK Day	Jan. 21, 2008
President's Day	Feb. 18, 2008
Memorial Day	May 26, 2008

## announcing extended hours for Elite Software's training department

Elite Software's training department will now be available on Saturdays from 10 a.m. to 2 p.m. EST to assist customers with training questions. Make note of these extended hours so you and your staff can take advantage of additional training support.

## upgrade to release 6.2 today

If you haven't already upgraded to release 6.2, now is the time to do it. As of December 7, 2007, Elite Software will no longer offer support or training for release 6.1. Call the sales department today at 1.800.662.3548, ext. 1 for further details.

## Elite Salon & Spa Payroll™ Release 3.3.3



Elite Salon & Spa Payroll, release 3.3.3, was made available in April 2007. Its new features are detailed in "What's New in this Release" located under the help menu in the software module. If you haven't updated to this release, be sure to download it from our Web site: [www.elitesoftware.com](http://www.elitesoftware.com) or call customer service at 1.800.662.3548, ext. 4 to have a CD sent to you.

## new features

- The employee's start date is now displayed on the employee information screen
- An improved wages formula statement includes extended wage formula information, details for additions and deductions
- Ability to print wage formula statements for all or selected employees
- Ability to print reminders
- Extended decimal places for SUTA
- New U.S. Form 941 and 941-M for 2007
- New U.S. Form 940 for 2006
- Itemized additions and deductions on e-stubs
- New U.S. Form W-2 and W-3 for 2006
- Increased Social Security wage base to \$97,500.00 for 2007
- Updated federal withholding taxes
- Updated state withholding taxes
- Ability to print individual payroll stubs for all or selected employees
- Ability to view hours worked on the one employee payroll report



Left and Center: Children participate in a butterfly workshop held at the Imbaseni Free Library during Elayna Rexrode's June trip to Tanzania. Right: A local woman studies library materials in the outdoor reading area.

## ELITE SOFTWARE helps villagers in East Africa

Good Hope Africa, Inc. was the beneficiary of a \$5,000 donation from Elite Software. These funds will be used to provide the villagers in the African country of Tanzania much needed healthcare and health information.

"We are sponsoring a health fair in the village of Imbaseni" said Elite Software Vice President Elayna Rexrode. The health fair will be held at the village library and will include blood pressure screenings, first aid demonstrations, information about malaria and the distribution of bed nets.

There will also be a film about HIV prevention — a vital presentation since Africa experiences one of the highest global mortality rates due to HIV/AIDS.

"Education is a huge part of what we do at Elite Software, so we're pleased to facilitate this kind of program" said Elayna. The library is mostly funded through private donations from the international community, and provides educational materials and programs to local village residents. In a country where the average annual income is around \$200, free books, programs and healthcare are much needed.

"The library is a place where people come to read and learn skills to help them build a better life," said Elayna. One local disabled woman learned to knit at the library. She now makes hats that she sells in the local market and has earned enough to buy a wheelchair. Part of the Elite Software donation will also fund operating costs for the library.

Good Hope Africa is a non-profit organization providing financial, educational and other support to villagers in rural Africa. For more information visit [www.goodhopeafrica.org](http://www.goodhopeafrica.org).

## ARE YOU BACKING UP?

Backing up your program on a daily basis protects your valuable information. Neglecting to do so could be debilitating to your company's operations if you should ever suffer any hard drive failures and need to reinstall the software. Here are some tips for easier back ups.



- Keep your backup process quick and easy—use a USB flash drive.
- Flash drives plug into any available USB port on your computer.
- Make sure the flash drive does not have "U3" technology enabled.
- Look for a flash drive with storage capacity of at least 512MB, which is sufficient for most customers.

- Double check the "System Requirements" of the USB flash drive you purchase to make sure it is compatible with your version of Windows®. Windows® 98 (First Edition) is not compatible with any flash drives currently available. Windows® 98 Second Edition can be used only with certain flash drives.
- Create folders on your flash drive for every day of the week and then move the backup files to the appropriate folder each day.
- Use another USB flash drive for additional protection of your data. Backup to this flash drive once a week.
- If you run the program on a network, you can backup from any computer.
- Keep your USB flash drive in a safe and secure location. Most of our customers remove the flash drive from their premises every day.
- Remember to backup your Elite Salon & Spa Payroll™ program after running each payroll. Use a separate flash drive for this as well.

## training hints

**SET ASIDE UNINTERRUPTED TIME** for your training sessions. This will help maximize your learning experience.

**LEARN ABOUT ADVANCED FEATURES** of the Elite Salon & Spa Management™ program (purchase orders, marketing and security) with a training session dedicated to these special features.

**REMEMBER ALL CUSTOMERS** who currently have support are entitled to FREE unlimited training.

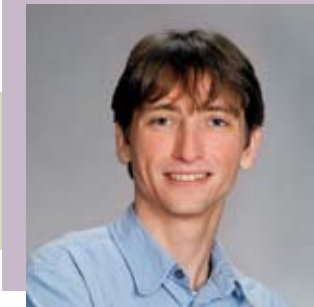
## free Vista™ tool kit available

The Elite Salon & Spa Management™ and Payroll applications were not designed to run under the default configuration for the Microsoft® Windows® Vista™ operating system. For optimum performance and compatibility, Elite Software recommends you use Microsoft® Windows® XP Professional or Media editions or Microsoft® Windows® Server 2003.

For customers that wish to run the Elite Software programs under the Microsoft® Windows® Vista™ operating system, Elite Software has developed a Windows® Vista™ tool kit that will adjust the Windows® Vista™ configuration so it will allow the Elite Software programs to run correctly. This tool may need to be run again after some Windows® Vista™ operating system updates are applied.

Elite Software provides free download and installation instructions for the Windows® Vista™ tool kit to all subscription and purchase customers. Contact Customer Service for more information regarding the Windows® Vista™ tool kit.

# // techsupport



**Meet Chris, Stephen and Tony:** Elite Software's technical support representatives. Chances are you've spoken to one of them when you needed help with the software program.

### CHRIS MARKS

**what I like to read:** *A Song of Ice and Fire* by George R.R. Martin and *I Am Legend* by Richard Matheson.

**where I hang out online:** A comedy website [www.SomethingAwful.com](http://www.SomethingAwful.com) and [www.pricewatch.com](http://www.pricewatch.com) for computer parts.

**helpful tech hint:** Did you know that you can set up your monthly subscription authentication to be completely automatic? It's easy, will save you time and all you need is an internet connection. Feel free to call and ask me how!

### STEPHEN (SWIFT) BATICH

**what I like to read:** Anything regarding technology — I'm a geek!

**where I hang out online:** Anywhere I can find something fun. (Very geeky sites) <http://snapfiles.com>; <http://sourceforge.net>.

**helpful tech hint:** Make sure both computers and hubs are plugged into a battery backup unit, and on the battery side. Make regular off-site backups. Do not hesitate to call or e-mail our support team if any problems or questions arise!

### TONY ANDERSON

**what I like to read:** My favorite book is *Swan Song* by Robert R. McCammon. I also enjoyed *The Discovery of the Titanic* by Dr. Robert Ballard.

**where I hang out online:** MySpace.com, IRC, AIM, and Yahoo!

**helpful tech hint:** If you have a wireless network, run a rebuild at least once a week. This will keep your data current and uncorrupted. See the article in this newsletter about important information regarding backing up.

## Why our customers love Elite Software

- ✓ Personalized one-on-one phone training
- ✓ New extended Saturday training hours
- ✓ On-site training available
- ✓ 24-hour technical support available
- ✓ Excellent program features
- ✓ Ease of use
- ✓ Ability to use software program on a network
- ✓ Friendly customer service
- ✓ Free upgrades to our subscription customers
- ✓ Quality specialty items



**ELITE**  
SOFTWARE

3324 W. University Ave.  
No. 130  
Gainesville, FL 32607

800.662.3548  
352.335.3800  
fax: 352.335.1300  
www.elitesoftware.com

PRSR. STD.  
U.S. POSTAGE  
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GAINESVILLE FL  
PERMIT NO. 702

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Editor: Brandy Smith

Design and Production: PRO iNK

Printing and Mailing: Alta Systems, Inc.

Circulation: Elite Software, Inc.

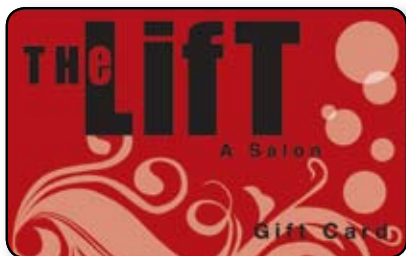
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want to  
start selling  
creative  
custom  
gift cards?

Gift cards instantly  
increase your cash flow,

bring in new clients and advertise your business! Elite Salon & Spa Management™ software includes a gift card tracking system that is fast and easy to use and also works great with gift cards offered by AlaCard One™.

AlaCard One™ features creative custom gift cards with UPC codes for easier scanning with a bar code reader. Using a bar code reader with Elite Salon & Spa Management™ software is highly recommended but not required to use the gift card tracking system. Be sure to purchase your bar code reader from Elite Software to guarantee that it will operate properly with the software program.



AlaCard One™ offers Starter Packs, complete with gift cards, carriers and envelopes, plus a FREE display sign.

Call 1-888-325-9906 or visit [www.alacardone.com](http://www.alacardone.com) today!

## did you know?

Elite software customers know that success is more than just a software program. It's a way of doing business. Make the most of your program by investing in specialty items designed to complement the Elite Salon & Spa Management™ and Payroll programs. Streamlining your daily operations can help your business succeed! Call Elite Software at 800.662.3548, ext. 1 for information on:

- Payroll checks
- Gift cards and gift certificates
- Receipt printer paper
- Cash drawers
- Receipt printers
- Bar code readers
- Touch screen monitors