



It's simple really...

We know your business better!

# SERVICES AND SUPPORT

A Range of Benefits Available to TrulinX Users

As a TrulinX customer, the rewards you get from our software are only the beginning. You also receive a wealth of benefits through phone and email support, website resources, and membership in the TruNet Users Group.

## Telephone and Email Support

Traditional telephone support is always available for TrulinX users. But many people find it more convenient to submit a Support request via email, either directly or through a link on our website. A TrulinX customer support representative will contact you as soon as possible.



## Online Support Logs

See your previous month's Support log anytime on our website! Track your Support incidents, including the date, description, and resolution. Also view the total time logged, and billable dollar amount.

## New Website Tips and Articles Every Week

Our website content is constantly growing! Each week we add a new Tip to our knowledgebase. Periodically we also post longer Articles relating to TrulinX and the industrial distribution field. Our weekly email newsletter lets you know what's new on the website. This makes it easy for you to keep up-to-date on the TrulinX software.

## Online Classes, Tutorials & Videos



Our online classes, tutorials and video tips help you learn the major functions of TrulinX quickly and easily. You can access the tutorials and video tips on our website for convenient training available 24 hours a day, 7 days a week. Low cost interactive online classes are led by our support staff each month on a variety of subjects. These are one hour in length and a great option for training a new employee or learning a module that you are unfamiliar with!

## Daily Customer Satisfaction Surveys

Tribute focuses on providing world class support services and customer satisfaction. A daily random sample of support calls generates an email to rate our service and solicit feedback. We analyze our stats each month to ensure the quality of our support remains high and customer concerns are addressed immediately. Our customer satisfaction rating is over 95% in all seven areas measured with an overall customer satisfaction rating of almost 98% - unheard of in the rest of our industry.



## TribNet User Group

All TrulinX users are eligible to join the TribNet user group for an additional fee. TribNet is an independently-run organization of TrulinX users which offers its members the opportunity to increase networking, share best practices, and get greater benefits out of their TrulinX software. Members convene in a yearly meeting, and may also communicate via the online message boards and BaseCamp.



## TrulinX LinkedIn Group



TrulinX customers can become members of the **TrulinX Group** on LinkedIn. Users can post messages, exchange ideas, and get assistance from other TrulinX users.

## Program Priority Assignment Board

Members of the TruNet user group have the opportunity to serve on the Program Priority Assignment Board. Individuals are elected at each TruNet user group yearly meeting to serve on the board. Members meet twice a year to review and prioritize the current TrulinX open project list. This helps determine the direction for future TrulinX development.

## Flexible Support Options

Tribute's Real Time Support is available to all, regardless of what support plan you're on (or even if you're not on one). All our customers are important, not just those who pay the most. No minimum billings, no favoritism, no paying for what you don't use, and no paying a huge fee just to have one problem solved – just excellent service at a fair hourly rate and straightforward plans that offer real savings.



Tribute, Inc. wants to help you grow your business. Call us at 800-874-2883 to find out more benefits of owning TrulinX.