

FAQ

Q.: In which language the software and training materials are provided?

A.: In English.

Q.: What are the product deliveries?

A.: CD-ROMs with all the software items and training materials. The executive package is delivered in the leather CD folder with UNIDO logo.

Q.: What software, training and reference materials are provided on the CD to support installation and learning?

A.: The software:

1. Pharos ‐ Business Navigator
2. Benchmarking module for Pharos
3. Advanced Export ‐ Import module for Pharos,
4. Produce Plus database
5. Produce Plus graph modules
6. Financial Improvement Toolkit

The reference and training materials are prepared in the following sets:

Pharos ‐ Business Navigator Documents (.PDF)

- • Readme: Pharos & FIT installation instructions
- • Pharos Road Map
- • Pharos How to Get Started
- • Pharos Data Collection Guide
- • Pharos Data Tables
- • Pharos Advanced Export-Import module
- • UNIDO Workshops Programme (add-ons folder)
- • Enterprise Model & Simulations in Pharos (add-ons folder)

Pharos Power Point Presentations

- • Introduction to Pharos
- • Benchmarking in Pharos (add-ons folder)
- • Continuous improvement introduction (add-ons folder)
- • Capacity Building Programmes (add-ons folder)

FIT Materials

- • Introduction
- • Data Collection Guide
- • User reference presentation (.pps)

Produce Plus Documents (.PDF)

- • Introductory Guide to Produce Plus
- • Produce Plus Road Map
- • Produce Plus Manual
- • Produce Plus Read Me instructions

Produce Plus Presentations (.pps)

- • User reference presentation
- • Graphs and analysis

Each software package is provide with sample enterprise database for user reference.

Q.: Are these documents available as paper documents or in the format of a book?

A.: No, these materials are provided as files, i.e. in Adobe PDF or MS Power Point Presentation. It allows users reading on PC screen and selecting the appropriate items or pages for local printing thus saving both user space and overall costs.

Q.: What is the overall order procedure?

A.: The order starts with payment procedure implemented using the well established providers of the international secure payment systems e.g. Moneybookers.com.

After the receipt of the notification about the receipt of payment from the provider the order is shipped by registered parcel post from Bratislava, Slovakia or Vienna, Austria within 3 working days. The shipment notification is sent to the customer by e-mail. More information. Q.: How the updates are provided?

A.: The official users purchased the products are provided with free updates of the software.

Q.: Why two end user licenses are provided in the executive package?

A.: The software is a single user application running on single PC. Its running may be required by managers working in analysis of different strategic and production performance issues. The enterprise data updating may require support of additional assistants.

In order to support the enterprise applications and learning the second license is provided under special 80% discount within the Pharos Enterprise Suite package.

Q.: What about the support?

A.: User support is available by e-mail. Some urgent issues can be discussed on – line by Skype or Messenger within working hours. The working languages are English and Russian.

Q.: How to activate license?

A.: Initially you should make the following steps:

1. Install each software item from the CD.
2. Use demo mode for initialization as follows

User ID: 15

Activation code: xro9

Please note, the demo mode is running for two months. It has full features software.3. Within next two months the license owner needs to activate license. One needs to run the utility Activate.exe which can be found under the directory \UBPSW\Pharos

In order to activate your license you need to request activation keys by e-mail activate@win2biz.com . The activation keys are sent to the registered users by e-mail.

After obtaining the activation keys the "user id" and "activation key" shall be provided for the software by entering it in activate utility. The details of the procedure are described on the CD-ROM in the directory REGISTRATION.

Q.: How to get the certificate?

A.: There are two types of certificates acknowledging (1) user qualifications and (2) consultant qualifications. The certification tests are to be submitted for evaluation to the Enterprise Performance Improvement Center (EPIC) providing training and certification. Alternatively one can receive certification by taking part in the UNIDO Pharos workshop.

Q.: Can I resell the package?

A.: Yes.

Q.: Can I become business partner?

A.: Yes.

Q.: How to get additional training?

A.: Please review the information by the following link: http://www.win2biz.com/unido_sw/eng/training.htm Q.: What payment methods do you accept?

A.: We are working with Moneybookers at the moment. Moneybookers is a payment provider that allows you to safely and securely send and receive money via email. You can use Moneybookers in combination with your credit card, debit card or your bank account to buy software from our store. If you already have a Moneybookers account you can buy software instantly. The first time you pay with Moneybookers, you will be automatically registered for a Moneybookers account (free of charge). Detailed information regarding this payment method can be found on the Moneybookers website . Moneybookers supports many payment methods. Also the benefit is that Moneybookers is connected to the domestic payment network of many countries. You may pay in your local currency as well. Moneybookers accepts many different currencies - see a full list of currencies .