

# Vehicle Manager

## Frequently Asked Questions

### What is the difference between Editions?

- **Professional Edition:** Intended for companies where database access is required for a single person who is responsible for looking after company vehicles (max 50 vehicles).
- **Enterprise Edition:** Intended for companies where database access is required for a single person who is responsible for looking after company vehicles (unlimited number of vehicles).
- **Fleet Edition:** Intended to be used by large companies that have many vehicles and multiple-users that need to access a centralized database located on a network (unlimited number of vehicles).

### Which version of Microsoft Windows does Vehicle Manager work on?

Vehicle Manager is compatible with Windows® XP™ SP3, Windows® Server 2008 (32 and 64 bit), Windows® Vista™ (32 and 64 bit versions), Windows® 7 (32 and 64 bit versions) and Windows® 8 (32 and 64 bit versions).

### How do you support your software applications?

We provide unlimited application support via email for our customers, and if required we can provide support via Skype or Apple FaceTime. We endeavour to respond to every email within just a few hours of receiving it. Your emails always get answered by one of our friendly in-house support staff. If you need technical support after the first year, or wish to receive free program updates, you may purchase a yearly support contract. Please contact us for details.

### What types of payment do you accept?

We accept Visa, MasterCard, Discover, American Express and PayPal. We do accept checks in the United States. Please contact us for other forms of payment.

### Is your payment processing secure?

Yes definitely, our payment process is highly secure. We accept payments through our payment processing partner FastSpring. See <http://www.fastspring.com/purchasing-through-fastspring.php> for more information.

### What happens once I've paid?

Once your payment is confirmed you will receive an email sent to the email address you used during the checkout process. You usually receive this email within a few minutes of your purchase confirmation. Your license key is in this email. If you haven't received your license key after an hour then please check your junk email folder. If you can't locate your confirmation email, then don't worry, send us an email to [support@smartcompanysoftware.com](mailto:support@smartcompanysoftware.com) stating the problem and we'll get right back to you.

### Will I be able to upgrade later?

Absolutely, if you purchase any Edition of Vehicle Manager and later wish to upgrade then you only need to pay the difference between the Edition you originally purchased and the Edition you wish to upgrade to.

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### **How many vehicle records can I store in the database?**

The database can store in excess of 2 million records.

### **How many vehicles can I track?**

The Professional Edition can track up to 50 vehicles. The Enterprise and Fleet Edition can track an unlimited number of vehicles.

### **Can I install the software on a network drive?**

If you have purchased the Fleet Edition then you can configure the software so that you can access a centralized database stored on a network that can be accessed by multiple-users.

### **Will I be able to move the software if I need to switch to a different computer?**

Yes, if you have the Professional Edition or Enterprise Edition then you can back up your data, install the software on your new machine and then restore your data. If you have the Fleet Edition then you simply install the software on a new machine and configure it to point to the centralized database on your network.

### **Why do I have to have the Microsoft .NET Framework 4.0 installed?**

All of our software applications are programmed using the very latest Microsoft technologies and the most recent release of Microsoft's software development framework is Microsoft .NET Framework 4.0.

### **What if I don't have the Microsoft .NET Framework 4.0 installed?**

Don't worry, the application Installer will detect if you don't have the Microsoft .NET Framework 4.0 installed, and will download it automatically from the Microsoft website and install it for you.

### **Does Vehicle Manager work with Terminal Server or Citrix?**

Yes, you can run Vehicle Manager through a Terminal Server or Citrix environment.

### **Do you provide on-site installation and training for our staff?**

Yes, we can provide on-site installation and training at additional cost. Please contact us with your requirements.

### **How long is the Vehicle Manager license valid for?**

Your license for Vehicle Manager never expires. The license covers the version you have purchased and any minor upgrades to the software.

### **What if I have any other questions?**

This is a list of common questions we get from our customers' but we understand that you might have a question that is not covered here. Send an email to [support@smartcompanysoftware.com](mailto:support@smartcompanysoftware.com) and we'll get right back to you with an answer.