



## ProSolutions Software, Inc. Newsletter for December 3, 2007

### MERRY CHRISTMAS AND HAPPY HOLIDAYS

#### Important Information regarding Monthly Passwords

ProSolutions Software, Inc. has set up a user name (your email address that you have on file with us.) and your account number so that you can access your monthly passwords from our website:

<http://www.prosolutionssoftware.com/default3.asp>. It is extremely important that you take advantage of this ability when the software first begins to ask you to enter the next month's password. (Usually a full ten days before it is required!) Many clients are waiting **until the last minute!** This creates a SERIOUS problem when the first of the month is on a weekend like it was for December of 2007. Over fifty (50) clients contacted our "after hours" emergency support to get their monthly passwords that had been available to them for the previous 10 days. Emergency support often has up to an hour delay because it is sent to an "on call" technician. I don't know about you, but I can't afford to be "down" for an hour or more on a busy work day. Please don't let this happen to you! We appreciate the thousands that did not need this service, but we feel that fifty (50) is still too many.

#### ProSolutions Offers Free Update Download With All of the Latest Changes to All Subscribers.

If you currently subscribe to ProSolutions Software, or have an annual support contract we are offering free "end of year" downloads that have every change we have made in 2007. Just send an email to [info@prosolutionssoftware.com](mailto:info@prosolutionssoftware.com) with your account number in the subject line and request the link.

#### Did You Know?

The new room utilization and staffing report will allow you to track the utilization of your rooms compared to the people you have working in them. This is an important tool to help you recognize where staffing levels need to be changed and/or if you need more/less facial rooms as opposed to more/less massage rooms, etc. This report will greatly enhance room use efficiency and help you make more money! For a more detailed description of exactly what this report can do for you and how it is structured, just send an email to [info@prosolutionssoftware.com](mailto:info@prosolutionssoftware.com) with "RUSR" in the subject line and we will respond immediately with the information.



**ProConfirm Allows You to Text Message or Send Email Reminders to Your Clients Every Day for only \$10 per month!**

*ProSolutions would like to congratulate Brent Wiggins on the birth of his second son and fourth child, Charles Alexander on November 28<sup>th</sup>, 2007. Mother and Baby are doing great!*

**ProSolutions Software would like to welcome back this past November, Rosio Jarolim from Maternity Leave!**

**Please do not forget that Pro6 and Pro7 will no longer be supported after January 1, 2008. Also, updating from Pro6 or Pro7 will no longer be offered at a discount after January 1, 2008.**

#### Guess What?

**ProSolutions Software, Inc. was recently noted as the ONLY software company recommended by Salon Plus Magazine! Thank you Salon Plus!**