

The BuildSoft Library of On-Demand Training Sessions is now available through the secure [Client Care Center](#), exclusively for supported customers. Now learn according to your own schedule!

A special thanks to *Lamar Phillips – Lead BuildSoft Trainer*, for helping to create this resource.

Live online training will remain free, for supported customers, till the end of 2007! Live training continues to be invaluable for those learning the system initially, or requiring specific help, due to its interactive nature.

Have you downloaded the latest release? See the list of enhancements delivered this year at www.buildsoft.com/updates.asp. Read prior newsletters for details, at <http://buildsoft.com/Newsletter.asp>.

Coming Soon! The last update for 2007 (November-end) will have, amongst other features:

- AP Aging 'as of' (tied to GL) capabilities – the report your CPA keeps asking you for!
- Detailed Trial Balance report will finally show period, year & transaction date details!

Thank you *Nancy Ross - BuildSoft Support Manager*, for championing these long-standing requirements!

To View the New On-Demand BuildSoft Training Sessions:

1. **Log on to your BuildSoft Client Care Center.**
 - o Access it from <http://buildsoft.com/customerCare.asp>.
 - o First-time users, please click on the sign-up button to activate your access to Client Care.
2. **Select 'On-Demand Library' from the 'Training' option, from the top navigation bar.**
3. **Click on your choice of training session**
 - o The session player (add-in) will install automatically to enable playback.
4. **Activate your computer speakers / headphones, and adjust the volume settings as required.**

Year-End Constellation BuildSoft Customer Survey

Have your voice heard! Responding to our year-end customer survey is the best way to provide us feedback!

BuildSoft Referral Program

We all know how important word of mouth is – and we are willing to pay for it! Refer us to someone that ultimately buys BuildSoft and we will send you both **\$500!** Fill the referral form out at www.buildsoft.com/referral.asp.

Are You Receiving Our Messages?

- **Add the @buildsoft.com & @constellationhb.com domains to your safe senders list**
 - This will ensure you always receive our messages.
- **Add @buildsoft.com and @constellationhb.com email addresses to your Address Book**
 - This will ensure important messages never get routed by Outlook junk mail filters.
- **Had someone new join your company? Change of contact information?**
 - Primary contacts were emailed or faxed the annual customer satisfaction survey.
 - Contact Olga to ensure problem-free communication.

Client Care Center

To access the Client Care Center, visit the **new BuildSoft website**, www.buildsoft.com.

Account Management

Contact Olga for billing, Client Care Center, and other questions, at oyatsetchko@constellationhb.com, or **1-888-723-2222 x2525**.

Returning Customers

Unsupported customers, call Robbie at **1-888-723-2222 x6143** to regain access to updates, training and support.