



IMPORTANT SUPPORT RENEWAL FACTS

Many clients ask us why they should renew their TimberScan Annual Support Contract. **The most important reason is that TimberScan is used for mission critical AP invoice approval. If a problem arises requiring our assistance, your TimberScan Annual Support Contract must be current.**

Your TimberScan Annual Support Contract entitles you to important resources and product enhancements including:

- ◆ Access to product updates
- ◆ Phone and email support from product experts
- ◆ Electronic Payment Support
- ◆ Testing and certification for Sage 300 CRE
- ◆ Certification of TimberScan for SQL Server and operating systems as they are released
- ◆ TimberScan Go, the included mobile approval app
- ◆ 24x7 Online Access to the Knowledgebase
- ◆ Monthly eNewsletters with product information, Tips & Tricks, product and industry event information, and other news
- ◆ Exclusive invitations to [Lunch & Learn sessions](#) and more!

Powerful features **now included** with TimberScan

Email Monitoring

Automatically extract invoice attachments from an unlimited number of designated inboxes with this new enhancement! Save attachments to specified TimberScan folders while maintaining security. No more saving-out individual attachments from your inbox—this is a HUGE win for TimberScan users. Check out this short [Email Monitoring Video](#).

TimberScan Go



In June 2019, the TimberScan Go mobile approval app was made available to all TimberScan customers active on support. The app is free to use – no monthly, per transaction, or annual subscription fee. There is a small, onetime fee for the set-up and it's FAST – your team can be approving from the field in no time! [See TimberScan Go in action.](#)

Advanced Image Management (AIM)

AIM expands TimberScan, adding the ability to handle all documents in their native formats. This module attaches documents to Sage 300 CRE AP, AR, GL, JC, PM, & PR. It includes a powerful search engine and tight security so that sensitive documents can only be accessed by authorized users. AIM's workflow engine enables any document to be automatically routed and approved. This feature was recently enhanced to offer advanced document search functionality in addition to User Role capabilities for added security and convenience. Here is a 60 minute [AIM Video](#) session.

Available features and services for TimberScan

Acquire Automation

This available feature can be added to work with Email Monitoring to automatically acquire invoices into TimberScan. Once email monitoring saves out the emailed invoices Auto Acquire prefills your key data fields based on rules that you define to ultimately eliminate even more data entry tasks!

TimberScan Connect





TimberScan customers now have the flexibility to bring in data from other programs! With this new service, TimberScan Connect, users can enable other packages to send AP Invoice data seamlessly to TimberScan.

Right Around the Corner

Every year we add features and enhancements based on user requests and market research. Our development team is already hard at work on more than ten new features we can't wait to introduce. Without a support contract, TimberScan users will not have access to any of these features- some, which may have even been thanks to your input!

Connected Solutions

The TimberScan Productivity Suite is full of products that work with your TimberScan system, including:

-  **TimberScan Capture** - convert scanned images or documents into coded TimberScan invoices, instantly.
-  **TimberScan Commander**: Print reports from Sage CRE (or any system with editable reports) to apply a workflow and even automate document distribution
-  **Core Cloud Systems**: A single platform for managing business form and application data—it's mobile accessible and highly customizable
-  **Core + AvidXchange Pay**: Experience end-to-end automation from purchase to pay with new connectivity offered from Core and AvidXchange

Staying current with Sage 300 CRE and Windows

We are Sage development partners and receive pre-release versions of Sage 300 CRE which enable us to test TimberScan to ensure its compatibility.



Construction and Real Estate
Development Partner

We test for compatibility with Windows Server and Workstation operating systems. We now support Server 2014 for 32- and 64-bit processors as well as Windows 10 Professional.

Migration Support

Many clients upgrade their servers when they upgrade to the latest version of Sage 300 CRE. If you are planning a server migration make sure you schedule time with our support team.

Although migration work is billed separately and is **not included** in your TimberScan Annual Support contract, only clients with current TimberScan Annual Support Contracts are eligible for migration services.

Why can't we just buy phone support?

Some clients have asked if we can offer telephone support alone without upgrades. To properly support our clients, they need to be on the latest version of TimberScan because many client problems are addressed by installing the latest release. Telephone support without access to the latest version of TimberScan just doesn't work.

In conclusion

We hope you choose to stay current with your TimberScan Annual Support Contract. You have made a sizable investment in TimberScan and having a current contract will ensure the protection of your investment.

If you have any questions please contact us anytime!

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