

## Some Frequently Asked Questions:

*Who is KangaGold Software?*

KangaGold has been in business since 1996, but the principals have written software for the travel industry since 1983.

Earlier travel products include back-office accounting systems that linked to System One and WorldSpan. Additional modules included payroll, accounts receivable and payable, and general ledger.

In 1991, the original version of GroupEZ was written. It was DOS-based and written at the request of a large customer. It included the ability to handle multiple groups, was networked, and had several basic reports.

GroupEZ 2.0 was released in 2002 and the first update of that Windows-based software was released in 2003.

*If I have an earlier version of GroupEZ, do I need to upgrade to Version 2.0 or later?*

No, but as Microsoft continues to develop Windows, it is getting more difficult to support DOS-based software like GroupEZ 1.x. GroupEZ 2.0 offers far superior reporting capabilities, including labels and user-defined reports. GroupEZ 2.1 offers a superior import function, allowing users to import all data about each individual in the group, including rooming, air, and activities, from other sources such as a spreadsheet. It also has improved on-screen prompts to help the user.

GroupEZ 2.2 was released in 2004, adding a booking report that allows you to only print new bookings, plus fixing a few identified bugs.

GroupEZ 2.22 is the latest version and includes the ability to recall a deleted record, set field widths on custom reports, and maintain a “last updated” field on individual participants.

For a complete list of new features as they have been added, check the Appendix of the manual.

Best of all, the upgrades are free. To receive your FREE upgrade to Version 2.22, contact us directly at [info@kangagold.com](mailto:info@kangagold.com) and the upgrade will be sent to you. Note, however, that the new annual maintenance fees are in effect after upgrading.

*How about future updates. Are any planned?*

We will issue updates to **GroupEZ** as often as feasible. We would expect to issue minor updates as needed and major updates every two years. All registered users will be notified of new versions.

We've received a number of user requests over the years. Minor updates will be to correct any bugs found and to ensure full accessibility to intended features. Major updates will consider user requests that have not yet been implemented.

Minor updates will always be free, while major updates will usually require an upgrade fee. Minor updates will be denoted by increasing the number to the right of the decimal point, while major updates will increment the number to the left of the decimal point.

The next upgrade planned will be a major one to version 3.0, and will add the capability to set up pricing, both for individuals and for groups, keep track on receipts and payments, and add more user-defined fields.

*How about the Internet? Will that version be available soon?*

We expect the first Internet version to be available early in 2005. The price will include HTML templates for data entry, a translation tool for importing the Web-entered data into GroupEZ, and all standard reporting tools.

It will not include the costs of integration in your Web page or an FTP module for uploading reports.

Subsequent versions will automate the entire process.

*Will KangaGold Software provide a web service to host our Internet-based programs?*

We will offer Internet hosting and programming services on a custom quote basis.

*I need to provide printed reports to my customers and vendors. Do I need special printers or other software?*

No.

The program takes full advantage of Microsoft Windows Print Services, allowing users to format for and print to any installed Windows printers, including Adobe PDF files.

The user can also print all reports and labels to text files, allowing further formatting in popular word processing programs such as Microsoft Word.

*Can the single-user version be installed on a network?*

Sure, it can be installed onto any connected hard drive. However, only one user can use the program at a time.

*Can I download and start using the program?*

Yes. Contact us and we will provide a link to a trial version of the program.

The 15 megabyte download will take nearly an hour on a 56k connection, but far less time if you are connected via broadband. As downloaded, you can use the Trial Version (one group, up to 10 participants) to test the program. When you are ready to buy, order via credit card through our secure connection and we'll return your User ID and Password via Email.

We'll also send you a CD for backup purposes.

*I just purchased and installed the complete program, but cannot get it to work. Where do I get this "password"?*

Prior to first use after purchase, the software must be activated with a password. This password indicates which version you have purchased. Your password is included in the package mailed to you and is also included in the confirming Email sent to you after your order.

*Do I need the password after my first activation?*

To protect your data, the password is needed whenever you choose to delete a completed program, run a backup, or restore data from a previous backup.

*If I have suggestions for additional information in the program, would you consider them?*

Absolutely. Our goal is to provide a complete and flexible program for managing your group travel programs. If you have an idea to make it better or easier to use, we want to hear it.

*What kind of support will I receive?*

All purchasers get 45 days of FREE Email support. After that, choose either our email or telephone Annual Support Subscriptions. Both allow unlimited support, including limited 24/7 emergency support. All Annual support Subscriptions are good for 12 months from the date activated.

*Can I get a refund if I don't like the program?*

No. All sales are final. We recommend using the free Trial Version until you are absolutely sure you want to purchase. You should also carefully review the PDF file of the manual you can download. It shows all the features of the program.

Our goal is to provide useful software that works... at a reasonable price. We have found that offering free trial versions is the best way to accomplish this.