



# Customer Service

Joining industry knowledge with professional technical assistance, while practicing common courtesy

Cow Sense® Herd Management Software is an easy to use yet powerful tool to assist you in herd improvement. If you have questions regarding the use of the software we offer many options.

## Included Product Assistance

- **Getting Started** - With the purchase of Cow Sense you receive 30 days or 30 minutes of support from first contact. This added bonus demonstrates our commitment to our customer and our products while making getting started a snap!
- **Robo-help** - Your Cow Sense program comes with a “smart” help section. Simply press F1 and this tool provides you searchable topics and “how to” ideas to get you on your way.
- **Bits N Spurs** - These included “Tips & Tricks” are launched when you open a menu item in Cow Sense. They provide immediate clues to guide you through the function you are performing.
- **Users Guides** - Cow Sense provides you complete electronic documentation with your software purchases. The Users guide contains easy to reference information, typical screen captures, and comprehensive indexes that can be viewed on your system or printed for your convenience.
- **Sample Systems** - provide users a sample herd file to practice and experience the flexibility and power of Cow Sense.
- **Online Help** - The Internet allows for rapid delivery of powerful new features to provide you with the very best service available to the cow/calf producer. These are all available to you at the NEW Cow Sense Corral.

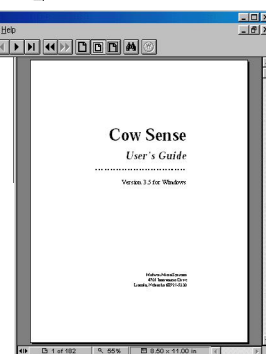
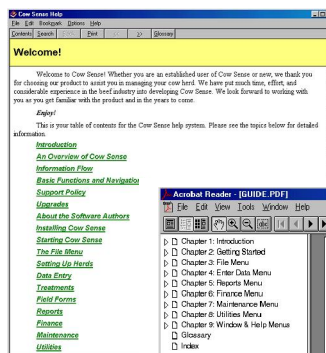
Visit the Cow Sense Corral today at: <http://www.cowsensecorral.com> Click "Send Me My Login". Your initial User Name and Password will be promptly e-mailed back.

The Cow Sense Corral is your one-stop shop for 24/7 access to your account, past technical support questions as well as the respective support team's answers and the Cow Sense User's Forum. Cow Sense Online features (also found at the Corral) provide advanced analysis and benchmarking of your herd data.

**Best of all...access to the Corral is FREE and SECURE!**

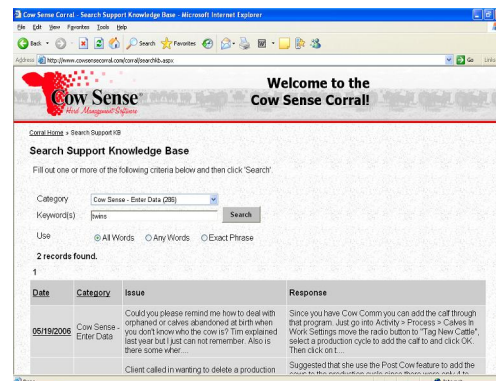
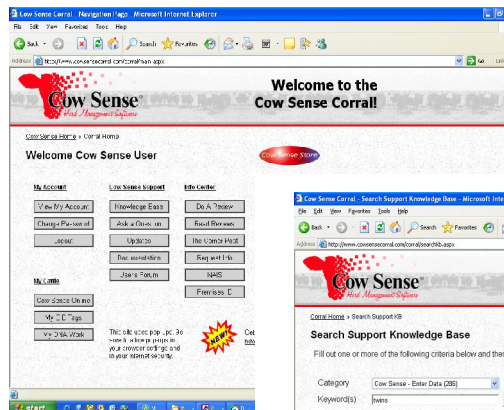
*Help is just a click away!*

*Help within your program*



*Plus a “Cowboy Compatible” Users Guide and state of the art Online Help system*

*Equals...*



*Your Success!*

# Commitment...

## That's Cow Sense Customer Service

Cow Sense offers industry leading products and services backed by great people committed to helping you receive the most benefit from your herd management products. Our highly skilled team of customer service professionals is dedicated to your success and understands how Cow Sense and the Cow Sense Suite of Products will benefit your operation.

### Money Back Guarantee

If you are not completely satisfied with your Cow Sense Herd Management Software products within 30 days of purchase, we will refund your money without question or hassle!

### Compatibility

Windows XP  
Windows Vista 32 bit  
Windows 7 32 bit  
Windows 7 64 bit in XP Mode  
Macintosh in Virtual PC

*Our Customer Service goal is to answer your questions efficiently and effectively. Our customer service professionals work with cattle producers every day addressing their needs and providing practical solutions.*



**Midwest MicroSystems LLC**

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(800) 584-0040**

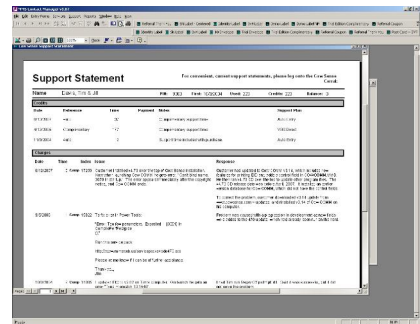
### Additional Tech-Support Options

#### Value Based Service (VBS)

If additional Technical Support is desired beyond the included support period, a pre-purchased VBS Plan provides you with a friendly voice and technical assistance to meet your individual needs.

- These Plans are available at the rate of \$69.00 for 60 minutes.
- This time is banked for you much like a telephone credit card.
- You have access to our toll free support services or e-mail and can use it, as you need it!
- Free access to the Cow Sense Corral Knowledge Base is available to all customers that have an active VBS Plan in place.

**Customer Service Staff responses are documented and available to you online in your Customer Account.**



**Training Seminars** – Cow Sense College courses are available providing basic as well as advanced training. Classes are conducted online via the Internet and a conference call connection, giving you the convenience of staying at home or in the office. In addition, you can schedule individual training time, customized to your specific needs.

**www.cowsense.com**

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***Midwest MicroSystems is dedicated to improve the economic position and success of our customers by providing the most current, highest quality, integrated information management systems for the beef industry...***