INTERNATIONAL COMPUTER SERVICE

EOFY 2026 NEWSLETTER

AM-WIN

NEW MOBILE APPS VERSIONS!

AM-Win iOS v2.9.3

and Android v1.6.6 are now available!

If your SUA is up to date contact ICS for assistance!

Find out more about the new versions in the Apps sections of the newsletter.

END OF FINANCIAL YEAR

READY FOR EOFY?!

End of Financial Year is quickly approaching!

Please read the [AM-Win EOFY guide] well before June 30th as there are many steps to consider leading up to the financial year processing.

Find out more about EOFY in the AM-Win sections of the newsletter.

LIGHTNING PAYROLL

PAYDAY SUPER IS EASY WITH LIGHTNING!

Follow Lightning's **Interactive PayDay Super Guide.**

Find out more in the Lightning Payroll Integration section of the newsletter.

If you have any queries about any of the content in this newsletter,
or any general enquires, contact **ICS**:

(07) 3107 1923

support@icsjet.com.au

http://www.icsjet.com.au/contact/

or find us on Facebook!

Like us on Facebook

NEW ON OUR YOUTUBE CHANNEL

AM-WIN IN ACTION: A DAY IN THE LIFE OF A MECHANIC WORKSHOP

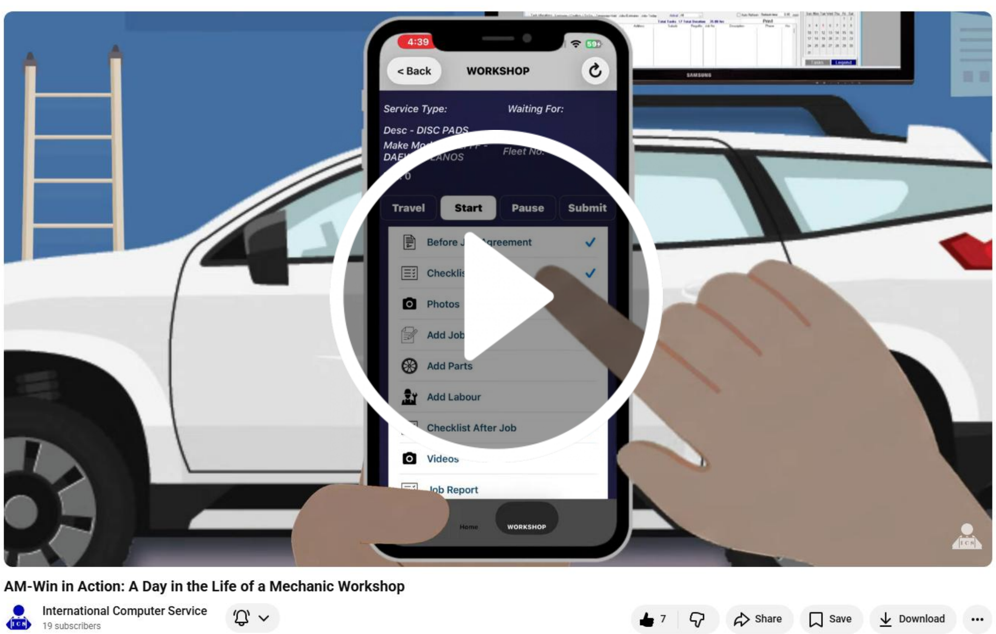
A behind the scenes look at how a busy workshop runs their day, from the first booking to the end of day backup. Bit of fun, bit of a feature tour, all in one.

You'll see in action:

- Workshop Diary and Scheduler with drag and drop bookings
- The AM-At-Work iOS app, photos, parts, labour and signed job reports
- Logging parts out of stock with AM-Parts
- Stock ordering through the bucket
- ASM service lookup for instant quotes, emailed straight from AM-Win
- Quote to booking conversion in one call
- End of day reporting
- And the all-important end of day backup (especially relevant this time of year)

Worth a watch even as a seasoned user. You might spot a module you don't currently have, or maybe one you do have and aren't using to its full potential.

Click the video to watch



Questions about any of the features shown? (07) 3107 1923 or support@icsjet.com.au

Know a mate who'd love AM-Win? Share the video.
$200 credit on your next SUA for every successful referral. ***Details page 20.***

END OF FINANCIAL YEAR IS COMING!

IMPORTANT INFORMATION

Please read the **AMWIN EOFY 26** guide well before June 30th as there are many steps to consider leading up to the financial year processing.
Including:

- For your Accountant - what reports they want and what they expect
- Backing up your data (**TWICE! At least one external backup!)**
- What to consider when looking at unfinalised jobs and the work in progress report
- Unfinalised Orders
- Bank reconciliation
- Stocktake
- Reconciling your Ledger control accounts to your aged analysis
- Do I need to do a month end?
- Final checks to perform before processing
- Processing the year end
- Back posting entries to the previous month
- When you need to process your GST period
- Closing off your GST period
- Printing off your year-end reports
- What reports to print
- Optional reports
- Deleting ledgers
- Clearing financial details
- Processing in the new financial year
- The final checklist prior to processing.

See the **AMWIN EOFY 26** to view/print the EOY document. Please read this document, print it out and have it handy **well before you perform your year-end process.**

AM-WIN EOFY FAQs

END OF FINACIAL YEAR FREQUENTLY ASKED QUESTIONS

In this section you will find answers to a few of our most Frequently Asked AM-Win Questions from the past month…

BAD DEBT WRITE OFF

AM-WIN – EOFY CHECK LIST

DEPOSIT RECONCILIATION SCREEN

AM-WIN END OF YEAR ON AMONLINE

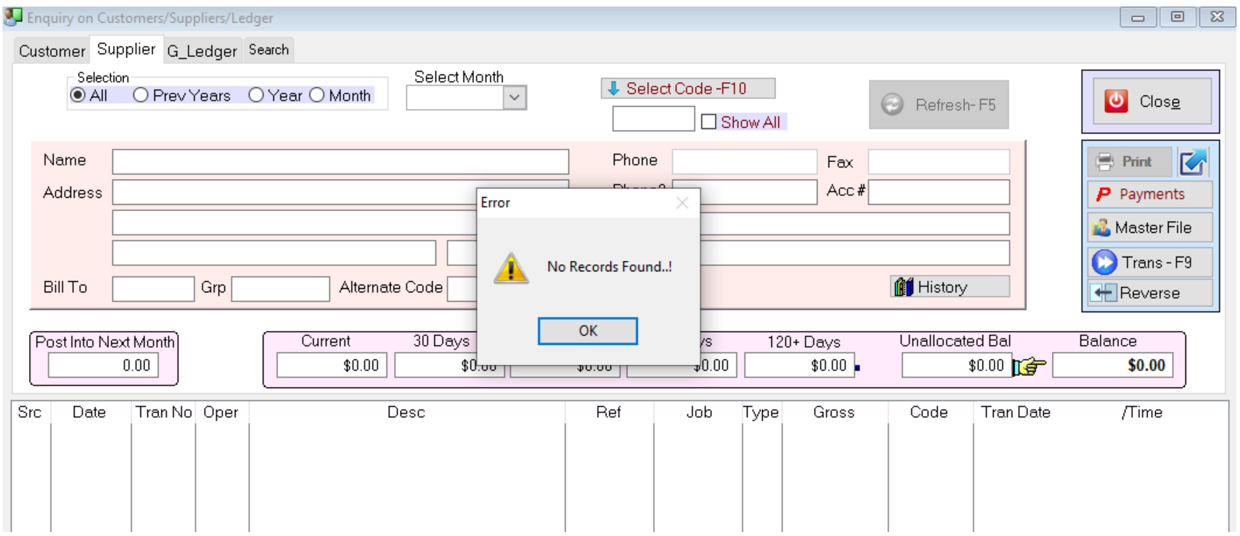
PLEASE DO NOT STOP YOUR END OF YEAR PROCESS
IF YOU THINK IT IS TAKING TOO LONG.
THE END OF YEAR PROCESS IS LONGER THAN THE END OF MONTH PROCESS.
END OF YEAR PROCESS COULD BE ANYTHING FROM 10 MINUTES UP AN HOUR.
PLEASE DO NOT STOP IT HALF WAY AS THAT WILL CAUSE MORE ISSUES.
IF YOU BELIEVE SOMETHING HAS GONE WRONG
OR YOU NEED ANY HELP PLEASE CONTACT ICS.

PLEASE KEEP IN MIND THIS IS OUR BUSIEST TIME OF YEAR AND THERE MAY BE A SHORT DELAY IN THE CALL PERIOD. WE DO APOLOGISE FOR ANY DELAY BUT WILL HELP YOU AS SOON AS POSSIBLE.

AM-WIN EOFY TIPS

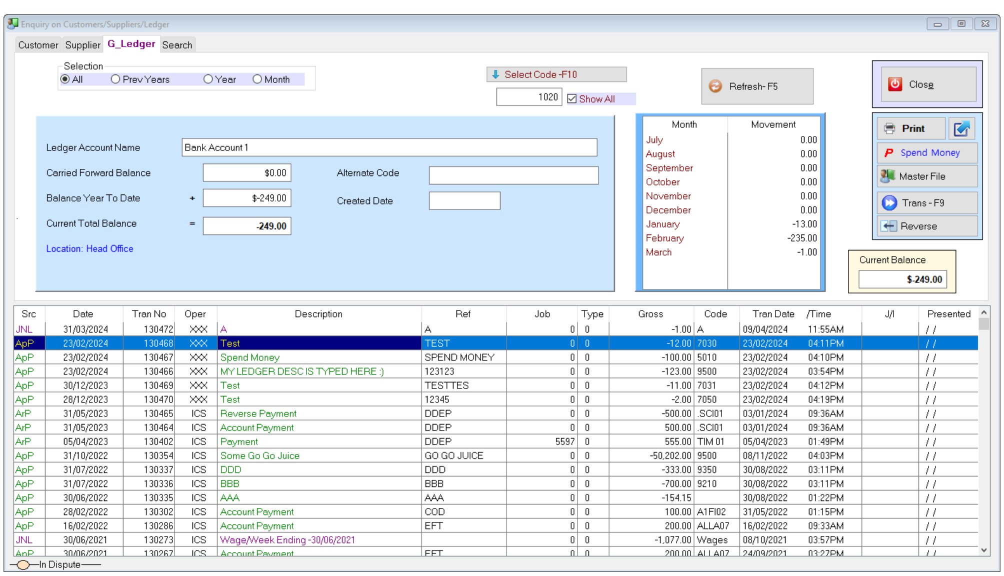
EOFY ENQUIRY SCREEN TIP

Remember! Once you have rolled AM-Win into the new financial year, the enquiry screen will now be showing, by default, only the new year's transactions. If you haven't done any transaction this year you will even get a No Records Found message.



To view previous years' transactions, make sure you select the Show **All** or **Prev Year** and select year and a particular month if required.
If you don't select a month the entries for the entire financial year will be shown.

and then hit **F5** or the **Refresh** button.



AM-WIN EOFY FAQ

THIS MONTH'S MOST FREQUENTLY ASKED AM-WIN QUESTIONS

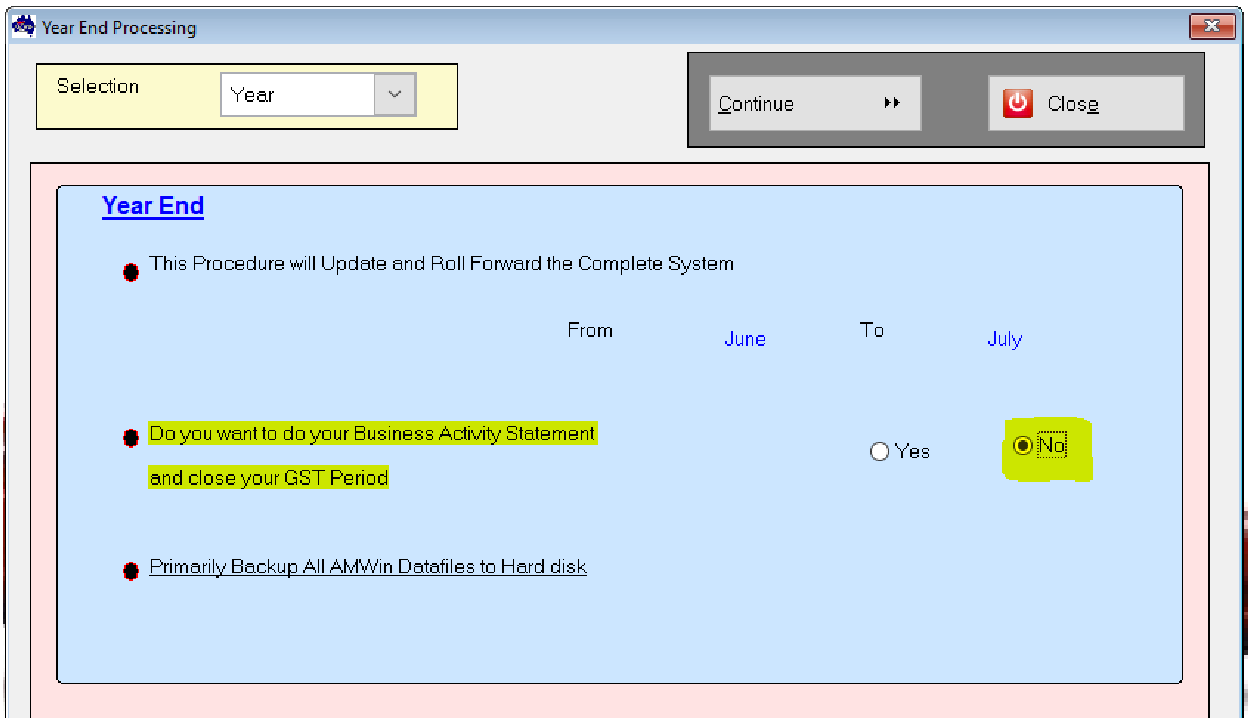
Question: Once I have rolled the Year over in AM-Win, can I still post to Last Year?

Answer: Yes, you can do your End of Year rollover and then still be able to back-post transactions into June **as long as you don't close your GST.**

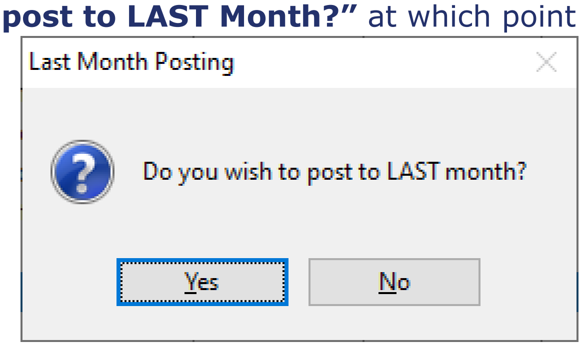
1. Roll the year using the usual month rollover procedure. (**Ledger > GST End of Month/Year > End of Month/Year**. *See End of Year Rollover document for details*)
2. The system will do a backup, then show you the screen below
3. **Select "No"** to the question highlighted below to keep your GST open

This will keep June open for 1 month until you roll into August, at which point it will ask you to close the GST.

Note: whether you close your GST or not, Journal Entries can still be back posted into any month in the previous financial year



Then when processing invoices/orders etc from last month you will be asked **"Do you wish to post to LAST Month?"** at which point you can press **Yes**.



Question: Can I change the **Default Sender ID** when I SMS from AM-Win?

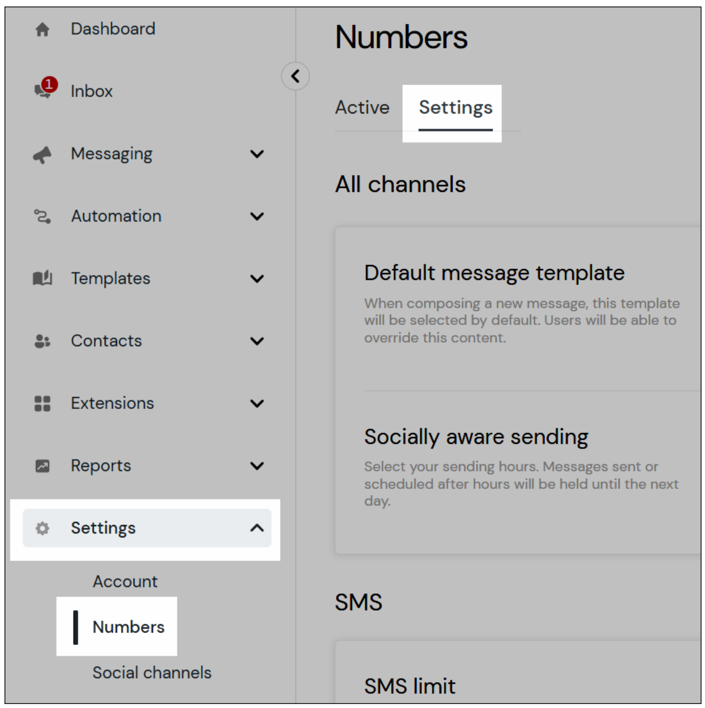
Answer: Yes! On your MessageNet portal!

Identifying the default sender ID

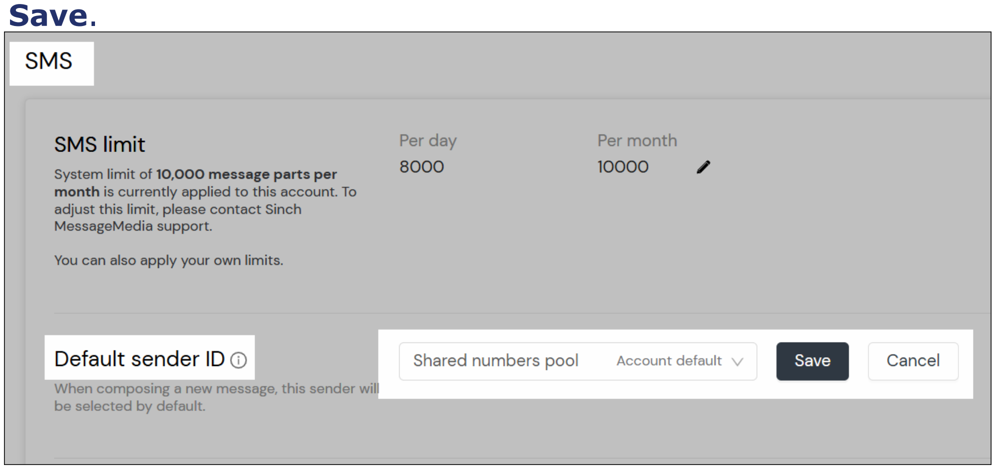
On the **Numbers** page, the default sender ID will be highlighted with a blue star as follows:

Updating the default sender ID

1. Navigate to Settings > Numbers > Settings



2. Scroll down to the **SMS** section and next to the **Default sender ID** click on the edit icon (✎), then use the dropdown menu to select the sender ID you would like to set as the default and click **Save**.



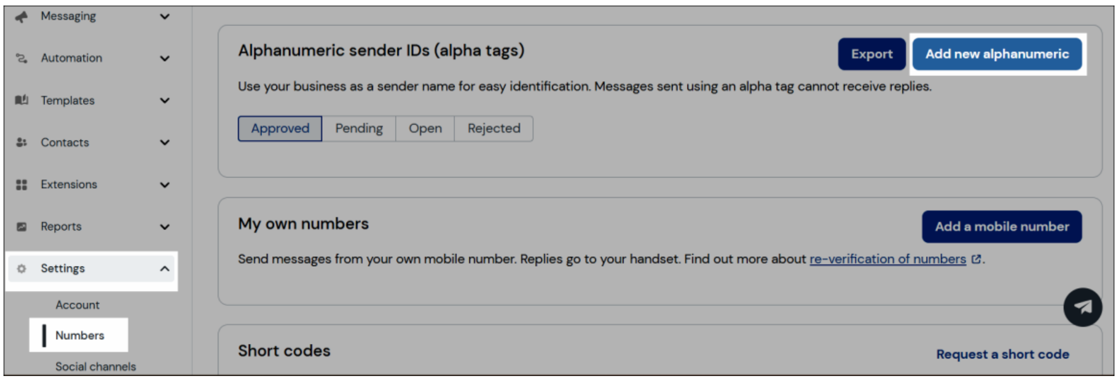
Question: Can I setup an **Alphanumeric Sender ID**?

Answer: Yes, this is also possible on the MessageNet Portal!

An alphanumeric sender IDs, which can be your business name or a unique identifier (3-11 characters), replaces a phone number as the sender ID, enhancing brand recognition.
*It is suitable for one-way messages since recipients cannot reply. If you need to receive replies to your messages, it may be better to use **Dedicated Numbers**.*
It is best practice to include an opt-out link in messages sent from alphanumeric sender IDs to ensure compliance with regulatory requirements when sending marketing materials.
*More info on how to do that can be found in this article **Opt-Outs.***

How to set up an alphanumeric sender ID

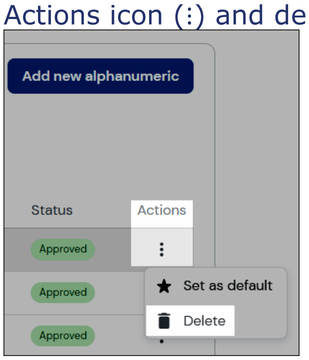
1. In the side menu, click on **Settings > Numbers > Alphanumeric sender IDs** >**Add new alphanumeric:**



2. A modal will then display where you can select the countries that you wish to register your alphanumeric sender ID for sending messages in.
3. Next you will be prompted to enter the alphanumeric sender ID that you wish to register and your use case for registering it.

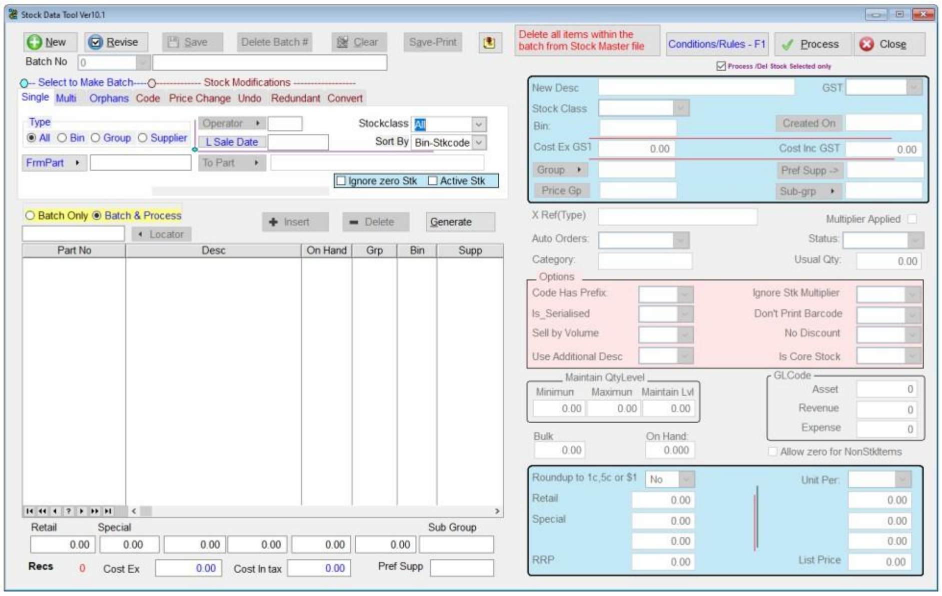
***Note -** While the alphanumeric sender ID approval process is usually processed within an hour or two, it can take up to 24 hours during high demand periods. All **new** alphanumeric sender IDs that enter the **Telstra** network (in Australia) for the first time will be subject Telstra's message filtering process. This process can cause a sending delay of up to five minutes for the very first message sent from the new alphanumeric sender ID. After the initial message successfully passes the filtering process, all subsequent messages sent from the **same** alphanumeric sender ID will move through the messaging gateway as normal.*
*Once your request for an alphanumeric sender ID has been approved, you can select it as needed when sending a new message. It will be under the heading **Business name** in the dropdown menu.*
*You can also **update the default sender ID** so that all future messages will be sent from your alphanumeric sender ID.*

Important - To edit or update an existing alphanumeric sender ID you will need to start this process again and create a new alphanumeric sender ID to replace the existing one. Once done you can then click on the Actions icon (⋮) and delete the original alphanumeric sender ID you were looking to update.



USEFUL EOFY AM-WIN FEATURES

STOCK DATA TOOL



Every year businesses are looking to reduce tax and one of the best ways to do this is to write-off your dead stock. This can be a time-consuming process, but AM-Win has you covered.

The AM-Win Stock Data Tool Module is a powerful tool which allows you to manipulate your Stock File in a variety of ways including creating a list of Dead Stock that hasn't been sold for a time that you nominate and then allowing you to write-off the value to a chosen expense account.
You can also use the Tool for many other things from setting Prices, changing Descriptions, moving Parts between and in and out of Stock Groups and Subgroups, changing preferred Suppliers to many other features.
This Tool provides a great deal of power for you to make your Stock File much more efficient and for it to start working for you rather than against you.

The Stock Data Tool is not a standard AM-Win module. This Additional Module can be added to your Package quickly and easily and a technician would guide you through the many uses for this Tool.

See more about the **Stock Data Tool** on the AM-Win Online Education Centre.

AM-WIN Online Education Centre

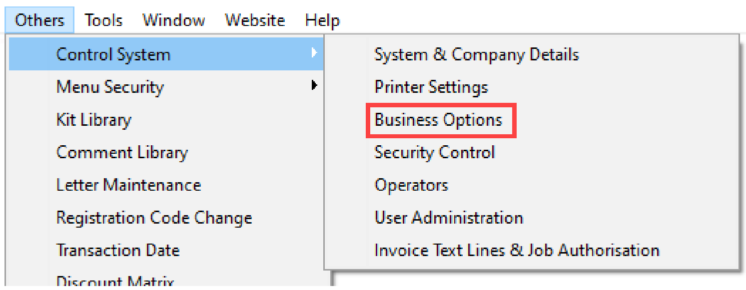
WANT A DEMO?

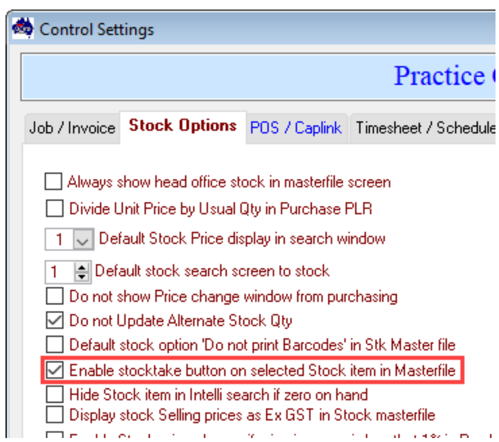
Contact the ICS team now on 07 3107 1923 or at support@icsjet.com.au to arrange a demo and find out how it can improve the efficiency of your business.

AMONLINE TOP PAGE OF THE MONTH

QUICK ONE-OFF STOCKTAKE

You can do a stocktake for a single item from the Stock Masterfile's screen using the Stocktake button if the option for this button is enabled in the **Business Options > Stock Options tab > Enable Stocktake Button in Masterfile**.





This button will allow a stock take on an individual stock item. After clicking the button, the stocktake window will appear, allowing you to record a quantity of stock on hand. The stocktake takes into consideration items that have been issued to a job or customer order, and as such when recording the stocktake quantity you should not count items that are currently issued to one of these documents. After clicking the **Process** button, the system will modify the on-hand quantity for the item and post a journal between the stock asset account and the discrepancy expense account (usually 9010).

*Note: This button will be greyed out unless the "**Enable stocktake button on selected stock item in masterfile**" check box is ticked in **Business Options**.*

Keep reading about the numerous [Stocktake Options](#) available in AM-Win on AMOnline!

[Manual Stocktake](#)

[Importing A CSV File](#)

[Using the iOS Stocktake app](#)

[Manual Batch Stocktake](#)

[Serialised Batch Stocktake](#)

[Using A Mobile Data Terminal](#)

LIGHTNING PAYROLL INTEGRATION

As part of our ongoing commitments to our customers and partnership with Lightning payroll, AM-Win has developed a Lightning interface link to AM-Win, which is available in the latest version of AM-Win and Lightning.

Version 2027.1 of Lightning has now been released. Some of the changes are below:

UPDATE NOW FOR THE 2026/2027 TAX TABLES

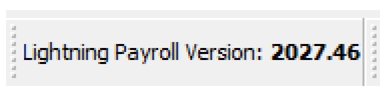
To ensure you're using the latest ATO rates for the new financial year, make sure your Lightning Payroll software is up to date.

Please check that you're running **version 2027.1 or later**. Here's how:

- Click **'Check for Updates Now'** on the bottom toolbar of your Lightning Payroll app.

- If that doesn't work, you can **reinstall the latest version manually** using the download links below.

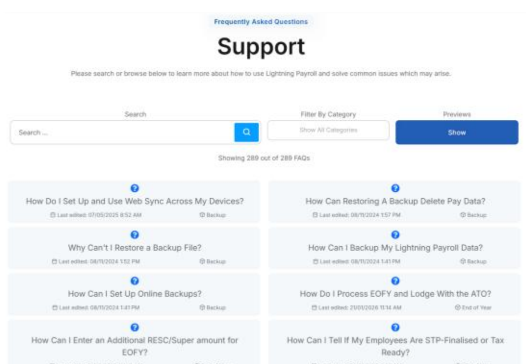
Reinstalling will **not affect your payroll data** – it's a safe and easy way to get the latest updates.



WINDOWS DOWNLOAD

Other minor bug fixes and improvements. In most cases, users will be prompted to update once they open Lightning. In cases where they have declined to update or they did not get prompted, the installer can be downloaded from the Lightning Payroll website which will update their program to have the confirmation messages.

Please note that the Lightning Integration sends all pays marked as completed for the selected pay run.
Learn more about lightning on their website or watch their videos on the YouTube Page:
https://www.lightningpayroll.com.au/features ***https://www.youtube.com/@LightningPayrollAustralia***



NOTE: To be eligible for the Lightning > AM-Win link you must purchase Lightning Payroll through ICS. Please contact ICS if you are interested.

END OF FINANCIAL YEAR WITH LIGHTNING PAYROLL!

Since our transition with Lightning Payroll, the EOFY payroll process is easy.

If you require assistance during this process, you can contact the ICS support team, email **support@icsjet.com.au** and a support ticket will be lodged for you.

The new Australian tax tables are now available, and our Payday Super features are live and ready for the new financial year. To make sure you are fully prepared, please ensure you have updated your software to version 2027.1 or higher (explained below).

PAYDAY SUPER IS ALMOST HERE

From 1 July 2026, Payday Super becomes mandatory.

That means employees' super will need to be paid each payday, not just quarterly.
For many small and medium businesses, the main job now is getting your employee super records clean, choosing how you want to make payments, and making sure your payroll process is ready well before July.
The good news is that Lightning Payroll already includes the tools you need to help make Payday Super simple, accurate and manageable.

See Lightning's Interactive PayDay Super Guide

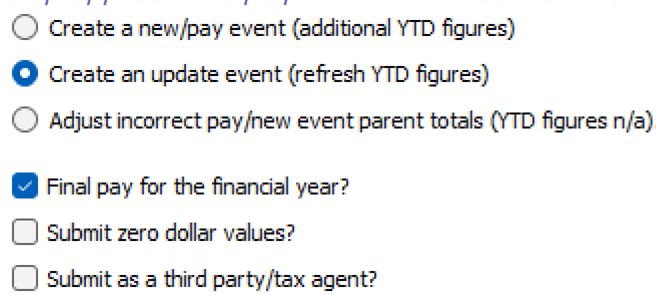
EOFY PAYROLL: ALL YOU NEED TO DO

Simple Steps for Finalising the Year in Lightning Payroll:

- When lodging your final Single Touch Payroll of the financial year, **tick the box marked *'Final pay for the financial year?'.*** The first submission for this pay run will be a new/pay event.

- At EOFY we always recommend **lodging a second STP submission as an *update event*** immediately afterwards.
  Make sure to again tick the box that says ***'Final pay for the financial year?'.***

This two-step approach helps prevent the most common EOFY errors.



IT'S ALL ABOUT THE PROCESSED DATE

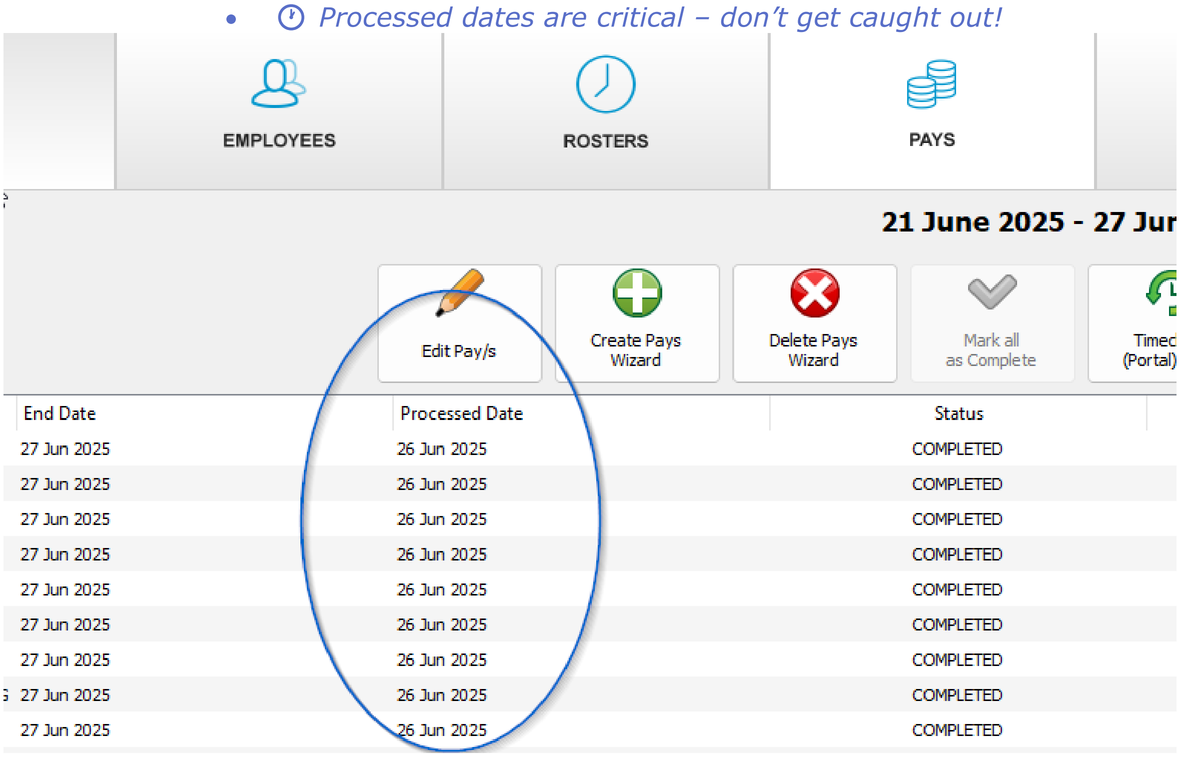
As the ATO explains here:

- With regards to financial years, **it is not the pay period but the date of payment that matters.**

- A pay run processed and paid on **1 July** belongs **entirely** to the **new financial year**, even if the pay period ends on **30 June**.

- Make sure you **finalise the 25/26 financial year in the final pay run processed in June**.

- *Processed dates are critical – don't get caught out!*



🗎 STILL NEED PAYMENT SUMMARIES?

Even though STP finalisation has replaced the need to distribute traditional group certificates, you can still **generate PAYG Payment Summaries** in Lightning Payroll for your records or for employees who request them.

It's easy:

1. Go to the **End of Year** section in Lightning Payroll.
2. Select the relevant **financial year**.
3. Follow the on-screen prompts to **print or email** the summaries.

🔗 Full instructions in Lightning's FAQ

💡 *Note: There's no longer any need to lodge these with the ATO if you're using STP, but you can still provide them to employees for reference.*

Let's close this year strong with clean books, correct submissions, and confidence.

Lightning Payroll, helping Aussie businesses do payroll right!

🤝 EOFY HELP, WHEN YOU NEED IT

Whether you're finalising a single pay run or wrapping up a full year of payroll, our friendly support team is here to help you every step of the way.

📞 **Call us on** 07 3107 1923

📧 **Email us at** support@icsjet.com.au

Let's close this year strong with clean books, correct submissions, and confidence.

Q: How Can I Renew My ATO Machine Credential for Lightning Payroll Desktop?

Answer:

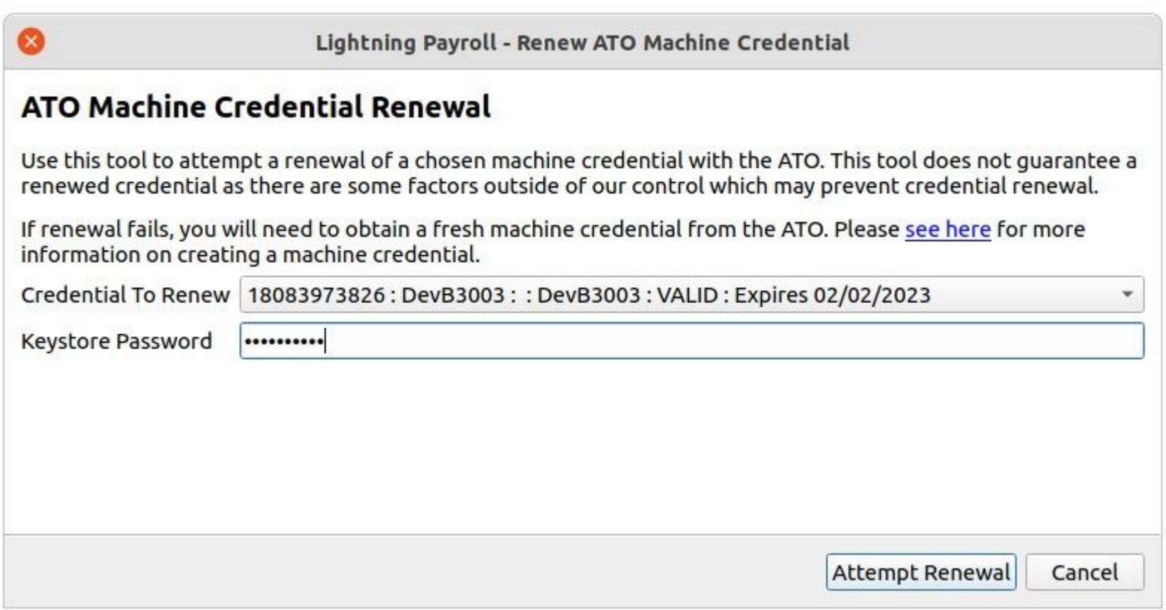
Lightning Payroll desktop can connect with the ATO's machine credential renewal service. This allows you to easily renew machine credentials used for sending Single Touch Payroll through to the ATO.

You can renew your credentials under **Tools >> Renew Machine Credential**.

All you need to do is select the credential you wish to renew and click **Attempt Renewal**.

Renewals are not guaranteed since it is outside of our control. You may need to create a new machine credential if a problem arises or if you have forgotten your ATO keystore password.

*To find out how to create a new machine credential, **click here**.*
*To find out what to do if you have forgotten your machine credential keystore password, **click here**.*



NEW AM-WIN IOS VERSION RELEASE

AM-Win has recently released a new iOS version for the AMATWORK app to the AppStore, v2.9.3.

You can find the **AM-Win Apps's Version History** (a list of enhancements & fixes) here:
www.am-win.com.au/Home/AmwinUpdatesList

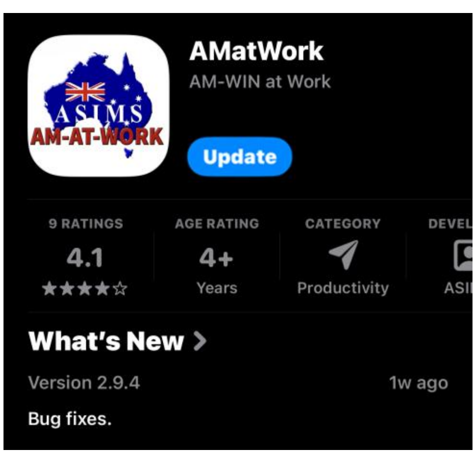
CLICK HERE TO WATCH A DEMO

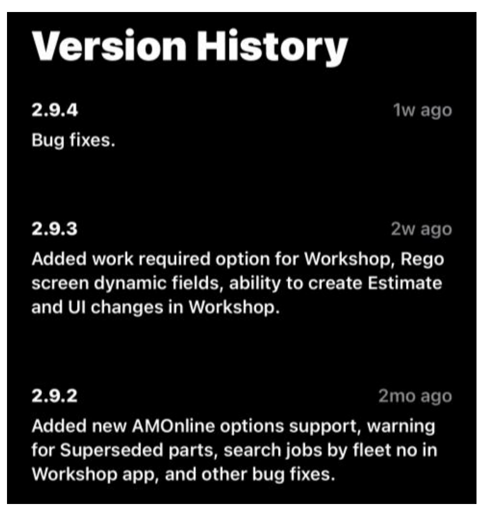
Read More about the AM-Win Apps on the AM-Win Online Education Centre!

NOTE: If you have enabled automatic updates on your iOS device running AMAtWork, then you may have already received this update.

You can check this by navigating to the Settings screen in the AMAtWork app, where the current version your device is running is displayed.

If you do not have automatic updates enabled, then you can manually update your AMAtWork app by going to the **AppStore** >
search for the **AMAtWork app** and enter the app page > select the **Update** button.





NEW AM-WIN ANDROID VERSION RELEASE

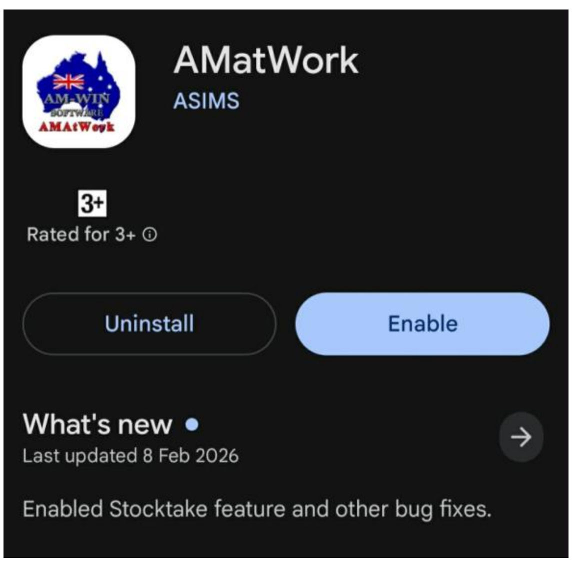
AM-Win has recently released a new iOS version for the AMATWORK app to the AppStore, v1.6.6.

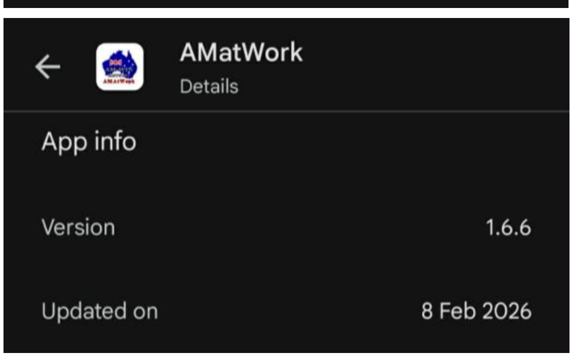
You can find the **AM-Win Apps's Version History** (a list of enhancements & fixes) here:
www.am-win.com.au/Home/AmwinUpdatesList

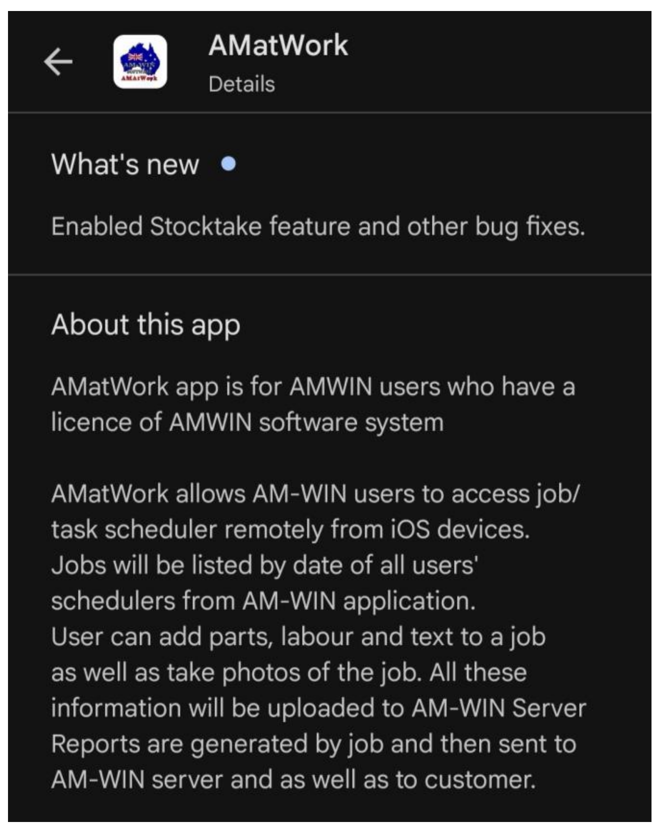
After the success of the iOS applications in many businesses, AM-Win has developed an Android version.

AM-Win have completed the workshop and stocktake applications for Android and are now working on other features of the application including job bookings, sales orders, add to bucket etc.

The workshop version of the Android application is now available to users on the Google Play Store.
All licenced iOS users will be able to use the Android version on their same licence.

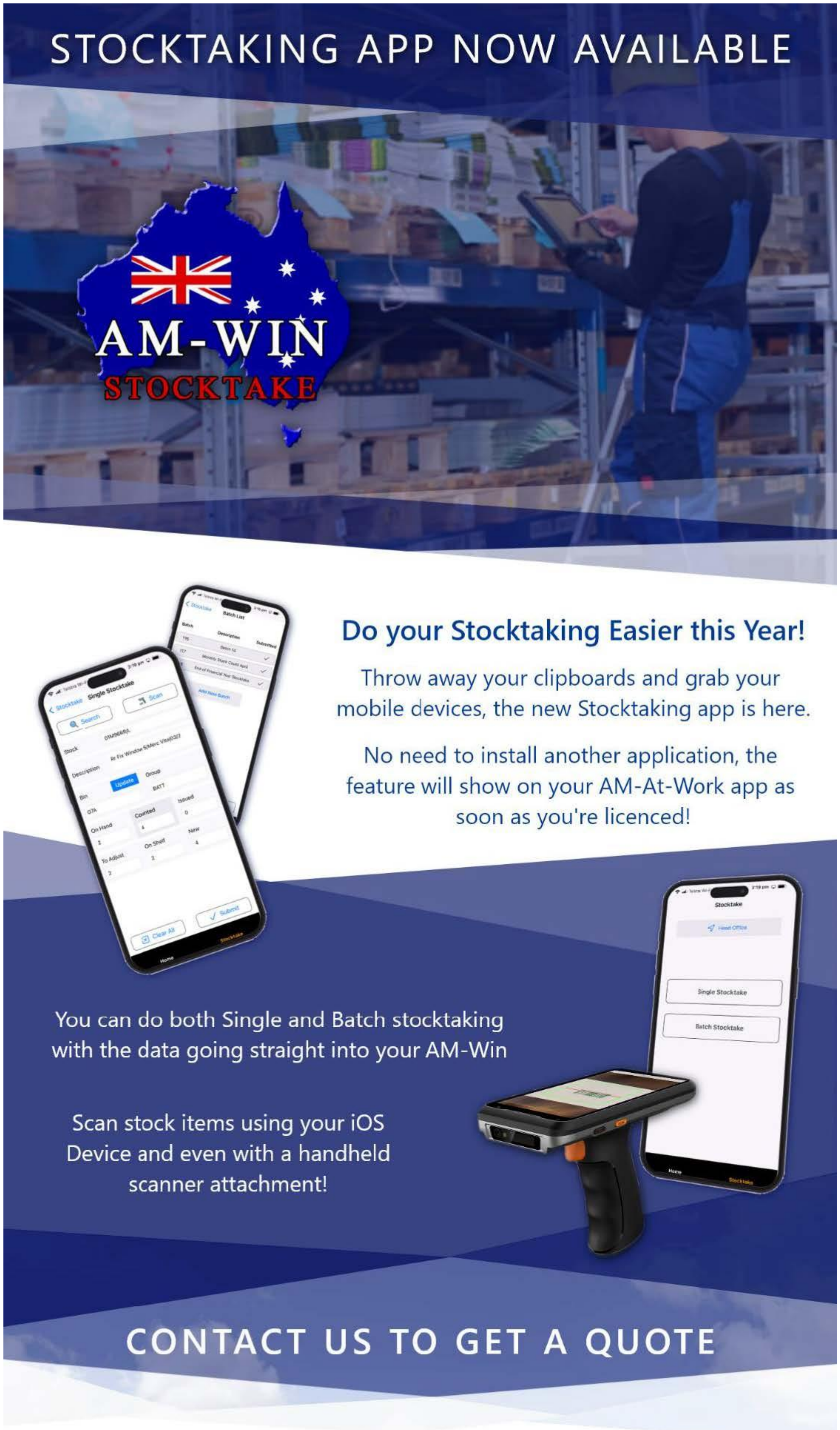




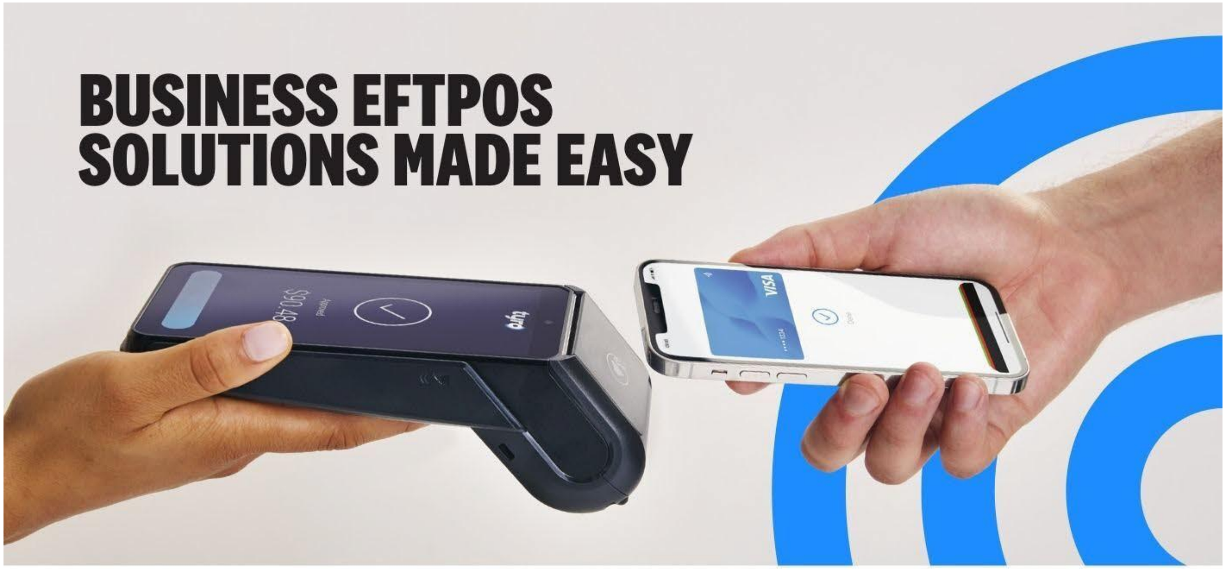


IOS STOCKTAKE APP

AM-Win have developed a single-stocktake function for iOS
and currently working on a batch-stocktake function as well as an Android version.



TYRO INTEGRATION



Experience seamless payment processing for your business with Tyro's innovative EFTPOS machine solutions. Tyro's EFTPOS solutions are crafted to streamline transactions, ensuring reliable and efficient EFTPOS payments.

SUPER FAST TRANSACTIONS

Pair your Tyro EFTPOS with your POS, so customers can pay and be on their way in seconds.

SAME DAY SETTLEMENTS

See your daily takings paid into your Tyro Bank Account 7 days a week - even on weekends and public holidays[1].

REAL TIME INSIGHTS

Keep track of your EFTPOS takings in real time with the Tyro Portal and Tyro App.

WHY YOU'LL LOVE TYRO

- No lock-in contract, or fees for set-up or cancellation
- Easy set-up, just plug in, activate, and you're good to go
- Aussie support, 7 days a week

GET STARTED TODAY

To find out more, get in touch with the Tyro team on 02 7908 3719 or email services@tyro.com

tyro

Tyro Payments Limited ACN 103 575 042 AFSL 471951 is the issuer of its own financial products. Please consider whether the products are suitable for you. Tyro may pay financial benefits and/or referral fees to our partners.

1. Settlements are paid 7 days a week when you meet the following eligibility criteria:
•The daily takings from your Tyro EFTPOS and/or eCommerce facility are settled into the Tyro Bank Account; and
•The Flexible Settlement Allocation feature is configured to leave a percentage of your daily takings in the Tyro Bank Account each day.
Available settlement times are from 8pm to 5am (Sydney time). Excludes Alipay, HealthPoint and funds settled directly by Afterpay, American Express, JCB and Diners Club

Contact the ICS team now on 07 3107 1923 or at **support@icsjet.com.au** to find out more about how Tyro works with AM-Win and how it can improve the efficiency of your business.

SMS is the way to go with AM-Win

SMS is a fast, easy and powerful way to communicate with your customers.

90% of SMSs are opened within 90 seconds

98% open rate for SMS compared to 20% for emails

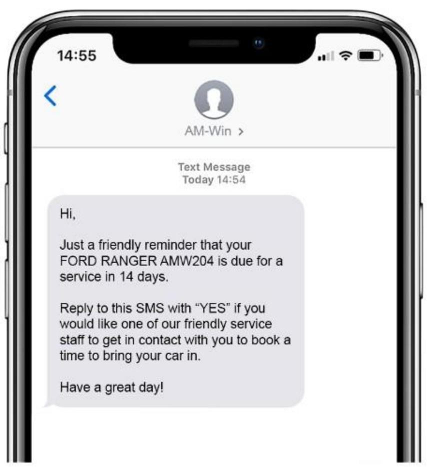
80% of people check SMS notifications first

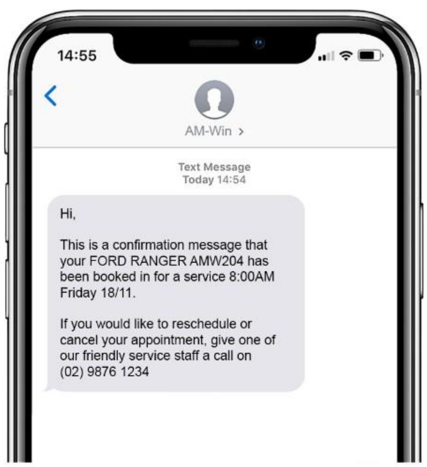
You can reduce no shows with SMS appointment reminders. SMS marketing works

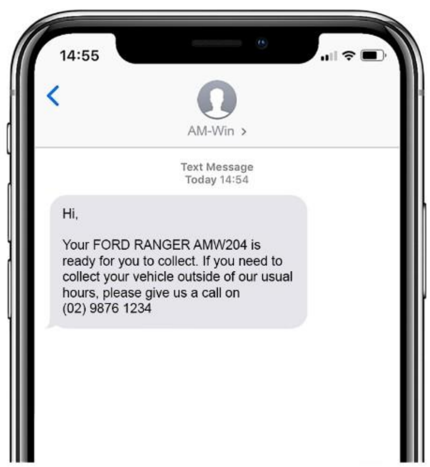
That's why we've partnered with MessageNet, Australia's #1 SMS provider of mobile messaging solutions, to offer you the best channel to connect with your customers.

SMS is fast, affordable, easy to use, scalable and engaging. Let's get started.

Here are some ways you can use SMS for your business:







- **Set up a bulk SMS broadcast**
- **Create and use SMS templates**
- **Send automated notifications**
- **Personalise messages with dynamic fields**
- **Activate social sending – avoid accidentally disturbing customers out of hours.**

Click here to get started

Exclusive offer for our valued customers.

AM-Win software REFERRAL program

KNOW SOMEONE WHO WOULD LOVE AM-WIN?

Share the tools that have helped your business succeed!

Earn $200 Credit for Every Referral.

HOW TO REFER

1. Tell a Friend

Tell your colleagues and industry connections about your experience with AM-Win.

2. Contact Us

They can reach out to us by phone, email, or on our website, or if they prefer, we can contact them. Then they just need to mention your business name as their referrer.

3. You Get Rewarded

Once they purchase AM-Win, you'll receive a $200 credit applied to your next AM-Win SUA.

SHARE THE POWER OF AM-WIN WITH YOUR NETWORK!

REWARD YOURSELF WHILE HELPING OTHERS SUCCEED!

CLICK HERE TO REFER TODAY!

FREQUENTLY ASKED QUESTIONS

Is there a limit to how many people I can refer?

Absolutely not!
Refer as many connections as you'd like and earn $200 for each successful referral.

How do you track my referrals?

When your referral contacts us, they'll mention your business name. Our team records this information and credit your account accordingly.

Can the credit be applied to any AM-Win product?

The $200 credit is specifically for your AM-Win Software Update Agreement (SUA).

Terms and conditions apply. The $200 credit will be applied to your account once your referral's purchase is confirmed. Credits can only be used toward your AM-Win Software Update Agreement (SUA). Referrals must mention your business name when they contact us via phone, email, or our website at www.icsjet.com.au/Home/Contact.

HOW OLD IS YOUR IT HARDWARE? 🤔

Continuing to rely on legacy technology can significantly increase the financial and operational impact of a cyber security incident.

When old tech stops getting security updates, it becomes vulnerable to cyber attacks.

The average self-reported cost of cybercrime for Australian businesses is over $80,000. Upgrading or replacing tech can be costly. But it will typically cost less than a cyber attack.

Learn more about this risk at 👉 **https://www.cyber.gov.au/protect-yourself/securing-your-devices/how-update-your-device-and-software/end-support**

ICS offer great valued Hardware Packages for outright purchase or rental.

Get in before June 30th to take advantage of the $20K asset write-off available for small biz Read More in the FAQs section 👇

TAX TIME FAQs

TAX TIME TIPS

In this section you will find some handy tips related to tax time.

$20K instant asset write-off available for small biz

If you're a small business owner, you may be able to claim an immediate deduction for eligible assets costing less than $20,000.

Assets can be new or second hand and must be first used or installed ready for use between **1 July 2025 and 30 June 2026.**

For more info and to check eligibility, visit **www.ato.gov.au/instantassetwriteoff**

Small business owners:
Do you know if you can claim a deduction for the business portion of assets you bought last financial year in your tax return?

Rather than depreciate the cost over a longer time, you can use the instant asset write-off to claim for multiple assets, big or small, as long as they cost less than the threshold – including things like:

Tools of your trade

Gadgets and tech

Furniture and storage

Even vehicles!

Different thresholds apply depending on when you first used or installed the asset. Check which rules apply to you at **https://www.ato.gov.au/businesses-and-organisations/income-deductions-and-concessions/depreciation-and-capital-expenses-and-allowances/simpler-depreciation-for-small-business**

PayDay Super

With Payday Super, who's eligible for super stays exactly the same.

✓Same eligibility rules

✓Same age and income thresholds

✓Same employees covered.

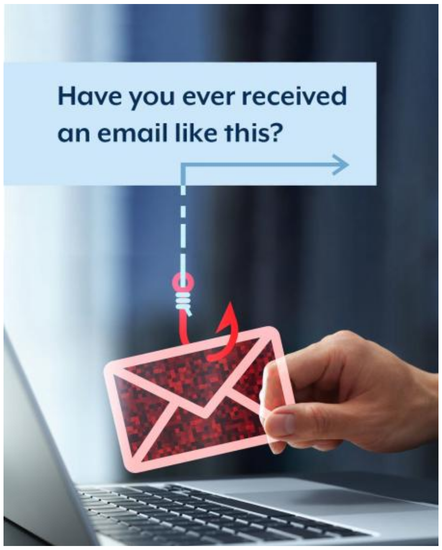
Want to know more? Check out

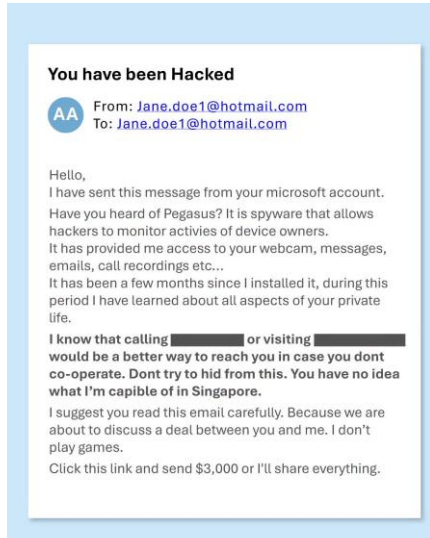
https://www.ato.gov.au/businesses-and-organisations/super-for-employers/payday-super

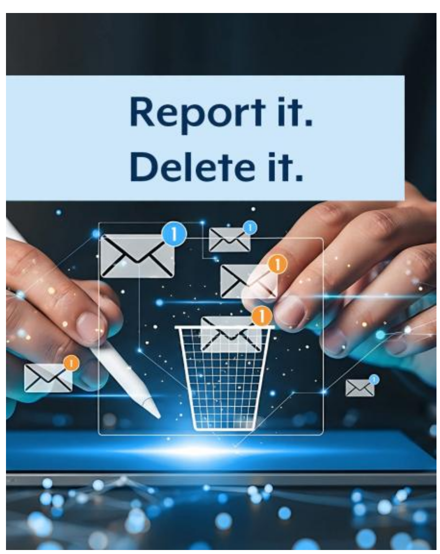
SCAMWATCH

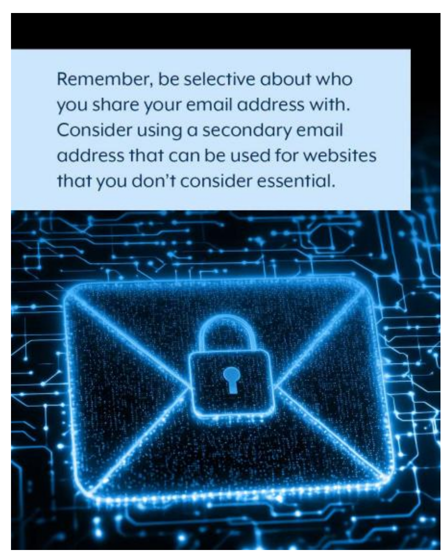
THE LATEST TAX TIME SCAMS TO WATCH OUT FOR

If you have Facebook, we highly recommend following ICS for posts on everything from the latest Scams to watch out for, to AM-Win and general computing support.

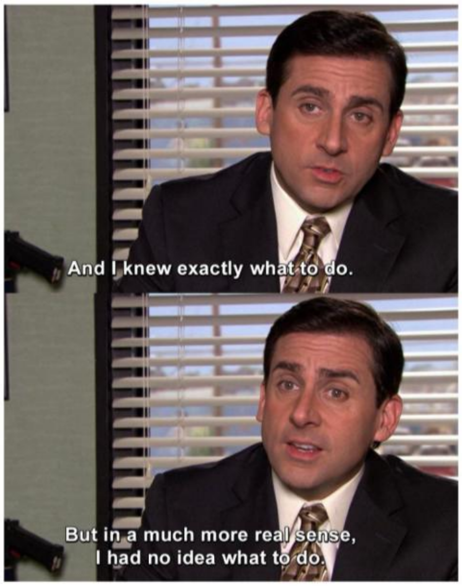


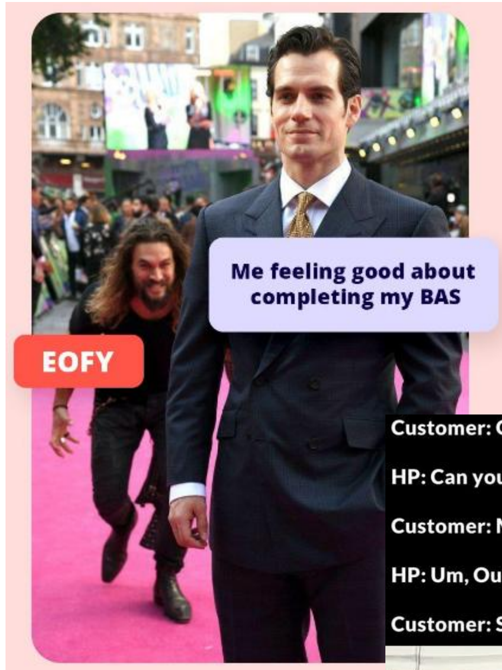


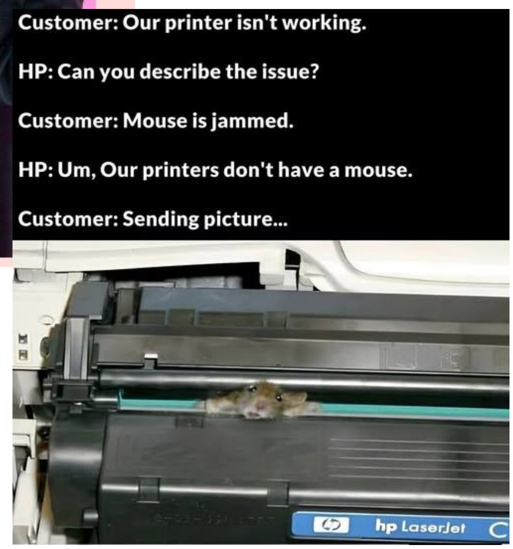


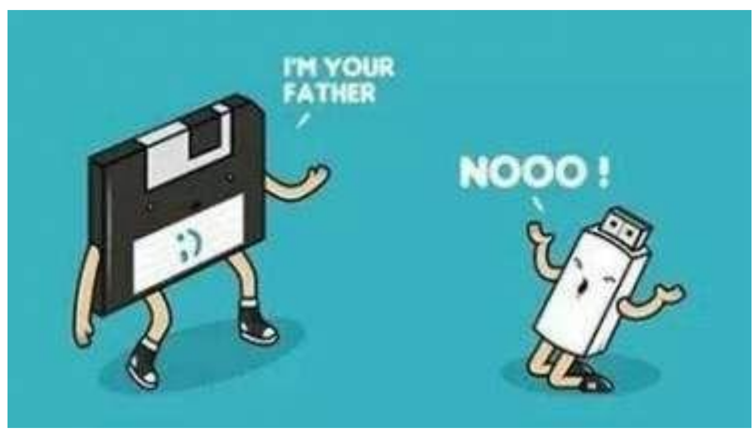


Business owners when it's end of financial year









When my accountant is explaining all the financial terms I should know

AM-WIN END OF FINANCIAL YEAR PROCESS

WHAT TO DO TO PREPARE FOR THE YEAR-END PROCESS

SPEAK TO YOUR ACCOUNTANT

Talk to your accountant about what reports they want and what they expect. Your accountant will charge you to prepare and finalise your financial figures and as such the more efficient you are and the easier you make it for your accountant, the less you will have to pay for his / her services.
(*Well that's how it should be anyway*).

Your accountant will require certain reports such as balance sheets etc. Some accountants vary in the reports they expect and a discussion with them prior to ending your year may save you a lot of time and grief at a later stage. Your accountant should also be made aware of your chart of accounts in advance to ensure they are aware of what each account represents and where they need to place it on their system. Not all accountants would understand your terminology for what you call an account.

BACKING UP YOUR DATA

It is the responsibility of the user to ensure that you keep adequate backups of your software to avoid any data loss due to corruption, power failures, processing errors or any other event, which may cause the loss of data.

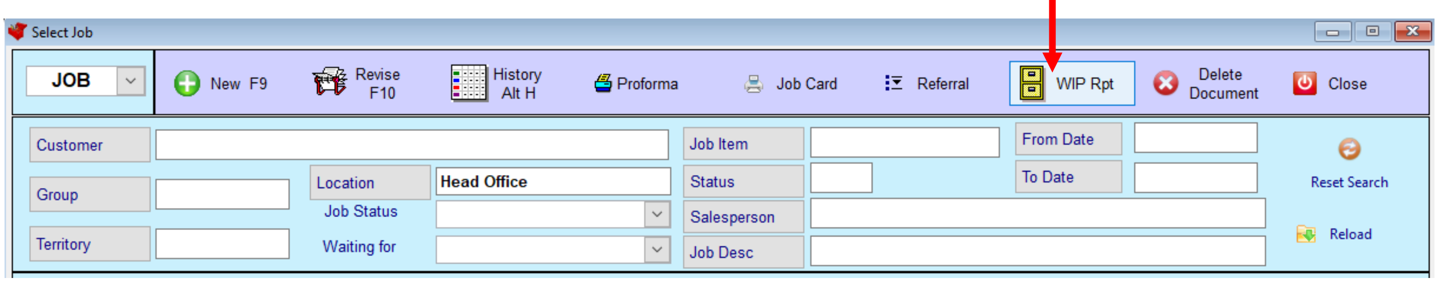
Do **2** (two), or more than 1 Backup of your data just prior to processing the year end and ensure that these backups are done correctly and stored in a safe place e.g. keep one at the office and one at home.

UNFINALISED JOBS

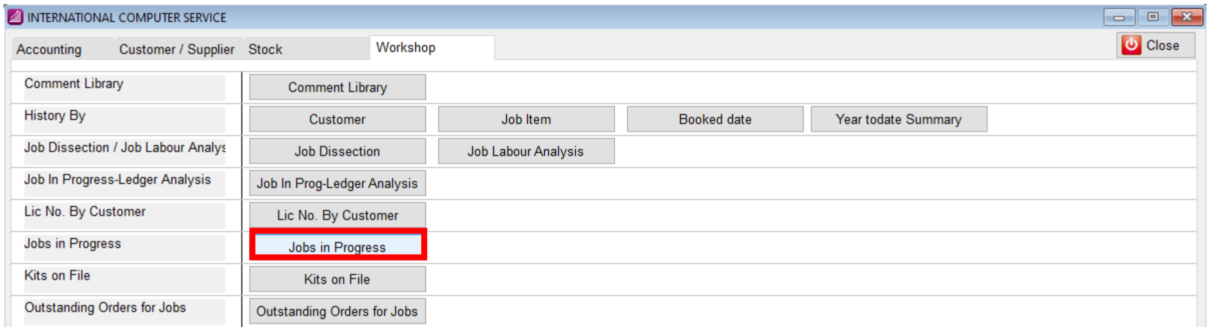
Before processing your year end, you may wish to ensure that all of your work in progress has been finalised, or at least as much as possible is finalised to ensure your customers receive their bill and you get paid quicker. However, if you are in a position whereby expect that you have made a good profit for the year then you may wish to extend the unfinished jobs into the next tax period. This will reduce your tax liability for the current financial year. However, it will catch up with you next year. (*Again, we don't recommend this procedure.)*

PRINTING A REPORT

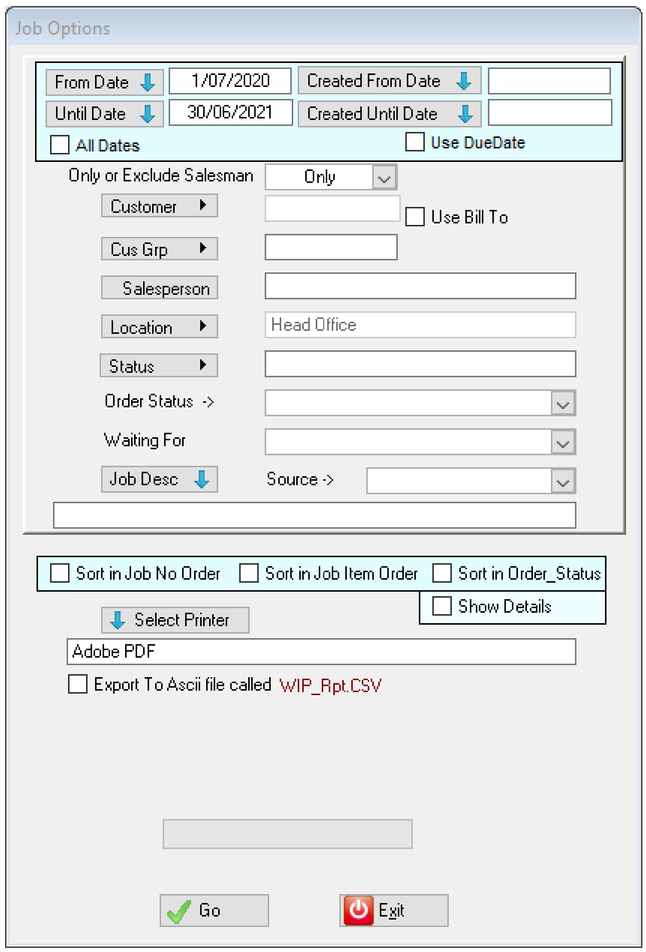
To get a list of all un-finalised jobs, you can either print a **Work in Progress Report** from the **Job Invoicing Screen**.



Or, go to **Reports Centre**> **Workshop** > **Jobs in progress**.



You are then asked for a date range in which to look for the un-finalised jobs e.g. 01/07/25 to 30/06/26. Make you selections the press on **GO**.



The report will provide you with all un-finalised jobs awaiting input from you. Either they are jobs in progress not finished which you will carry into the new financial year, or jobs that have been forgotten about which you will need to finalise or jobs that were never started, which you will need to delete.

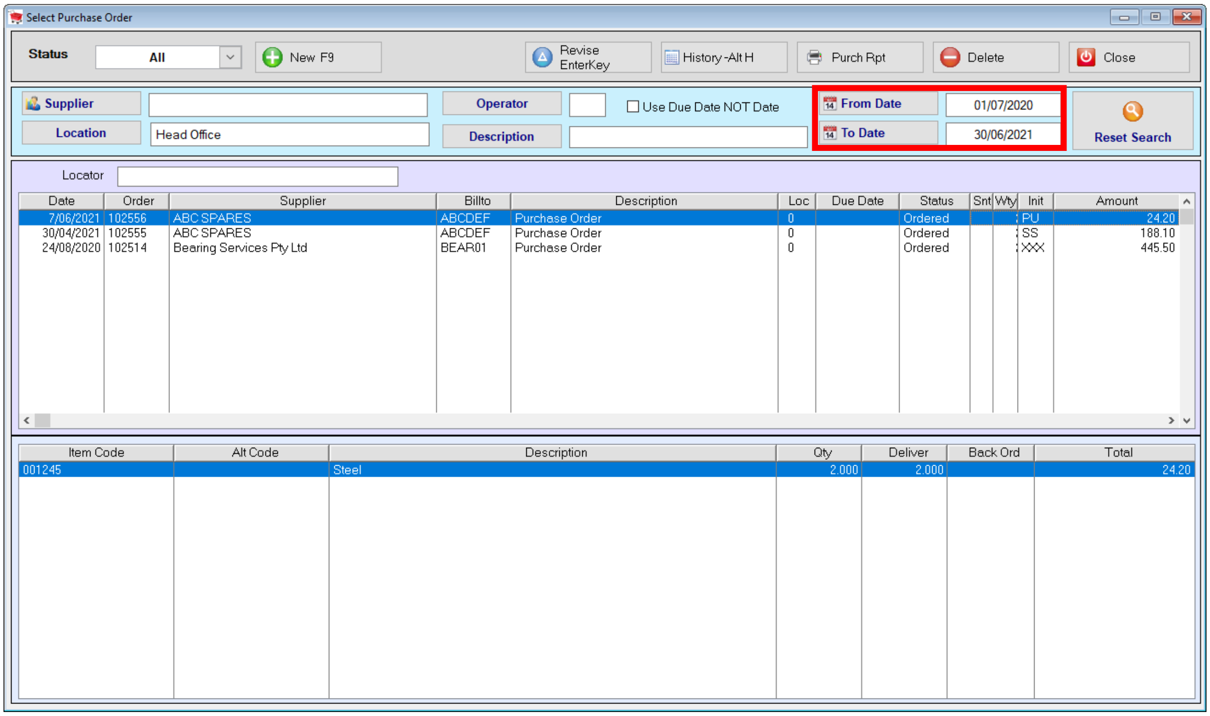
UNFINALISED ORDERS

Before processing your year end, you may wish to ensure that all of your orders in progress have been finalised, or at least as much as possible is finalised to ensure you can claim all valid expenses in the current financial year and as such reduce your tax liability. This will also ensure the maximum input credits for your GST.

REVIEWING PURCHASE ORDERS

Go to the purchase orders screen to view all outstanding purchase orders.

Go through them all one by one by using the review process above, so you can either Delete, Finalise or leave them if you are still waiting for goods & they will be carried over into the next financial year.



BANK REC

You should have been performing regular and accurate bank reconciliations and so reconciling prior to the end of the year should be the same simple process.

If you have not, you have a tedious process to go through to ensure that your bank account statement matches what you have processed through the computer

The most important thing is not to forget to process in your system, Bank charges, Loan Payments, Lease payments or any other direct debit, automatic payment which goes into or comes out of your bank account. As these only show on your Bank statement each month & you do not get a remittance posted to you each month to remind you, they can easily be forgotten.

When you have completed your bank rec for June, please print 2 copies of your unreconciled entries. Keep on for yourself and 1 for the accountant. Once you start doing your bank rec for July onwards, the unreconciled entries cannot be reprinted as the entries will end up in the presented column from July onwards.

STOCKTAKE

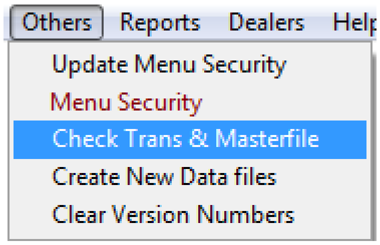
Prior to processing the end of the year, you may wish to perform a stock take and update your stock records with the current on hand values.

RECONCILING YOUR LEDGER CONTROL ACCOUNTS TO YOUR AGED ANALYSIS

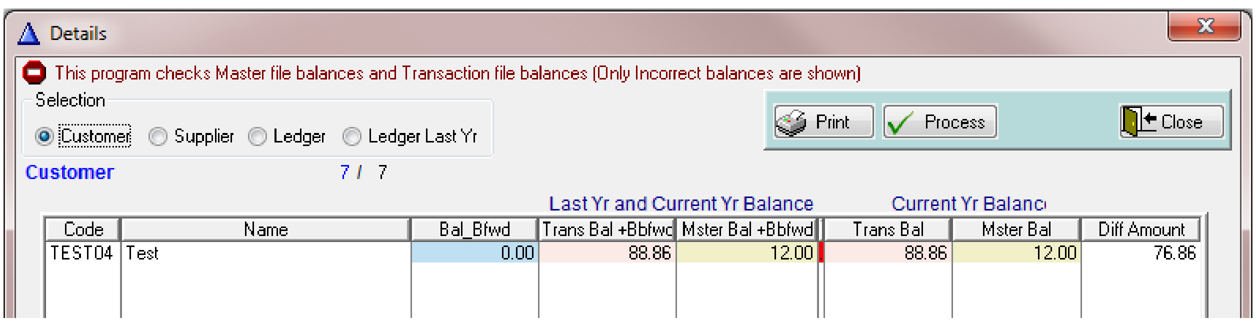
This MUST be done and completed prior to year-end for both customers and suppliers!

Check that your 2020 a/c matches your aged supplier list and your debtors aged analysis matches the 1030. These figures should be the same. In the event that they are not then you have a few options. The best option is to track down the event/transaction that caused the out of balance to occur.

1. The first step in doing this is to go the **AMWTools** program and select **Check Trans Masterfile** option from the **Others** menu.



2. Select the customer option and click on the **Process** button.
This will provide a list of any customers, which do not balance against the transactions for that customer.



3. You can then print this list and investigate each entry.
You should also do the same process for Suppliers.

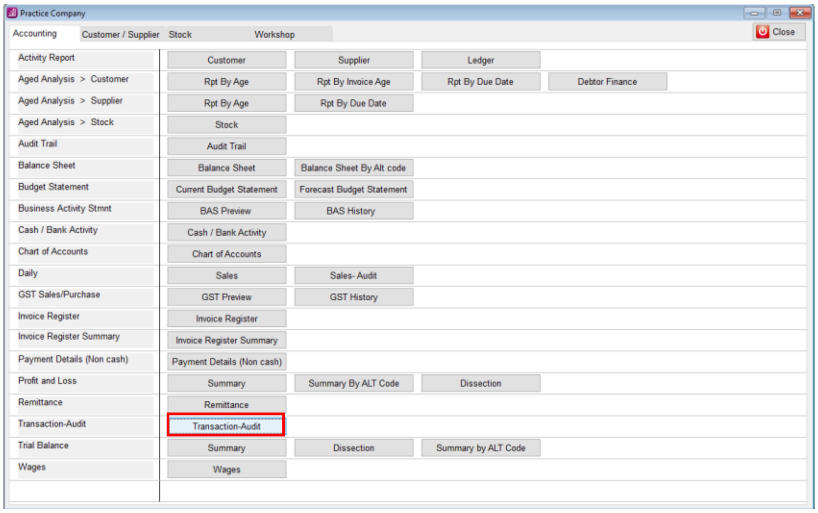
4. When you have the Customer and Suppliers out of balances corrected, you should then check the Ledgers. If there were any Customers or Suppliers out of balance, then you would expect to see the 1030 and 2020 ledgers on the screen. When you run the process for the Ledgers, there will be a 'fix' button available. If this is selected the relevant ledgers displayed will be corrected, and if there is still an adjusting figure require to make the Trial Balance balance, then the system will automatically place the balancing figure into the 3020 ledger.

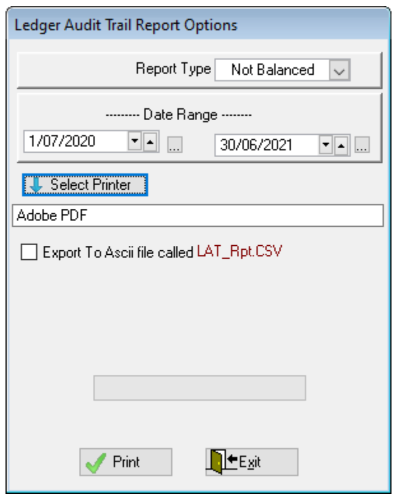
5. Once this process is completed, you should recheck the 1030 Ledger against the Aged Customer Report and the 2020 ledger against the Aged Supplier Report. If there is still a difference, a journal can be done to balance the Ledgers. Generally, the 6020 Ledger would be used with the 1030 Ledger to balance, and the 7020 Ledger would be used with the 2020 Ledger to balance.

6. If you are unable to journal against these accounts then you must setup the General Ledger Masks under the Tools menu within AM-Win to provide you access to these accounts.

7. Click on G/L Journal on the left-hand side of the screen and change the 1029 to 1030 and the 2021 to 2022 to gain access. Click on **Save**, then **Close**.

8. The next step is to print the **Transaction-Audit** report under the **Reports Centre** > **Accounting** > **Transaction Audit** and select the dates of 01/07/25 to 30/06/26 and click on **Print**.





9. This will display a list of any out of balance transactions that have occurred.

Practice Company Date 4/06/2019 AMWIN 10.065

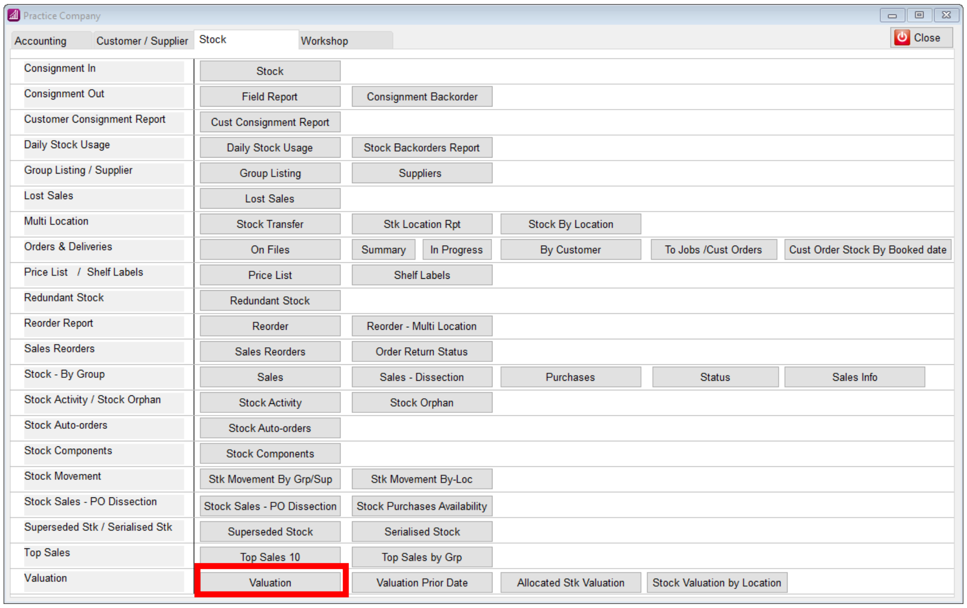
Transaction Report Not Balanced between 1/07/2018 and 30/06/2019

Transaction/Line		Src	Date	Reference	Description	GL	Ent	Gross
19927	1	MNF	31/12/2018		MNF WORK	1040	MANUF#	208.00
	2	MNF	31/12/2018		MNF WORK	1041	MANUF#	-70.00
	3	MNF	31/12/2018		MNF WORK	4010	MANUF#	-60.00
	4	MNF	31/12/2018		MNF WORK	6030	MANUF#	-33.00
						Out of Balance		**45.00**

PLEASE NOTE THIS SCREEN IS AN EXAMPLE ONLY;
DO NOT FOLLOW FOR YOUR ENTRIES.

AT THIS POINT IT WE SUGGEST TO CONTACT YOUR LOCAL SUPPORT PERSON FOR ASSISTANCE WITH THE OUT OF BALANCE ENTRIES.

10. You should also check that your 1040 (all stock held) account matches your stock average cost on the stock valuation report. The stock valuation report will give you qty x ave ex cost, for grand total ave cost value of stock.
Go to the **Report Centre** > **Stock**> **Valuation** report to get this figure it is at the bottom of the last page.



11. In most cases due to negative stock, incorrect stocktaking, resetting of average costs etc these figures will not balance. In the event that they do not balance you should attempt to investigate why. However, in most cases this will be a very long and fruitless exercise. Once you have given up on this then transfer the out of balance amount from your 1040 or appropriate stock account to your 7020 cost of sales account where it should have gone in the first place.
(Using your General ledger journal screen)

Practice Company Date 4/06/2019 AMWIN 10.065
Stock Valuation Report Included Items=Stock Order=by Code - Include negative Stk - Use zero Stk
- All Locations

Stock Code and Description		Bin	On Hand	Average Cost	Cost Inc	Cost Exc	Value
ZWO1J000U	09480		0.00		0.00	0.000	
ZWO1L000U	09599		0.00		0.00	0.000	
ZWO1N000U	09284		0.00		0.00	0.000	
ZWO1P000U	HY4200		0.00		0.00	0.000	
ZWO1X000U	SPRING WASHER M24		0.00	1.26	1.26	1.260	
ZWO3F000U	09273		0.00		0.00	0.000	
ZWO4G000U	7/16'UNF SPRING WA		0.00	1.25	1.25	1.250	
ZWO4H000U	09282		0.00		0.00	0.000	
ZWP1D000U	09658		0.00		0.00	0.000	
ZWP1E000U	WASHER - M5 PLAIN		0.00	1.26	1.26	1.260	
ZWP1F000U	PLAIN WASHER M6		0.00	1.25	1.25	1.250	
ZWP1H000U	WASHER (M8)		0.00	1.25	1.25	1.250	
ZWP1J000U	09479		0.00		0.00	0.000	
ZWP1L000U	PLAIN WASHER M12		0.00	1.29	1.29	1.290	
ZWP1P000U	PLAIN WASHER		0.00	1.26	1.26	1.260	
ZWP1T000U	PLAIN WASHER M20		0.00	1.26	1.26	1.260	
ZWP1X000U	PLAIN WASHER M24		0.00	1.26	1.26	1.260	
ZWP9P000U	DISCONTINUED		0.00		0.00	0.000	
ZWQ1E000U	09470		0.00		0.00	0.000	
ZWQ1F000U	09472		0.00		0.00	0.000	
ZWQ1H000U	PLAIN WASHER H.DUT		0.00	1.26	1.26	1.260	
ZWQ1J000U	PLAIN HEAVY WASHER		0.00	1.26	1.26	1.260	
ZWQ1L000U	HY09485		0.00		0.00	0.000	
ZWQ1P000U	09491		0.00		0.00	0.000	
ZWQ1T000U	09499		0.00		0.00	0.000	
ZWQ1X000U	09555		0.00	17.00	18.70	17.000	
ZZZSimpMis	Simpson Miscellaneous	10A	97.00	0.23	0.25	0.227	22.02
ZZZZZ10	Filter	10A	107.00	0.01	253.01	230.011	1.07
ZZZZZ1418560	ZZZZZ.1418559	10A	153.00	33.49	13.22	12.018	5,123.91

Product Group Value $6,684,053.72

Valuation Total **Last Cost >** $20832,989.78 ****Average Cost >** $6,684,053.72
Value of stock received but not invoiced $66,191.27
Reconciled Value 6,617,862.45

- Check that your Profit & Loss YTD figure equals your INCOME & EXPENSE figure at the end of your balance sheet. These two figures should be the same. If this is not the case then you may have some corrupt or unbalanced entries.

If this is the case contact ICS for further help, Data can be lost due to corruption, power failures, processing errors, hardware lockups, virus attacks or any other event.

ICS will try to help your fix the problem but it is not guaranteed due to some of the instances above.

ABOUT YEAR END

The AM-Win will only allow you to process a year-end during the last month of the financial year, which in the case of Australia is June or March in New Zealand. At any other time, the system will only allow you to process a month end.

One of the most frequently asked questions at the end of the financial year is quote:
Do I also need to do a month end?
The answer is **NO** as the system processes the usual month end entries during the year-end process as well as other entries, which are specific to year-end.

BEFORE PROCESSING THE YEAR END

FINAL CHECKS:

1. Please ensure that prior to processing the year-end you are confident that you have performed the steps outlined previously in this document and that you are ready to continue.

2. Make sure as stated previously before numerous times that you have made at least two backup copies of your data prior to processing year end.

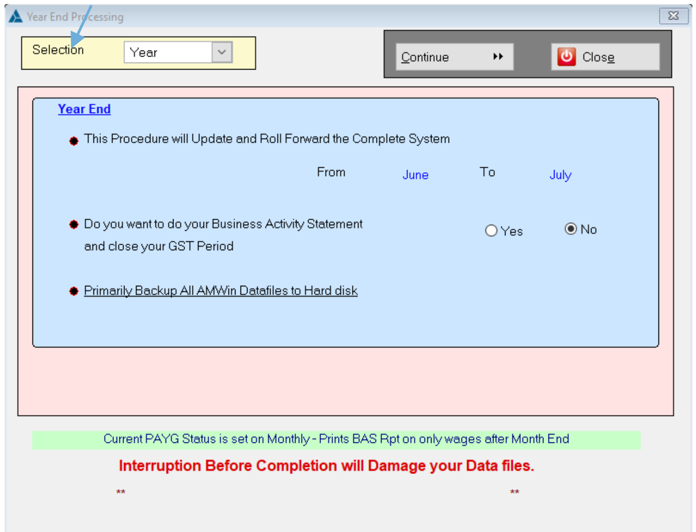
3. Note that the year-end process can only be run when no on else is currently in the AMWIN program or any other associated modules including History/ Bank Rec etc. If you attempt to process a year-end with other modules open it is likely that your data will be corrupted.

4. Ensure that you have not performed any other work in the current session of AMWIN. If you are unsure then exit out of AMWIN, redo your backups and then go back into AMWIN and proceed to run your End of Year.

NOTE: THE YEAR END PROCESS HAS A LOT OF WORK TO DO AND WILL TAKE LONGER THAN A NORMAL MONTH END

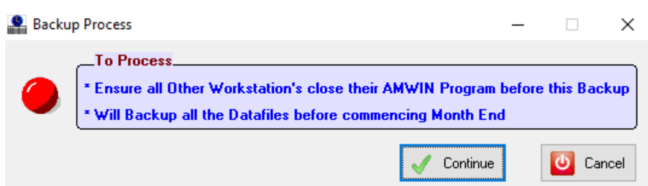
ROLLING OVER YEAR END

1. To run the Year End, select the **Ledger**> **GST End of Month/Year** > **End of Month/Year** option and the year-end processing window will appear automatically stating that you are running the year end process.



This process will advise you it will update and roll forward your accounts from June to July.

Please note that latest version of AM-Win automatically does a backup. If you do not have the latest version, please ensure you back up your data first.



However, it would be expected of you that you have already done your own backups prior to getting to this stage.

If you are currently a <u>Lite or Level 1</u> user then you must also process your end of GST period at this time.

Furthermore, if you are a monthly GST client and you have not already closed off your prior GST period then you will be required to do so before processing Year end.

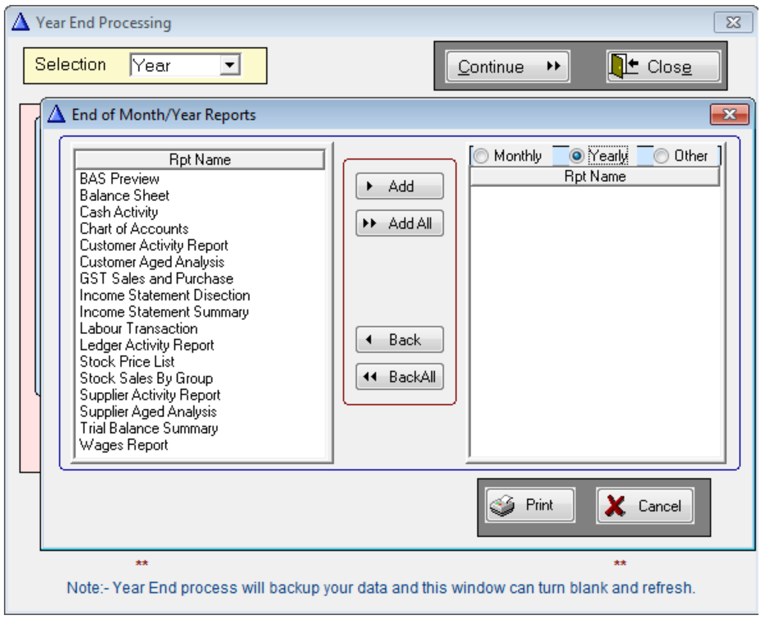
Please see notes below on how to close the GST period.

If you are L2 or higher you can leave the BAS open and close it in July so any late documentation can still be back-posted to June.

2. Click on the continue button after selecting no on all of the options then to go to the next step, and an automatic backup will be performed.

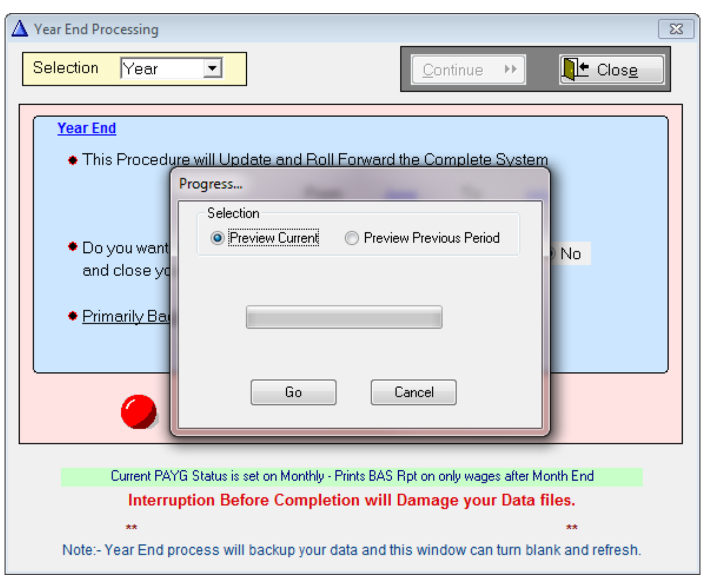
3. Ensure you have closed all files before running year-end. This is an opportune time to go around the office / workshop/ front counter and ensure that all computers are not logged into the AM-Win program or any of its modules e.g. History etc. Continue onto the next step after checking.

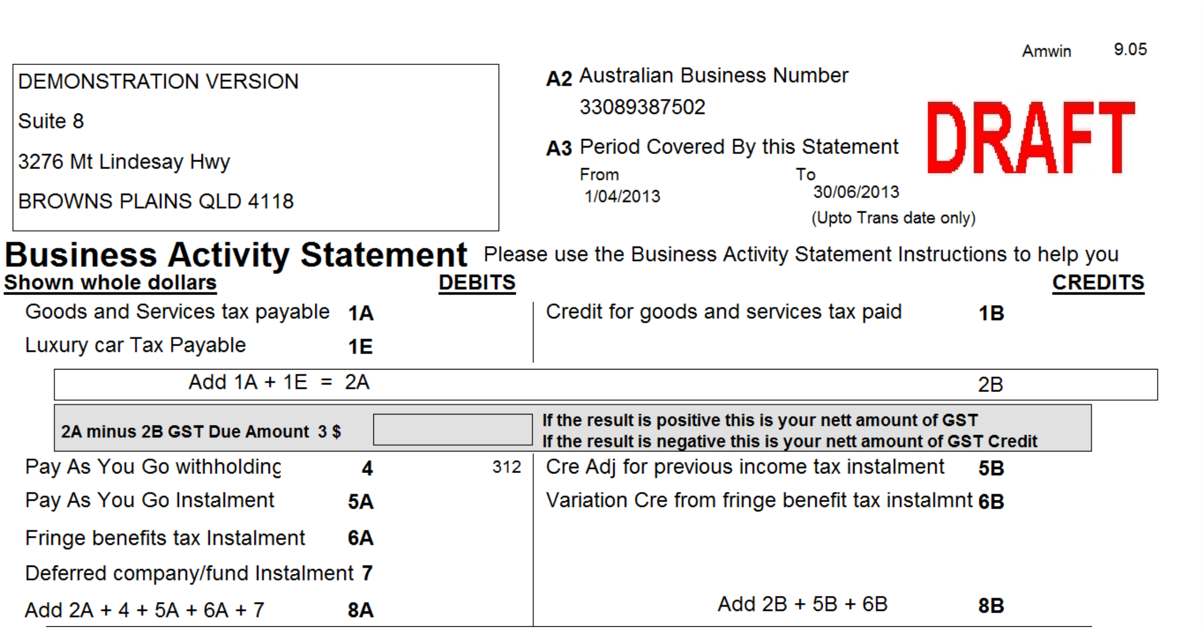
The following window may appear for you to print off your end of year reports. <u>However, it is not advisable you will print off your end of year reports at this stage unless you are absolutely **not** back posting any entries into the previous financial year once the year has been closed.</u> Therefore, it is better to cancel past this reports window and then print your end of year reports in a few weeks' time when you have back posted any required entries.



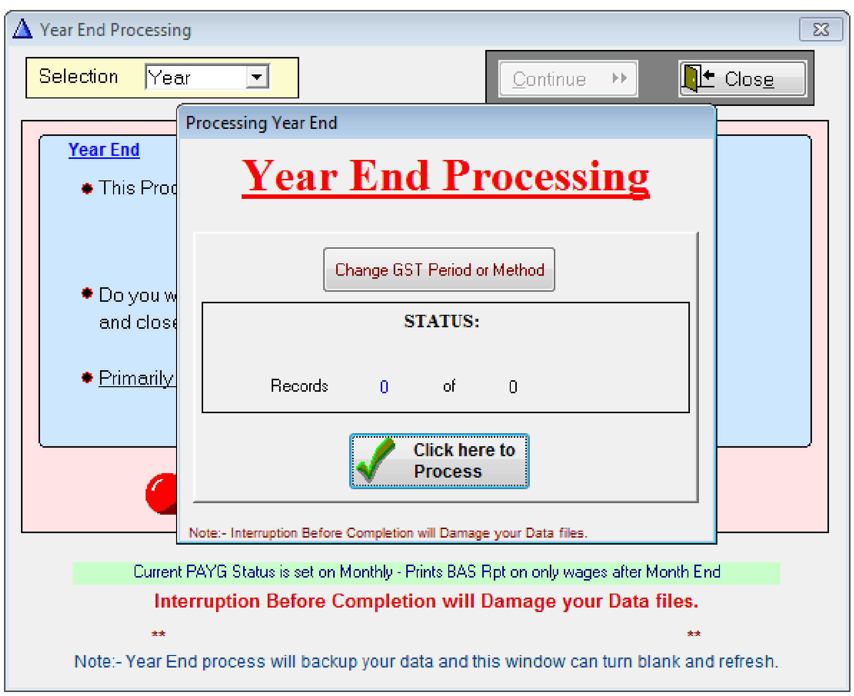
4. The next screen gives you the ability to print out a draft copy of your BAS during the year end process without actually having to close the BAS, if required.

Please note: Once you are rolled into July if you back post any entries into June then your BAS figures on the EOY BAS Draft will no longer be accurate.





At this point the system will automatically process any standing journal entries process your Year-end, click on the process button, which will then begin the procedure.



Click on the '**Click here to Process**' button and the Year End Process will begin.

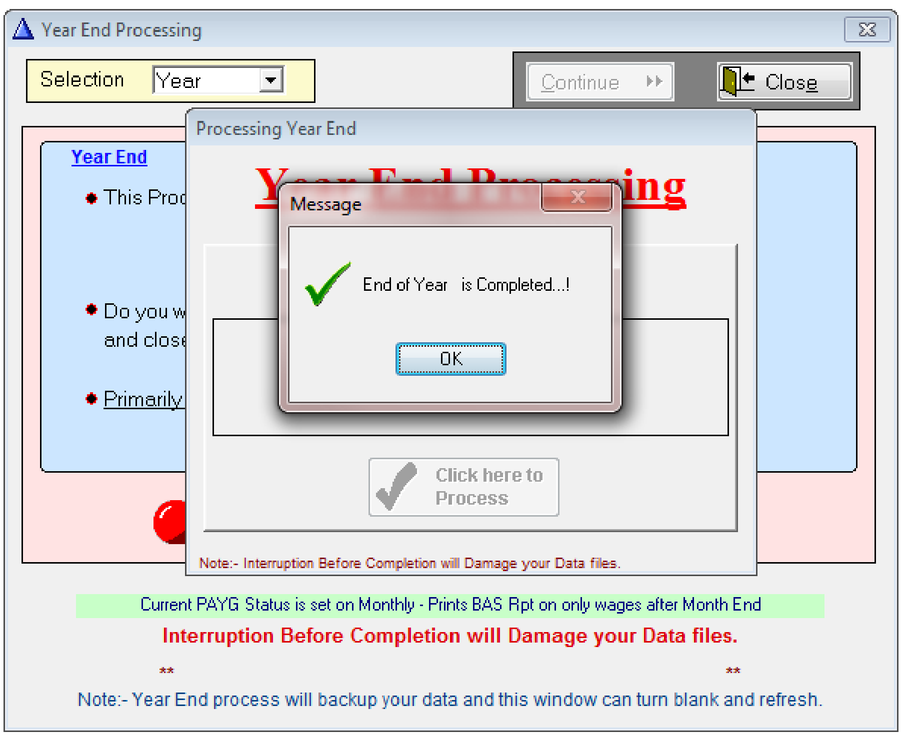
The following events will occur during the year-end process:

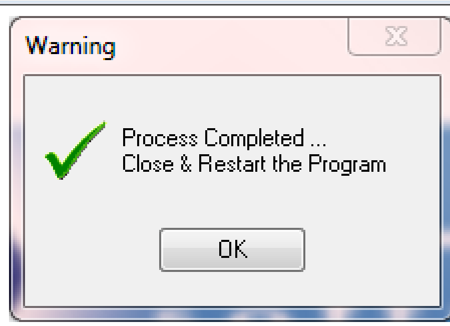
Any ledger balances in account 4000 and above will bring forward a zero carried forward balance and the accumulative balance of all these accounts will be carried forward into the 3030 unappropriated profit account, any account below 4000 will have the balance carried into the new financial year. All year-to-date transactions will be moved back one financial year with zero transactions carried forward. This means that you can still print or do an inquiry on any ledger for any previous year. The system will then update the carried forward balance and aging for all customers & suppliers and reset the turnover figures to zero. The system will then process stock year to date and month to date figures to zero. The current month is set to July and the year-end date is forwarded one year and also the GST period is reset and both the purchase and invoice register is aged to the next period.

The system will then display a message that the year-end has been successfully completed and advising you to close AMWIN and restart the program.

At this point we would advise you to reboot your server after closing AMWIN.

You are then ready to begin using AMWIN in the new financial year.





BACK POSTING ENTRIES INTO THE PREVIOUS MONTH

There is a separate process for the GST period end and for the month end processing.

The system allows the user to finalise the month end and then close the GST period (if the period is due to be closed) at any time until the next month end is processed.

Until the GST period is closed you are able to back post invoices, purchases, cheques, journals etc. In fact, all transactions except for BAS payments and standing journals can be back posted to the previous month.

To back post a transaction to the previous month, simply date the transaction with a previous month date.

If the GST period has not been closed then the system will give you the option to post the transaction to last month. If you say YES then the transaction will be back posted.

If you say "NO" then the transaction will be posted to the current month.

If you back post into a previous year there are several rules, which you be aware of.

If you back post a asset, liability or capital account then the previous year will be adjusted by the value of the back posting and the carried forward for the same ledger account will be adjusted for the new financial year as you would expect.

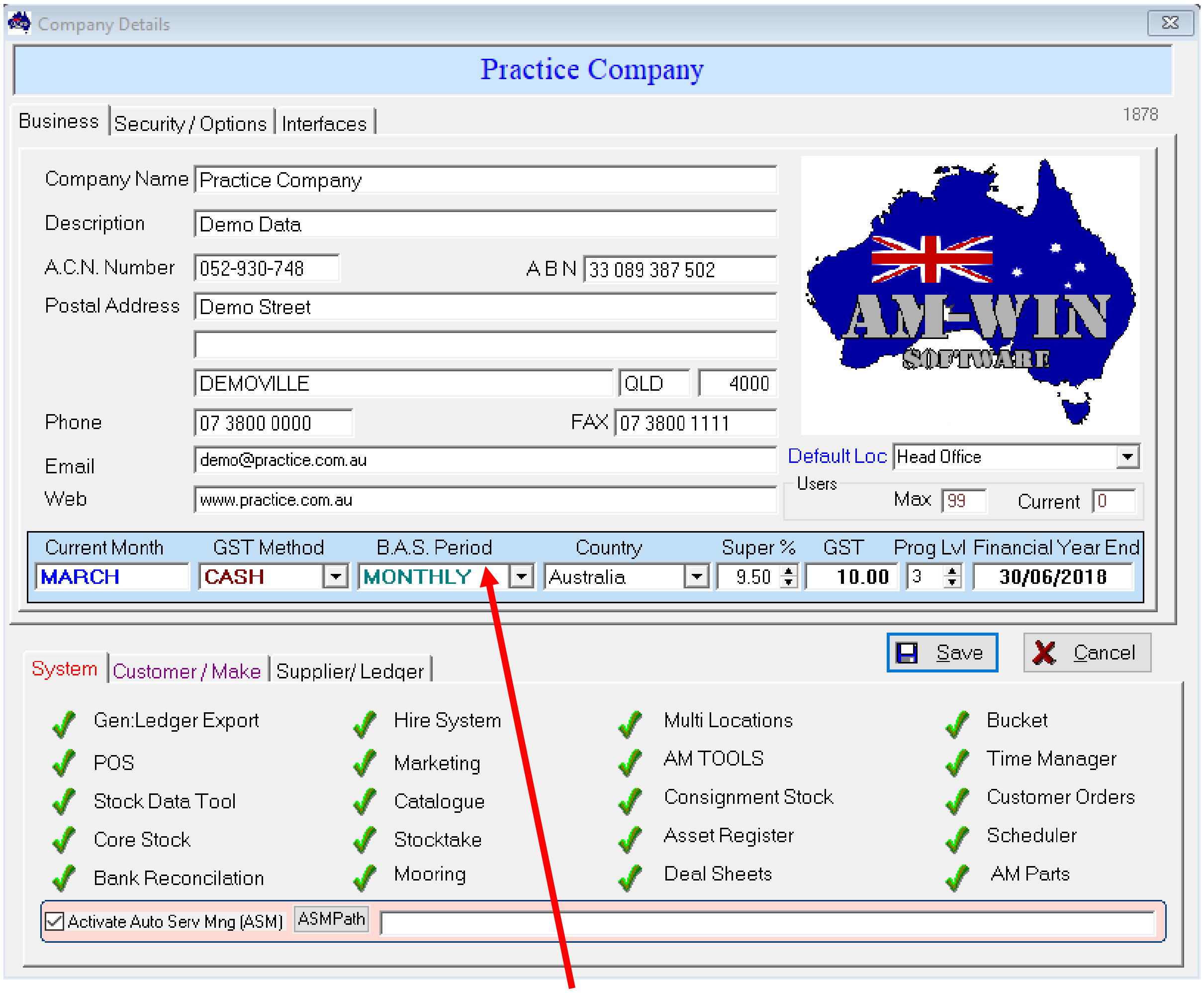
However, if you back post to a trading account between 4000 and 9999 then the previous year balance for that account would be updated but only the 3030 unappropriated profit account will be updated in the new financial year.

*** * NOTE: If you back post a transaction then you should reprint your monthly reports.**

Also note that you cannot reprint adjusted debtors / creditors list as at month end except through last month's reports, then you will be able reprint the aged reports for June anytime in future months.

WHEN YOU NEED TO CLOSE OFF YOUR GST PERIOD

AMWIN allows you to close off your GST period separately to your month end.
This gives you an extra few weeks to still back post any late Supplier invoices.
The system sets a flag, which determines whether you need to do a month end or a GST period end for the current period.



This screen shows your control file, which is where the BAS period is originally set up. Either you are on a Quarterly period or monthly period. This should have been determined when you first started using AMWIN

If you are on a monthly GST period you must alternately do a month end and a GST period end.

This means that you would not be able to do 2-month ends one after the other, unless you have done a GST period close in between and vice versa.

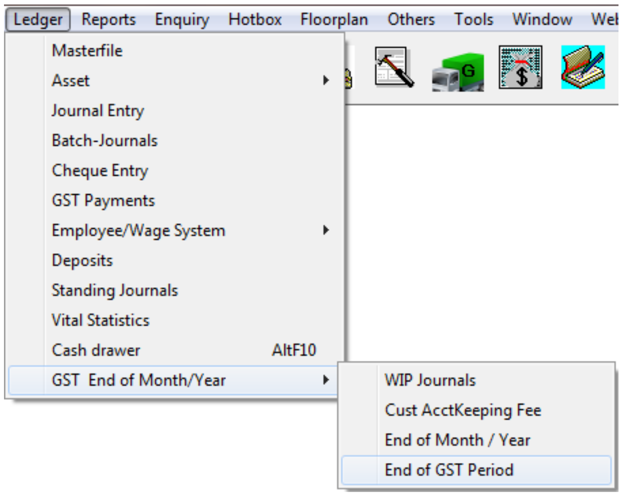
If you are on a quarterly BAS then you must do a GST period end after every third month end.

The GST period end must be done for the period, which ended at the last month end.

For example, if your last month end was at the end of a GST period being, let's say, March, then you need to close your GST period end by the end of April. The system will not allow you to close the month of April until the GST period is closed

CLOSING OFF THE GST PERIOD

Go to **Ledger** > **GST_End of Month/Year** > **End of GST Period**

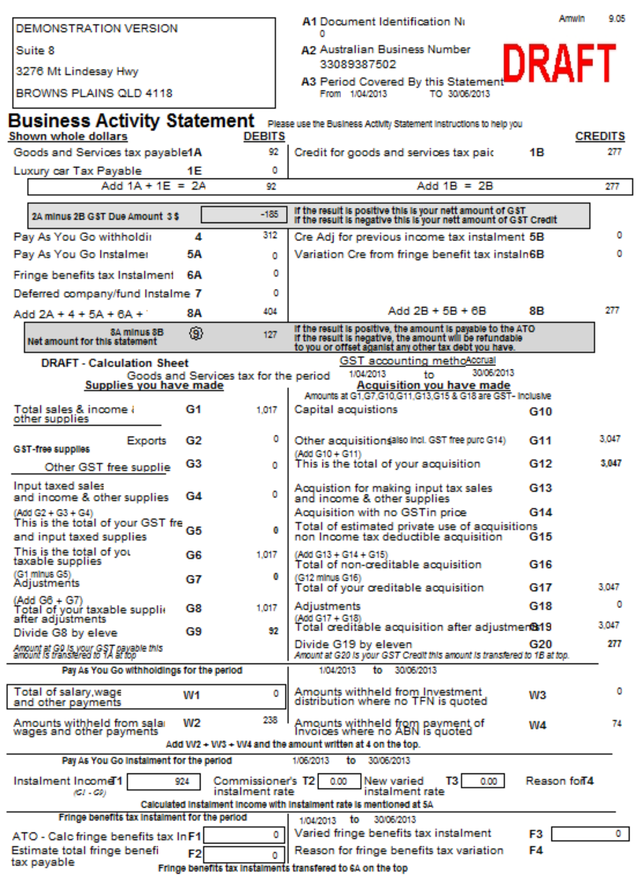


The Business Activity statement screen will come up; check that the dates are correct for the GST period you are closing. These figures are a guideline only and will not change any ledger figures in the AMWIN program. You can change these figures manually.

A document ID number can be filled in on the last page of your BAS statement so check that you have this information.   It is on the GST lodgement form that is sent from the TAXATION office.

Note that your GST period must be closed prior to rolling from July to August. This would generally be done anyway, as the payment is due at the ATO by this time anyway.

A sample 'Draft' BAS follows:



DEMONSTRATION VERSION
Suite 8
3276 Mt Lindesay Hwy
BROWNS PLAINS QLD 4118

A1 Document Identification N
0
A2 Australian Business Number
33089387502
A3 Period Covered By this Statement
From 1/04/2013 TO 30/06/2013

Amwin 9.05

DRAFT

Business Activity Statement Please use the Business Activity Statement instructions to help you

Shown whole dollars		DEBITS			CREDITS
Goods and Services tax payable	1A	92	Credit for goods and services tax paic	1B	277
Luxury car Tax Payable	1E	0			
Add 1A + 1E = 2A		92	Add 1B = 2B		277
2A minus 2B GST Due Amount 3 $		-185	If the result is positive this is your nett amount of GST If the result is negative this is your nett amount of GST Credit		
Pay As You Go withholdi	4	312	Cre Adj for previous income tax instalment	5B	0
Pay As You Go Instalme	5A	0	Variation Cre from fringe benefit tax instaln	6B	0
Fringe benefits tax Instalment	6A	0			
Deferred company/fund Instalme	7	0			
Add 2A + 4 + 5A + 6A +	8A	404	Add 2B + 5B + 6B	8B	277
8A minus 8B Net amount for this statement	9	127	If the result is positive, the amount is payable to the ATO If the result is negative, the amount will be refundable to you or offset aganist any other tax debt you have.		

DRAFT - Calculation Sheet
GST accounting metho Accrual
Goods and Services tax for the period 1/04/2013 to 30/06/2013
Amounts at G1,G7,G10,G11,G13,G15 & G18 are GST- Inclusive

Supplies you have made			Acquisition you have made		
Total sales & income other supplies	G1	1,017	Capital acquistions	G10	
GST-free supplies Exports	G2	0	Other acquisitions (also Incl. GST free purc G14)	G11	3,047
Other GST free supplie	G3	0	(Add G10 + G11) This is the total of your acquisition	G12	3,047
Input taxed sales and income & other supplies	G4	0	Acquistion for making input tax sales and income & other supplies	G13	
			Acquisition with no GSTin price	G14	
(Add G2 + G3 + G4) This is the total of your GST fre and input taxed supplies	G5	0	Total of estimated private use of acquisitions non Income tax deductible acquisition	G15	
This is the total of yo taxable supplies	G6	1,017	(Add G13 + G14 + G15) Total of non-creditable acquisition	G16	
(G1 minus G5) Adjustments	G7	0	(G12 minus G16) Total of your creditable acquisition	G17	3,047
(Add G6 + G7) Total of your taxable suppli after adjustments	G8	1,017	Adjustments	G18	0
Divide G8 by eleve	G9	92	(Add G17 + G18) Total creditable acquisition after adjustments	G19	3,047
Amount at G9 is your GST payable this amount is transfered to 1A at top			Divide G19 by eleven Amount at G20 is your GST Credit this amount is transfered to 1B at top.	G20	277

Pay As You Go withholdings for the period 1/04/2013 to 30/06/2013

Total of salary,wage and other payments	W1	0	Amounts withheld from Investment distribution where no TFN is quoted	W3	0
Amounts withheld from sala wages and other payments	W2	238	Amounts withheld from payment of Invoices where no ABN is quoted	W4	74

Add W2 + W3 + W4 and the amount written at 4 on the top.

Pay As You Go instalment for the period 1/06/2013 to 30/06/2013

Instalment Income (G1 - G9) T1 924 | Commissioner's instalment rate T2 0.00 | New varied instalment rate T3 0.00 | Reason for T4

Calculated instalment income with instalment rate is mentioned at 5A

Fringe benefits tax instalment for the period 1/04/2013 to 30/06/2013

ATO - Calc fringe benefits tax In	F1	0	Varied fringe benefits tax instalment	F3	0
Estimate total fringe benefi tax payable	F2	0	Reason for fringe benefits tax variation	F4	

Fringe benefits tax instalments transfered to 6A on the top

You can add/change any figures manually by clicking into the box you want changed and over writing with your correct figure.

Once you have entered all your figures or you are happy with the figures that are already there click on the NEXT button to go to the second page. Do the same for this screen and change any figures that are required.

If you are using the Wages Entries in the AMWIN program or Lightning Payroll, these figures will be added automatically, if not you can add them in manually.

Click on the Next button again to come to the last page: fill in the document ID number if you have it. If not, you can leave it blank.

Click on the Process button to close of this GST period.

You can then print off this DRAFT copy of your BAS report.

After you have printed off this report the screen should say process complete restart the program. Exit the AMWIN program & go back in. You have now completed closing off your BAS period.

PRINTING YOUR END OF FINANCIAL YEAR REPORTS

Once you have finished back posting back entries into the previous financial year you should then close your GST period to ensure that no further entries can be back posted. Once this is done you are then ready to print your end of year reports.

WHAT REPORTS TO PRINT

The following reports are generally considered essential as part of your end of financial year reporting.

- Customer Aged analysis
- Supplier Aged analysis
- Trial Balance
- Income Statement (very long report)
- Balance Sheet
- Invoice Register
- Stock Valuation Report
- Wage reports

OPTIONAL REPORTS

The following reports maybe printed as part of your year-end reporting but are generally considered not essential unless you or your accountant require them specifically.

- GST Report (if not intending to backpost)
- BAS Report (if not intending to backpost)
- Cash Bank Activity
- Ledger Activity (very long report)
- Customer Activity (very long report)
- Supplier Activity (very long report)
- Stock Sales by Group

WHY NOT TO DELETE LEDGERS

Please note if you delete an account which was used in a previous financial year but has a current zero balance which would be the case for income and expense accounts which have not been used in the current year then when printing or viewing reports for the previous years the reports will NOT balance because these ledger accounts no longer exist.

As a result, it is recommended that you do not delete any ledger accounts but mark them as being suspended. Do this by changing the name of the ledger to unused plus changing your general ledger masks so that they do not come up in any screens when selecting the Revenue, journal and expense etc. buttons.

CLEARING FINANCIAL DETAILS

You would do this in the event that you have not carried forward accurate accounting figures and would like your system to start afresh in the new financial year.

We do not like customers to run any AMWIN Utilities without assistance from an ICS technician as running the wrong utility could cause irreversible damage.

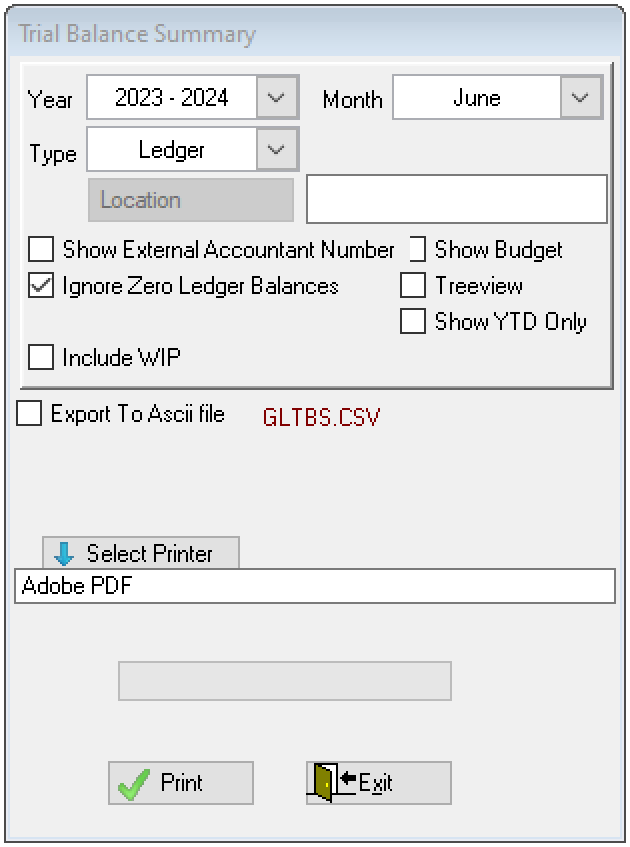
The system can be told to clear all financial details using the AMWTools utility module.

This process will reset your debtor, creditor, stock and ledger figures back to zero but retain your Job history & Master file details. You will then be able to re-enter the opening balances for your customers, suppliers, stock & ledgers.

Please contact **ICS** if you wish to run this process and they will guide you through step-by-step or dial in if you have the facility and run it for you.

PROCESSING IN THE NEW FINANCIAL YEAR

You are now ready to begin processing transactions for the new financial year.
If you required to view or print reports for the previous year such as trial balance, sales & purchases etc etc , then you can do so by selecting the required year when printing or requesting such information.



THE FINAL CHECK LIST ....

It is important that the knowledge you have learnt is followed and utilised to ensure that your year-end goes smoothly and you provide yourself and your accountant with the information required to efficiently process your figures.

Remember these important steps.

1. Contact your accountant to discuss what they will require from you in the way of reports and other financial records. It is this more than anything else that will save you money and time in the process of getting your financials processed.

2. Ensure that you are up to date with your invoicing and purchasing and you have claimed all of the GST credits you are legally able to claim.

3. Ensure that prior to processing your year-end that you have done 2 separate and reliable backups of your data. If you change any information after the backups and prior to processing the year-end then redo the backups. Store these backups in a safe place and take at least one copy off site for added protection of your data.

4. Make sure that no other user is in the system and that no other tasks on your computer are in any other AM-Win module such as History or Bank Rec during the year end process.

5. Make sure you have not processed transactions immediately before doing the year-end. If you are unsure then exit AM-Win and restart AM-Win and do the year-end. Do not do transactions and then go immediately to the year-end process.

6. After the year-end has been processed exit AM-Win and restart AM-Win to begin the new financial year. Remember not to print your reports until all transactions for the previous year have been processed.

7. Have a coffee / tea / beer / scotch / champagne / wine
   (Whatever you fancy, or all of the above)
   You have done well. Congratulations.

***Our valued customers are reminded that the following support call back guidelines are currently in place under all current support agreements.**

Our support office endeavours to attend to your call as soon as possibly practicable and our staff always make every effort to maintain a high level of support to all of our customers every day. Under the current support agreement these are our support obligations:

AM-WIN PRODUCT SUPPORT
AM-Win and ICS is only obligated to provide Maintenance for any version of the AM-Win Software until the earlier of:

(i) eighteen (18) months from that version's release or
(ii) the release of a second subsequent Major Product Update (for example, until the release of version 11 if you have version 10).

AM-WIN HOTLINE SUPPORT to the customer is provided as long as the customer is currently up to date with their annual or monthly AM-Win Hotline Support Agreement charges. This excludes public holidays and the Christmas - New Year holiday period. Outside these hours' help is available on a best endeavour basis. The customer may use telephone Hotline Support on the nominated hotline numbers during the hours of 8.00am and 5.00pm AEST on weekdays and will normally receive a response to their call within the following periods.

1. Four working hours for calls whereby the user is not able to access the data or AM-Win program or any associated programs written by AM-Win Software as a result of data corruption or program error.

2. Six working hours for calls that involve a significant restriction of the use of the software, an error restricting access to certain records as opposed to the data as a whole or a program fault which causes data to be recorded incorrectly. Issues of an urgent nature that requires same day attention to rectify software issues, data errors or system bugs.

3. Two working days for calls that are of a general nature requiring help on how to use certain functionality of the software, calls whereby the customer is able to use a workaround or calls where the customers have not received training on the areas for which the call relates to. Any non-urgent enquiries or general support calls.

While we specify the times above, we expect that in most cases response times will be much quicker.

Response Time is defined as the time between receipt of the call and the time that an ICS Team member begins working on the problem. Due to the wide diversity of problems that can occur, and the methods needed to resolve them, response time IS NOT defined as the time between the receipt of a call and problem resolution.

We do not offer telephone support during public holidays, weekends or outside of usual business hours. We also have certain times throughout the year during which support is either unavailable or diminished due to national conferences and staff training events or some events such as Christmas parties. Customers will be notified of these times via email. We usually close for 7 – 8 business days over the Christmas / New Year period at which time general support is not available.

During times when support is not readily available, our staff regularly check emails, phone messages and will offer assistance for urgent and severe issues as soon as possible if the issue is emailed to us.

Customers not on a valid support agreement will be charged at a rate of $30 + GST per 15 minutes. In all cases response for non-support contract holders will be within 1 working day. See ICS's Labour Rates for a full list of our rates.

PLEASE NOTE: Certain times of year most commonly around the end of financial year and early in the new financial year during the months of June and July, we often experience unusual high call volumes and as such response times during this period may be longer. In the event that a support staff is not able to respond in the required time, it is recommended that the customer call again to ensure quicker support is provided. Customers calling for a second or subsequent time will be given higher priority. Response times rely on the client accepting a response by any available support representative even if that particular representative is not fully familiar with the problem or the specific module in question. If the client wishes to speak with a specific support representative, then response times may be considerably longer.

It is the user's responsibility to back up their data and to ensure that the backup is operating correctly, the backup data is valid and the backup data is safely stored. If the user does not have recent and valid backups, then this will greatly reduce the ability for either AM-Win or ICS to support the customer.

***Support is only available for products supplied by, written by or manufactured by either AM-Win software or ICS.**