General Information

PMA Small Business ServiceCenter2016 is designed be an easy-to-use system that provides the capabilities small or medium size service-oriented businesses need to**:**

1. **Maintain a customer information database.**
2. **Maintain an equipment / property list and service history for each customer.**
3. **Schedule service calls.**
4. **Create and print simple one-page or complex multi-page contracts.**
5. **Keep track of what needs to be done.**
6. **Print mailing labels.**
7. **Create and print addressed form letters, and word processing documents.**
8. **Quickly and easily find needed information using sophisticated search techniques.**
9. **Create and Print Work Orders.**
10. **Send contracts and other documents as e-mail attachments from within the program.**
12. **Perform basic time studies.**
13. **Generate invoices and past dues notices, record payments, and track sales.**
14. **Generate proposals and convert them to invoices with the click of a button.**

It is divided into five separate modules that function as separate programs:

The **ServiceCenter Module** - the "working" portion of the system where you maintain your customer lists, service histories, customer equipment lists, create contracts, schedule service calls, and create work orders

The **Billing Module** - where you generate invoices and past due notices, record payments, and track sales using a variety of tools that allow you to view and analyze your sales, payments, and receivables data.

The **Proposal Module** - where you generate proposals and convert them to invoices.

The **ServiceCenter Maintenance Module** - where you perform database maintenance operations, maintain your company information and program settings, and build the predefined contracts used in the ServiceCenter Module.

The **Billing and Proposal Maintenance Module** - where you perform database maintenance operations and specify the text used in and appearance of your invoices and proposals.

Versions

PMA Small Business ServiceCenter 2016 uses the same Access database system found in Microsoft Office but does not require that Microsoft Office be installed on your computer. A separate SQL Server version is available as a custom application for users requiring greater power and flexibility.**.**

PMA ServiceCenter was the original release of the product.

PMA Small Business ServiceCenter2012 was an entirely new program, not just an upgrade of the original.

PMA Small Business ServiceCenter2016 is an extension of the 2012 version featuring new screen designs tailored to the current generation of wide screen monitors. It includes a Billing Module not available in previous versions.

Some 2012 version features that are no longer considered to be relevant are not included in the 2016 version.

Users of the 2012 version who wish to use features not in the new version can continue to access those features in the 2012 version which will remain installed on their computers.

O'Brien Service Contracts, also produced by PMA, was the predecessor to **PMA ServiceCenter** and remains in limited use although it has been out of production for more than a fifteen years.

About .NET

PMA Small Business ServiceCenter 2016 is built on the Microsoft .NET Framework. **.NET** (pronounced "Dot Net") is the latest Microsoft technology designed to power the next generation of programs you use and the web sites you visit.

The .NET Framework installed on your computer as part of the program installation is the "engine" that drives .NET programs.

The .NET name can be a bit confusing. It is a Microsoft brand name used in connection with web applications built using .NET. The Microsoft .NET Framework is the runtime module that powers desktop programs built using .NET technology.

System Requirements

PMA Small Business ServiceCenter2016 is designed for use on computers that running on **Windows 7, Windows 8, Windows 10 operating systems.** A minimum 800 megahertz Intel or AMD processor and minimum 256 meg of RAM are recommended.

Your computer should also be capable of connecting to the Internet for purposes of software registration, obtaining updates, accessing on-line technical support, and using online-related features such as email.

Note that your computer's screen resolution must be **1366 x 768 or higher**. The resolution requirement falls within the range offered by current desktop and laptop displays including Netbooks.

About networking

PMA Small Business Service Center 2016 is fully networkable, allowing multiple users to maintain all information on a single, shared copy of the database on a specified computer on the user's network.

It is not, however, a network application in which all users share a single copy of the program. **A separate, licensed copy of the program must be installed on each user's computer**. Additional licenses are available at minimal cost.