Customer Service

Cow Sense® Herd Management Software

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.
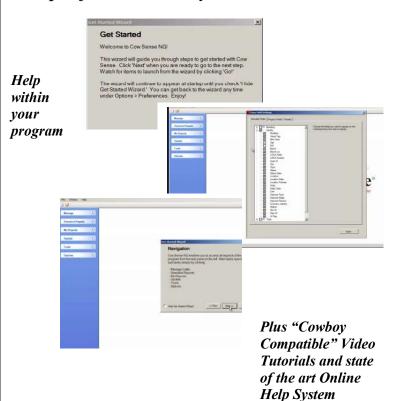
Included Product Assistance

- **Getting Started -** With the purchase of Cow Sense you receive 30 days of included support from **first contact**, not date of purchase. This added bonus demonstrates our commitment to our customer and our products while making getting started a snap**!**

- **Quick Start Guide and Getting Started Wizard –** The Quick Start Guide is available in PDF format to help you get going in NxGen. The Getting Started Wizard will automatically open up with the program to help guide you through the program's features.

- **NxGen Video Tutorials –** A series of how-to videos are available from the Cow Sense Help Menu to guide you through common functions of the program. Notes to the Video Tutorials are also available if you prefer to read through the procedures as you work.

- **NxGen Guides –** Step-by-Step documents are available for certain functions of the program. These 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 Cow Sense Corral.
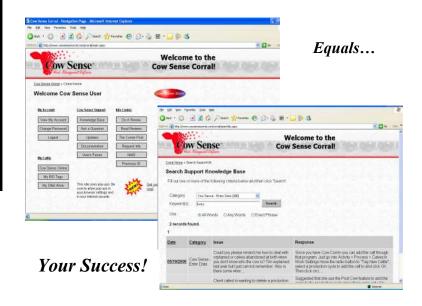
  Visit the Cow Sense Corral today at: **http://www.cowsensecorral.com** Click "Send Me My Login". Your initial User Name and Password will be promptly e-mailed back.

  The Cow Sense Corral is your one-stop shop for 24/7 access to your account, your past technical support questions, and the respective support team's answers. The Support Knowledge Base provides you with a complete searchable history of support questions and answers from all of our Cow Sense users.

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

Help is just a click away!

Help within your program

Plus "Cowboy Compatible" Video Tutorials 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

Cow Sense NxGen is compatible with the following operating systems:
Windows XP
Windows Vista
Windows 7, 8, & 10

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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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 $75.00 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.
- We want to hear from you! Any customer that provides a review of our products at the Cow Sense Corral "Product Reviews" page will receive Customer Service Credits.
- We appreciate your referrals of friends and neighbors to Cow Sense! When a new customer purchases Cow Sense as a result of your referral, you will receive Customer Service Credits to your account.
- Customer Service Credits can be used to purchase additional Cow Sense products or services.

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

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www.cowsense.com

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