



Trentham, Croft and the value of great support

When good software and support come in the same package, it makes life much easier for the customer. But there are always times when we need to speak to a real person and get their expert guidance, and that's especially true of a club's accounts, VAT and Year Ends. That's where Croft excels.

A classic situation is when a club secretary retires or leaves, or when a new bookkeeper is appointed. Aside of everything else, learning about the club's Accounting system makes specialist support and training a must have, particularly at private members' golf clubs that deal with partially exempt VAT.

Trentham GC: smooth transition, ideal support

Trentham GC's Neil Portas retired just over a year ago, and handed over to his successor, Shane Owen. During the handover period of around one month, Neil introduced Shane to the club's Croft Accounting system, but Croft's support made all the difference, as Shane says: "Croft's support has been fantastic, and available whenever we needed to call. With the Year End and partial VAT, their expert guidance made things much easier to cope with for a brand new club manager."

"In April 2008 we then employed a part time bookkeeper about a month after I'd started, for one day a week. Croft's John Critchley came down and gave us both more hands-on training in the Croft system, showing us how to deal with the partially exempt VAT requirements. They were always on tap via the 'phone whenever we needed further help."

"As the club manager I need the major income streams report, ie. the monthly budget analysis which I export to Excel and mail on to the club committee. The Croft analysis and report is ideal with the actual, past year and budget comparisons. I just added a % column as well for trend information. There's no doubt in my own mind that Croft and their excellent support made my taking over the reins at the club a much less challenging task as far as the club's accounts were concerned, and it was one less issue to worry about at what is a very stressful time."

Making life much easier for the bookkeeper

As the new bookkeeper, Kim also had much to learn and is very appreciative of Croft's going the extra mile: "Following the introduction I'd had from Shane to the accounts, it was appropriate for Croft's professional training in the system, as I'd never dealt with partially exempt VAT before. More recently, there's been the Year End to prepare for, so I have been double checking with Croft to make sure everything's in order, that we've assigned things to the correct place or code, and that we can be confident we've done a good job as far as the Treasurer and Auditors are concerned. Having that sort of guidance and reassurance is brilliant, and I can't praise Croft enough."

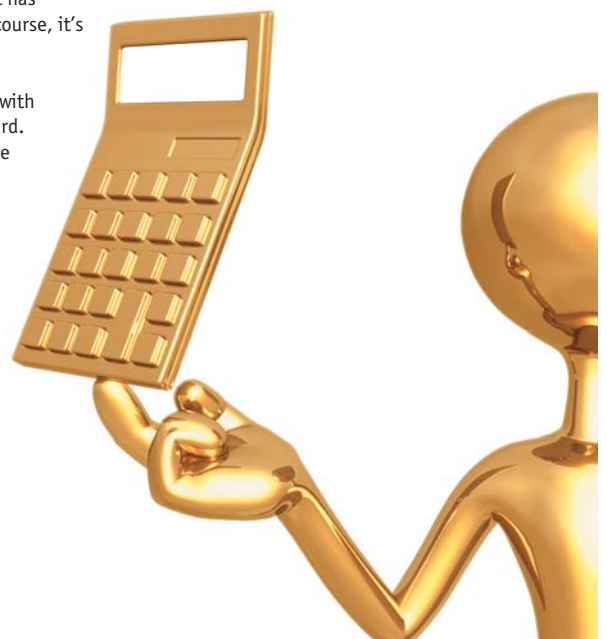
Kim continues: "The partially exempt VAT gives trained accountants a headache, let alone bookkeepers like me who haven't had to deal with it before. You can't just delete something – any input is captured and then if it's wrong, you've got to put it right in terms of double entry accounts. So you really want to get it right in the first place, or you double up the workload. That is where Croft is so good, always happy to hold my hand through the process to make sure we got it right. Because John is an expert on VAT, even that has become second nature to me now – and of course, it's handled automatically in Croft."

"The Year End is usually rather fraught, but with Croft's help it has been pretty straightforward. Most of it is automated anyway, and as we've always ensured each month's accounts and data are correct, sorting out the year's data into the form required by the Auditors has been relatively plain sailing and a lot less time consuming."

"Given that Shane had just started, and then I joined as well without knowing anything about the VAT issues, Croft has been brilliant. It's a great system, and ideal for golf clubs that wrestle with partial VAT and need reports that committees can understand. But for the managers and accounts people, Croft's support is terrific and they couldn't have done more to help us when we most needed it."

Croft's new website

Online at last, Croft's new website can be found at www.croftcomputersystems.com, and you can read all about Croft's Accounting and other club management applications for Membership and Subscriptions, Competitions and Handicapping, and Booking. You even get an objective comparison with Sage, if your Treasurer is one of those who can't handle leaving Sage's way of doing things!



"Having that sort of guidance and reassurance is brilliant, and I can't praise Croft enough."