



## Customer Assistance Document – Which PS Financials Team should I contact?

This document is designed to give guidance on who best to contact within PS Financials should you have an enquiry.

PSF software users can also self-register for access to the following useful repositories:

- ▶ PSF Knowledge Base - <https://psfinancials.zendesk.com> – an intelligent search engine for information, guidance and instruction on the use, operation and administration of PSF applications. This is an invaluable resource for all users and provides information on product updates, latest news and details of User Group meetings.
- ▶ The Education User Group Forum - <http://www.psfeducationusers.com> - an informative place for knowledge sharing, ideas and updates with fellow PSF users across the Education sector.

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**Helpdesk Team**  
[support@psfinancials.com](mailto:support@psfinancials.com)  
**0344 815 5581**



Please contact the Help Desk team if you do not subscribe to the Advantage Support Service and –

- ▶ You have a technical question relating to PSF
- ▶ Your licence or password has expired
- ▶ You have an error message which you do not understand
- ▶ The PSF application has stopped working or is not working as you would expect

**Advantage Team**  
[advantage@psfinancials.com](mailto:advantage@psfinancials.com)



For customers who subscribe to the Advantage / Advantage Plus Service –

- ▶ You need guidance or assistance in completing a task
- ▶ Your query requires someone with accounting knowledge to assist
- ▶ You require assistance with importing data
- ▶ You require assistance with reporting and information extraction
- ▶ You want to understand how to make changes to your system (PSFADMIN users only)

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[www.psffinancials.com](http://www.psffinancials.com)





## Which PS Financials Team should I contact?

**Sales Team** - Contact your Account Manager directly. If unsure, please use;  
[info@psfinancials.com](mailto:info@psfinancials.com)  
**0344 815 5580**



- ▶ You are interested in a demonstration or learning more about a new PSF module
- ▶ You would like to discuss PSF application licence requirements
- ▶ You are interested in moving to PS CLOUD
- ▶ You would like to add another Academy location to your MAT

**Projects Team**  
[projects@psfinancials.com](mailto:projects@psfinancials.com)  
**01733 857 054**



- ▶ You would like to book some on-site training
- ▶ You wish to subscribe to PSF eLearning
- ▶ You would like to enquire about an upgrade
- ▶ You have an Advantage subscription and would like to book an annual system audit
- ▶ You require bespoke changes to your PSF system
- ▶ You need on-site technical consultancy

**Marketing and Events Department**  
[marketing@psfinancials.com](mailto:marketing@psfinancials.com)  
**0344 815 5580**



- ▶ You would like to know when the next Education User Group is
- ▶ You would like to know about upcoming events PSF are hosting or taking part in

**Accounts Department**  
[accounts@psfinancials.com](mailto:accounts@psfinancials.com)  
**0344 815 5580**



- ▶ You have an invoicing query
- ▶ You would like to discuss alternative payment methods
- ▶ You would like to request a statement of your account
- ▶ You wish to arrange for the transfer of an existing PSF licence