

## Feedback

**From:** Kai Hendry <hendry@webconverger.com>  
**To:** support@hiveage.com  
**Subject:** Feedback  
**Date:** Tuesday, 16 June 2015 8:46 AM  
**Size:** 956 B

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Couple of comments.

As I moaned about before. Entering the address of my client is a painful element of your workflow. Free form text area for addresses would be nice. Making it smaller? Not so nice.

[http://s.natalian.org/2015-06-16/1434440623\\_1918x1058.png](http://s.natalian.org/2015-06-16/1434440623_1918x1058.png)

I only do plain text emails and it seems like the plain text emails you generate html quote. E.g.:

Hi Antietam Pediatrics & Adolescent Care,

A new invoice has been generated for you by Webconverger. Here's a quick summary:

Kind regards,

**From:** Support <support@hiveage.com>  
**To:** hendry <hendry@webconverger.com>  
**Subject:** Re: Feedback  
**Date:** Tuesday, 16 June 2015 11:45 AM  
**X-Mail-from:** 0000014dfbf99ed7-17c4f0d6-6c66-46d4-bfa2-592fb2ea2df1-000000@amazonses.com  
**Size:** 5 KB

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Hi Kai,

I'm sorry to hear about your frustration. We've also reviewed your grievances you tweeted and listed on your blog.

Unfortunately our stance on this has not changed since our previous discussion last year (Aug 20, 2014): we have to think of the general customer base when prioritizing our features. As you'd see from our roadmap (<http://www.hiveage.com/roadmap/>), we have always tried to improve the service to make it more efficient and useful for our users.

What we cannot do, however, is to cater to special requirements of current or potential customers who require advanced features that a simple system like Hiveage is not intended for. What you're looking for is a service that is quite different from ours. It wouldn't be a productive use of your time or ours to deliberate on this any further.

It's unfortunate that this has now evolved into a PR issue as well. We're a small team trying to build a sustainable business with a happy customer base, and distractions like this are not affordable. We have decided that it is time for us to part ways.

We would like to offer you 7 days to export your data and cancel your Hiveage account. Please let us know if you need further assistance with this.

Cheers,  
Prabhath

The Hiveage Team  
<http://www.hiveage.com>

**From:** Kai Hendry <hendry@webconverger.com>  
**To:** Support <support@hiveage.com>  
**Subject:** Re: Feedback  
**Date:** Tuesday, 16 June 2015 11:51 AM  
**Size:** 2 KB

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On Tue, 16 Jun 2015, at 11:45 AM, Support wrote:

What we cannot do, however, is to cater to special requirements of current or potential customers who require advanced features that a simple system like Hiveage is not intended for. What you're looking for is a service that is quite different from ours. It wouldn't be a productive use of your time or ours to deliberate on this any further. It's unfortunate that this has now evolved into a PR issue as well. We're a small team trying to build a sustainable business with a happy customer base, and distractions like this are not affordable. We have decided that it is time for us to part ways.

So the fact that I aired my grievances makes you want to boot me off your system altogether?

I do want to see you get better. I really don't think it's good PR to boot off your vocal consumers.

We would like to offer you 7 days to export your data and cancel your Hiveage account. Please let us know if you need further assistance with this.

I need more time to move since I'm on holiday. Supposingly.

I am still astonished you want to rather not have me at all with my advanced requests.

Kind regards,

**From:** Support <support@hiveage.com>  
**To:** hendry <hendry@webconverger.com>  
**Subject:** Re: Feedback  
**Date:** Tuesday, 16 June 2015 1:52 PM  
**X-Mail-from:** 0000014dfc6da8e3-c87687f1-1713-4643-adcb-27288e55379f-000000@amazonses.com  
**Size:** 5 KB

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Hi Kai,

So the fact that I aired my grievances makes you want to boot me off your system altogether?

I apologize for any miscommunication; this is not what I've been trying to say.

As a small business owner in the tech industry yourself, I hope you can empathize with us here. If someone signs up for Webconverger and then wants it to function as an ATM out of the box, what would be your reaction? And what if, after repeated explanations, the customer publicly portrays this as your deficiency?

Now, you might not agree with us on the accuracy of this simile, but that's our current perspective. Hiveage is but one among many hundreds of invoicing services, but I'm not aware of a single service that has all the features you have listed as grievances.

We're a small bootstrapped team. We don't have a PR machine behind us to do "reputation management". Instead, we rely on the goodwill of our community of customers—whom we serve to the best of our ability—to have our back. We simply don't have the resources to manage hostile customers.

Cheers,  
Prabhath

The Hiveage Team  
<http://www.hiveage.com>

**From:** Kai Hendry <hendry@webconverger.com>  
**To:** Support <support@hiveage.com>  
**Subject:** Re: Feedback  
**Date:** Tuesday, 16 June 2015 2:01 PM  
**Size:** 3 KB

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On Tue, 16 Jun 2015, at 01:52 PM, Support wrote:

As a small business owner in the tech industry yourself, I hope you can empathize with us here. If someone signs up for Webconverger and then wants it to function as an ATM out of the box, what would be your reaction? And what if, after repeated explanations, the customer publicly portrays this as your deficiency?

Well how does this harm your business? It only helps consumers make an informed decision as to the direction of your software. I am a huge proponent of suckless software. Software with as little features as possible to get the job done.

Now, you might not agree with us on the accuracy of this simile, but that's our current perspective. Hiveage is but one among many hundreds of invoicing services, but I'm not aware of a single service that has all the features you have listed as grievances.

My requirements are to get invoicing done quicker. I am not asking you to create a different non-invoicing product. I think my requests are bug fixes in nature. So, yes, your analogy is a bit weak. I like your product. I want it to be better. If you think what I'm asking for some how maligns your goals, yes, I will leave.

We're a small bootstrapped team. We don't have a PR machine behind us to do "reputation management". Instead, we rely on the goodwill of our community of customers—whom we serve to the best of our ability—to have our back. We simply don't have the resources to manage hostile customers.

That's a shame that you consider me hostile. Maybe it's a cultural difference. Either way, I need more time to export.

Btw I didn't understand <https://www.hiveage.com/roadmap/> It looks like a blog to me.

Cheers, :(

**From:** Support <support@hiveage.com>  
**To:** hendry <hendry@webconverger.com>  
**Subject:** Re: Feedback  
**Date:** Tuesday, 16 June 2015 2:51 PM  
**X-Mail-from:** 0000014dfca35676-1eedaa93-40f7-4602-97ad-10b8b205d871-000000@amazonses.com  
**Size:** 5 KB

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Hi Kai,

Sorry, I'm afraid this is a foregone conclusion now.

We have initiated a refund for this month's subscription.

Transaction ID: 7266461331  
Payment Method: XXXX9626  
Amount: USD (13.85)  
Customer Name: Kai Hendry

A lot of information gets lost in text-only communication, so I will not see your comment on cultural differences as patronizing :)

Cheers,  
Prabhath

The Hiveage Team  
<http://www.hiveage.com>

**From:** Kai Hendry <hendry@webconverger.com>  
**To:** Support <support@hiveage.com>  
**Subject:** Re: Feedback  
**Date:** Tuesday, 16 June 2015 2:52 PM  
**Size:** 737 B

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Do I still only get 7 days to export?

**From:** Support <support@hiveage.com>  
**To:** hendry <hendry@webconverger.com>  
**Subject:** Re: Feedback  
**Date:** Tuesday, 16 June 2015 2:54 PM  
**X-Mail-from:** 0000014dfca636a5-be84d8d5-3570-45b1-9709-92d492362a6a-000000@amazonses.com  
**Size:** 4 KB

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Yes; we will always be at hand if you need any help with the export.

17/06/2015

Feedback | FastMail

Cheers,  
Prabhath

The Hiveage Team  
<http://www.hiveage.com>