

STEPS TO BECOME A SCHULZ CONSULTING SUPPORT CLIENT

1. Read and sign a copy of the attached Schulz Consulting LLC MAS 90 & MAS 200 Telephone Support Agreement.
2. Read and sign a copy of the attached Reseller of Record Agreement.
3. Fax signed copies of both to Schulz Consulting at 860-760-6165

Mail Payment to Schulz Consulting:

**Schulz Consulting, LLC
160 Oak Street
Glastonbury CT 06033**

RESELLER OF RECORD CHANGE REQUEST:

Purpose:

Authorizes Sage Software to officially change their records to reflect that Schulz Consulting, LLC is your new reseller

Reason:

Allows Schulz Consulting to interact with Sage for common questions that are needed in the course of technical support.

We are unable to initiate a telephone support agreement without a copy of this signed Reseller of Record form.

INSTRUCTIONS:

VERY IMPORTANT: This form **must be on or attached to your letterhead** or it will NOT be accepted by Sage Software and may delay your request

Complete and fax a copy to:

1. Schulz Consulting at 860-760-6165
2. SAGE Software at 949-753-0374



Reseller of Record Change Request Form

Date: _____

To Whom It May Concern:

This letter is to formally request your records be changed to reflect that the below named company become our reseller of record.

New Reseller's Information:

Company: SCHULZ CONSULTING LLC

Address: 160 OAK STREET SUITE 1A, GLASTONBURY, CT 06033

Phone: 860-657-8544

E-mail: WAYNE@S-CONSULT.COM

Select from the following choices, the reason for your request:

Location/Distance Pricing Responsiveness Other: Unspecified

I have verified my company's information listed below:

Company: _____

Account: _____

Address: _____

Product Currently Used: Sage MAS 90 ERP Sage MAS 200 ERP Sage MAS 500 ERP
 Sage BusinessWorks Accounting Sage PFW ERP

Phone: _____ E-mail: _____

Primary Contact Name: _____

I understand that my current reseller of record will be notified of the request, and that my new reseller of record will now be responsible for servicing my account.

Authorized Signature (Must be an officer of the company)

Please Print Name

Title

<p>Did You Remember?</p> <ul style="list-style-type: none"> ✓ Attach your company letterhead ✓ Include your customer account number

Fax: 949- 753-0374 or
Mail: Sage Software
56 Technology Drive
Irvine, CA 92618
Attn: Sales Administration

The change will be processed in approximately 14 business days.



Address: 26 Williams Glen Way, Glastonbury, CT 06033 Phone: 860 657 8544
Toll Free: 888 594 4302 Fax: 860 657 4591 URL: <http://www.s-consult.com>

Schulz Consulting, LLC MAS90 & MAS200 Telephone Support Agreement

Duration

This technical phone support agreement shall begin upon receipt of payment and continue for one year. It provides for unlimited telephone and remote Internet support from Schulz Consulting for your MAS90 or MAS200 accounting software.

The fee for this MAS90 / MAS200 unlimited telephone support is \$ _____ per year (plus applicable sales tax) – paid annually prior to the start of the support agreement.

Coverage

Schulz Consulting provides unlimited telephone support of your MAS90 / MAS200 accounting software. We will provide support on all versions of MAS90 / MAS200 with the understanding that support for older MAS90 / MAS200 versions is on a “Best Efforts” basis and that programming patches for older versions are no longer available.

Schulz Consulting will respond within 4 hours to your MAS90 / MAS200 support inquiries (M-F 6AM to 6PM EST) placed via our business line at 860-657-8544 or 888-594-4302.

All support is rendered on a best efforts basis and guarantees a response to your call within four hours. Some calls require follow-up research that extends beyond the specified response time. The follow-up research is included under this support agreement. All on-site consulting services are billed at our current normal hourly consulting rates.

Internet remote support is included in this plan at no additional charge. A fast Internet connection is required for us to provide remote support.

Prior to requesting technical support you agree to create adequate backups of your computer data. We are not responsible for data loss due to inadequate backups. Re-creation of data due to lack of backups will be invoiced at our standard consulting rates.

Exclusions

This phone support agreement does **NOT** replace or include your Basic Software Maintenance Plan with Sage Software or any other vendor (ex. Starship, Credit Cards, etc).

If you are using third party add-ons with separate support agreements (example – Starship and Credit Card Processing) those fees are additional and are NOT covered under this support plan.

Items Which Are Billed Hourly and NOT A Part of This Plan (Regardless of whether they are rendered on-site or off-site)

- All on-site consulting
- Setup of workstations, applying program or service updates or maintaining servers including data recovery
- Costs for third party support plans (specifically Credit Card Processing and Starship – as well as other third party programs) are separate fees – you are required to separately maintain a support plan for any third party programs. Third party programs may involve additional per call or annual support plans which are invoiced to your company separately and are not a part of this plan.
- Non-MAS90 / MAS200 application support (Microsoft Office, Etc)
- Operating system, hardware or network issues- including attempts to run MAS 90 or MAS 200 under a non-supported hardware or O/S platform.
- Crystal Reports, Report Master, FRX, F9, Custom Financial Statements, Visual Integrator or Custom Office creation, debugging, troubleshooting or enhancements – except where we were originally paid to create the report or routine. You may expect we will provide assistance with questions you have on these tools, however we will not create new functionality or debug existing applications except on an hourly basis.
- Recurring data corruption, malware, adware, virus problems.
- Assistance with upgrades of MAS90 / MAS200 – either via phone or on-site
- Training of new staff or consultants via phone, email or remote
- Support for outside consultants who may be working on your system (ie. Network Vendors, programmers, bookkeepers, accountants,etc)
- Research or consulting for NEW add-ons or functionality (Ex. If you ask us to locate an add-on to enhance your MAS90 software or discuss creating an add-on with a third party developer).
- All administrative assistance with obtaining information from Sage Software – including (but not limited to) unlocking keys, new sets of program disks, online account information, and any other interaction which does not relate to the direct operation of your MAS 90/200 software.

We reserve the right to offset any overdue fees against this prepaid support plan and subsequently terminate the plan.

A prepaid telephone support agreement is the only way to obtain phone support with Schulz Consulting. We do not provide per call support.

This is a technical support agreement for your company. It is non-transferable and is not a substitute for proper training on MAS90 / MAS200. We will not remotely train users under this agreement. Where requested, we are available to provide support on non-covered issues at our standard hourly rates.

We are committed to forming a long term support relationship which results in your total delight. If within the first 90 days of this agreement you are unhappy with our support for any reason we will provide a full refund of your current year's telephone support amount. After 90 days we will provide a pro-rata refund of remaining phone support fees.

IMPORTANT NOTE: *This telephone support agreement does NOT include the software upgrades to your MAS90 / MAS200 software. You must maintain a separate software agreement (Basic Software Maintenance) with Sage Software in order to receive future upgrades or purchase new modules. If you have third party enhancements or programs (ex. F9, Credit Card processing, etc) you must obtain a separate support agreement from the manufacturer.*

AGREED TO BY:

Company Name Schulz Consulting, LLC

Representative Date Representative Date