



Sage Timeslips Premium Pricing and Service Order Form

Client Name:	
Address:	
City/State/Zip:	
Primary Contact:	
Phone #:	
Contact email:	

Sage Timeslips Premium Software License Pricing

# Licenses	Premium Licenses – w/Sage Silver Support Plan- Annual Fee*	Premium Licenses – w/Sage Silver Support Plan- Monthly Fee*
Single user license	\$903.50	\$90.36
Each additional license	\$327.44	\$32.74
Electronic Billing Add-on (LEDES, etc.)	\$319.73	\$31.97
Timeslips eCenter remote time entry	\$347.88	\$29.99

**Timeslips Premium licenses are sold via subscription only, and require annual renewal at renewal rates set annually by Sage Software for continued "write access" to your billing database.*

All Premium plans include one free eCenter license.

TriStar Support Services

Available Service	Server	Workstations
Remote software installation/configuration	\$300.00	\$100.00
Timeslips Database Conversion Service		
Timeslips Version		
2012 through 2020		\$300
2006 through 2011		\$400
2005 and older (including DOS versions)		\$500
TriStar Contracted Service Plan	\$1,500 per year	
<i>A complete description of TriStar's Contracted Service Plan is attached for your reference</i>		



Order Information/Acceptance:

Please indicate below your choice of:

1. Sage Timeslips Premium number of licenses
2. Timeslips eCenter licenses
3. TriStar installation services,
4. TriStar Database Conversion Services
5. TriStar contracted support services

by completing the form below, and then sign and return this form. You will be billed for the products and services selected based on your choices.

Order Information

Timeslips Product Edition	# of Licenses
Timeslips Premium subscription	
Timeslips eCenter licenses	

"A La Carte" Services:

	Yes	No	
TriStar Installation Services	<input type="checkbox"/>	<input type="checkbox"/>	

	Yes	No	Current Version
TriStar Database Conversion Services	<input type="checkbox"/>	<input type="checkbox"/>	

I am interested in purchasing a TriStar Contracted Service Plan. Please contact me to discuss.	<input type="checkbox"/>
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Payment Information

Payments for Timeslips Premium subscription licenses must be made by credit card and made directly to Sage Software. At your choice we can either process your credit card info on behalf of Sage Software, or we can have Sage contact you directly to obtain your credit card information.

- Please submit the credit card information below to Sage Software on my behalf to remit payment for my Timeslips Premium subscription purchase

Credit Card Information		
Name on Card:		
Billing Address:		
Card Account Number:	Expiration Date:	CVV:

- I prefer to have Sage Software contact me directly to obtain my credit card payment information. Please have a Sage employee contact me directly via phone or email.

Order approved by:

Client Name:
Signature:
Name:
Title:
Date:

Please sign and complete the included Timeslips Reseller of Record Acknowledgement Form to insure that your Timeslips Premium order is processed properly.



TriStar Contracted Service Plan Definition and Conditions

TriStar’s Contracted Service Plan includes unlimited telephone, email and/or remote connection support from TriStar staff or its assignees.

A support “incident” is defined as any request for assistance needed to resolve a **technical or operational** (i.e., “business-related”) problem with your Timeslips software, which results in the satisfactory resolution of that problem. Support services may be delivered via telephone, email message, remote connection to your computer, or, with mutual consent of the technician and the requestor, an on-site visit to your office. On-site visits **may** incur additional charges.

TriStar uses web-based technology (variously called “LogMeIn” or “GoToAssist”) to establish a “permission-based, attended” connection to your computer, as needed, from which we can share your computer’s desktop, keyboard, and mouse to perform installations, updates, diagnostic and repair services, as well as deliver basic user instruction. We also offer an option for “unattended” remote connection to your PC and/or your network, using either GoToAssist or Windows Remote Desktop. With your permission we will create and maintain a secure unattended link to your computer for the duration of this Agreement.

There are no limits to the number or length of incident requests that can be made during the term of the contract. For scheduling purposes, there is a discretionary “cap” of forty-five (45) minutes for any **single** remote support request, based on the nature of the specific request and the support technician’s judgment regarding the time/resources required to resolve the specific issue. Requests that require more than forty-five (45) minutes to resolve **may** be rescheduled, for either an extended remote session at a later date/time, or for an on-site visit, at the discretion of the technician handling the remote support request.

TriStar’s Contracted Support Plan does NOT include support services for the following:

<ul style="list-style-type: none"> • Network or internet connectivity troubleshooting or related network support services 	<ul style="list-style-type: none"> • Timeslips data restores made from backup software outside of the Timeslips application 	<ul style="list-style-type: none"> • Imports of external data files into Timeslips
<ul style="list-style-type: none"> • Integration of “third party” software applications with Timeslips (<i>except for electronic billing add-ons</i>) 	<ul style="list-style-type: none"> • Design of customized reports or forms not made with the Timeslips Report Designer 	<ul style="list-style-type: none"> • Recovery from hardware or other equipment-related failures, beyond Timeslips reinstallation and company database restore



TriStar Data Systems Fee Schedule Effective January 1, 2020

Consulting Services/On-Site Support

Hourly Rate Consulting:

\$190- \$220 per hour (depending on staff assigned)

Expenses for mileage (at IRS rates), tolls, and parking are billed as incurred for travel to/from Blue Bell and the client site.

Classroom-Style Training

At your site or our office

\$1,800 - \$2,000 per day

\$1,000 - \$1,200 per half day

Web-based training

Fee based on class length and # of attendees

Telephone/Email/Remote Support

1. "Per support" incident

\$175 per "incident"

*(45 minute maximum; services in excess of 45 minutes
revert to hourly rate billing)*

2. TriStar support plans

Information on TriStar's pre-paid Contracted Support Plans
can be found at <http://www.TimeslipsSage.com>