



Sage Timeslips 2020 Pricing and Service Order Form

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

Sage Timeslips 2020 Software License Pricing

# Licenses	Perpetual Licenses		Premium Licenses – w/Sage Silver Support Plan*
	Sage Software List Price	TriStar List Price	Sage Software List Price
Single user license	\$925	\$800	\$860
2-user license	\$1,450	\$1,225	\$1,172
3- user license	\$1850	\$1,575	\$1,484
4-user license	\$2,375	\$2,000	\$1,796
5-user license	\$2,775	\$2,350	\$2,107
6-user license	\$3,225	\$2,750	\$2,419
7-user license	\$3,700	\$3,150	\$2,731
8-user license	\$4,225	\$3,600	\$3,043
9-user license	\$4,600	\$3,900	\$3,355
10-user license	\$5,150	\$4,375	\$3,667
Additional licenses, per user	\$460	\$400	\$311
Timeslips eCenter remote time entry	\$30/USER/MONTH		\$30/USER/MONTH

**Premium licenses are sold via subscription only, and require annual renewal for continued access*

TriStar Support Services		
Available Service	Server	Workstations
Remote software installation/configuration	\$300.00	\$100.00
Database Conversion service	Based on database version and size (generally \$400-\$600 per database)	
TriStar Contracted Service Plans:	Comprehensive:	Based on license count
	Basic:	\$1,500 per year

A complete description of TriStar's Contracted Service Plans is attached for your reference



TriStar Contracted Service Plans Definitions and Conditions

Comprehensive Service Plan:

Timeslips licenses in the initially ordered quantity, including updates and new editions
Software installation and database conversions, as needed
Unlimited telephone and email support

Basic Service Plan:

Unlimited telephone and email support only

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



Order Information/Acceptance:

Please indicate below your choice of:

1. Sage Timeslips 2020 number of licenses, for either **Perpetual** or **Premium Edition**
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 2020 Perpetual	
Timeslips 2020 Premium (subscription)	
Timeslips eCenter	

"A La Carte" Services:

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

	Yes	No
Tristar Database Conversion Services	<input type="checkbox"/>	<input type="checkbox"/>

Contracted Support Services

I am interested in purchasing a TriStar Contracted Support Plan.	Comprehensive Plan	Basic Plan
	<input type="checkbox"/>	<input type="checkbox"/>



Payment Information

I will pay for the products and services ordered on this form by credit card. My credit card information is listed below, and I authorize you to charge my credit card for the amounts listed.

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

Prefer to pay online with a credit card for additional security? [Click this link](#) to be directed to our secure credit card processing site.

I prefer to be billed for the products and services ordered on this form. Please send an invoice for the amounts listed for the products and services ordered and email the invoice to the email address listed on this form.

Order approved by:

Client Name:
Signature:
Name:
Title:
Date:



TriStar Data Systems Fee Schedule Effective July 1, 2019

Consulting Services/On-Site Support

Hourly Rate Consulting:

\$175 - \$200 per hour (depending on staff assigned)

Daily Rate Consulting:

\$1,400 - \$2,000 per day¹

(clients more than 50 miles from Blue Bell, PA) ¹(defined as 5-8 hrs including travel time)

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

\$1,400 - \$2,000 per day

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

Web-based training

Fee based on class length and # of attendees

Telephone/Email/Remote Support

1. "Per support" incident

\$150 per "incident"

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

2. Prepaid support

Information on TriStar's pre-paid Contracted Support Plans can be found at www.TimeslipsSage.com.