



Client Services Pricing & Terms

****Effective 1st February 2008 **All prices ex GST**

SUPPORT CONTRACTS

Our Support Contracts offer coverage for telephone, email and remote support for all Attaché software and other software supplied by MAJA Solutions. Our consultants are fully experienced in all aspects of the Attaché system and trained in third party software packages which MAJA Solutions supply to its customers.

An Attaché trained consultant mans our Help Desk (03 9544 5944 or help@maja.com.au) between 9am-5pm on all Victorian working days. Occasionally, such as during mandatory accreditation sessions, during our scheduled Christmas closure and peak help desk times, our consultant may monitor the help desk from their Mobile Office. Under these circumstances, our normal help desk number will divert.

New Employee training, new module setup or training, General Ledger Chart setup, Alterations to Screens and Forms and other intensive type work is not covered under a Support Contract. Our consultants will advise if we feel an issue cannot be resolved through normal support assistance or if we feel that any of the above is occurring and a Consulting appointment (on or off site) will be recommended.

Terms: Support Contracts are invoiced at the beginning of the month prior to renewal. **Contracts must be paid by renewal date** or sites are deemed to be not covered under a current support contract. No refunds are given for unused support time if a site terminates their agreement early.

There are three levels of Support determined by the software you have installed: Single Module, Multi-Module and Multi-Software. An additional site is deemed to be another office linked to the company requiring our services using either the same Attaché software (remotely) or their own Attaché software.

SUPPORT CONTRACTS:	MONTHLY DIRECT DEBIT	6 MONTH	12 MONTH
Single Module (i.e. Payroll only)	\$65	\$400	\$700
Multi-Module (i.e. more than one Attaché module)	\$100	\$700	\$1100
Multi-Software (Attaché plus other software i.e. Powerlink, Sales Matrix etc.)	\$130	N/A	\$1500
Additional Sites (i.e. Interstate Branches, etc)	\$65 per site	N/A	\$700 per site

**Notes: Above Prices are \$AUD and exclude GST.*

Support Client Benefits include:

- Priority response to support calls including pre arranged out of hours support
- Support assistance via telephone, email and remote connections for the term of the Agreement
- Subscription to our email newsletter which includes information about software enhancements, new version upgrades, support issues, product reviews, etc
- Priority emails for Software issues and other important issues that arise from time to time
- Reduced prices on training courses
- Reduced prices on all consulting including Standard, Advanced and End of Year Consulting
- NEW - Exclusive off peak annual site assessment visit at hugely reduced price. (conditions apply)
- Priority sending of End of Year Booking form allowing support clients to request their preferred dates and times prior to Non Support Clients.
- Written Procedures – free of charge (normal price \$45 per set)
- Priority Invitations to Seminars for new software releases and workshops highlighting various modules/software – free of charge

CONSULTING

MAJA Solutions expert consulting team (Michelle, Kim and Tina) have combined experience of over 40 years providing Sales, Training, Support and Consulting services in Attaché Software. We are available to assist you with all types of Consulting relating to any software provided by MAJA Solutions. Our consulting is classified as follows:

- Standard– includes software upgrades, training, software set-ups and standard trouble-shooting
- Advanced – includes all types of Report Designing (ODBC, PowerLink, Crystal and Microsoft products), Project Management and ODBC set-ups or trouble-shooting and Importing/Exporting.
- Annual Site Assessment Visit – This service is available to Support Clients (only) who have been under a contract for more than 12 months. It is a 2 hour visit available once a year between the months of October and February. This is a chance for us to review your setups and procedures, install the latest version (note there is usually a major version released late in the year) and run through all features of the new version. Appointments will be made on a first in first served basis. Clients must request this service of us, although reminders will be highlighted in our Monthly newsletter.
- End of Year Consulting – Our End of Year consulting services are offered via an information and booking form that is emailed to all Support Clients on the first Monday in April each year and loaded onto our website at 9am on this same day. Prices and terms are outlined in the email and are subject to change each year. Bookings are made on a first in first served basis after analyzing dates required and geographical locations.

TYPE OF CONSULTING	PER	SUPPORT	NON-SUPPORT
Standard	Hour	\$130	\$150
Advanced	Hour	\$140	\$160
Annual Site Assessment Visit	2 Hr	\$180	Not Available
Visit Fee Metro	Visit	\$60	\$80
Visit Fee Non-Metro	Hour	\$90	\$110

**Notes: Charges are made in 15 minute units with a minimum of 1 hour. Prices are \$AUD and ex GST.*

Terms: Visit fees are chargeable for **all** on site appointments and cover travel time, parking, fuel costs, toll fees, etc. Non-metro areas are those outside the 30km radius of the Melbourne GPO. The charge is calculated as the total time taken to get to and from the Melbourne GPO and the place of the appointment and is charged on a per hour basis. We are happy to split visit fees if we can organise multiple appointments in the same area i.e. Geelong. The metro visit fee is a per visit fee, no matter the length of the appointment.

On Site Consulting is charged in 15 minute increments from the time that the consultant arrives at the place of appointment until the time they leave. All On Site Consulting appointments are subject to a one hour minimum charge, except the Annual Site Assessment visit which is charged as a two hour block. End of Year appointments are generally charged as a minimum two hour appointment.

Off Site Consulting is charged at the same rate and classification as On Site consulting. Time is charged in 15 minute increments based on the time spent by the consultant on the requested task. Some off site tasks result through assistance requested during a support call but are not covered under normal support. This would normally be re design of screens or forms, General Ledger chart work, extensive trouble shooting or reconciling etc. Our consultant will always advise if a task will not be covered under your support contract.

Consulting is invoiced immediately following the appointment or completion of work and due to the nature of being a labour charge, **Payment is due within 7 days.**

MAJA SOLUTIONS PTY LTD

The Attaché Software Specialists

Suite 2, 756 Blackburn Road, Clayton Vic 3168 PH: (03) 9544 5944 FAX: (03) 9544 2844

ABN 45 081 017 334

www.maja.com.au

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TRAINING COURSES

Classroom training is available for all accounting software sold by MAJA Solutions. Classroom training is held at the premises of MAJA Solutions. An experienced consultant runs the hands-on courses where each participant has their own workstation and their own course manual. The course is conducted using Attaché Sample Data.

Classroom training dates are as per our published training schedule. This schedule is published in January each year for the entire Calendar Year. Most courses are scheduled in February, May June for End of Year Courses, August and November each year, although we are happy to schedule additional courses if demand arises. Courses are only run if we can reach the minimum 3 participants. 6 participants is the maximum number per course. If you book and pay for a course that is subsequently cancelled due to insufficient demand, you will be moved to the next course or your money refunded. We will only defer participants a maximum of 1 course. If the following course also fails to reach minimum numbers we will offer you the same price for one on one training and a course booklet at our office (but generally less time is needed to complete the training). Cancellations due to insufficient numbers will always be advised 5-7 days prior to the scheduled course date.

Terms: Training courses are invoiced once a booking form is received. **Payment must be made in advance to confirm your booking.** Cancellation with full refund must be at least 7 days prior to the course date. Cancellation within 7 days will not receive any refund; however we are more than happy for you to send another participant in your place.

TRAINING COURSE (incl Manuals)	SUPPORT	NON-SUPPORT
Half-day	200	260
Full-day (with lunch provided)	400	520

**Notes: Above Prices are \$AUD and exclude GST.*

Training Course Manuals are also available for purchase.

Training Course Manuals	60	80
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**Notes: Above Prices are \$AUD and exclude GST.*

Course Information:

Courses are half day courses. If you book 2 courses on the same day (AM and PM session) this is considered a Full Day and lunch will be provided.

AM courses run from 9.30am to approx. 12.30pm and PM courses run from 1.30pm to approx. 4.30pm

The following courses are currently conducted from our premises in Clayton:

Payroll AM – Processing
PM – Setups

Standard Attaché AM – Customers, Products & Order Entry/Invoicing
PM – Suppliers, Purchasing & Invoicing

End of Month Customers, Products, Suppliers & Purchasing

ODBC & Keystroke File Import (ODBC & KFI)

General Ledger Masterfiles, Transactions, Bank reconciliation and Reporting

End of Year Payroll
(Avail June Only) Accounts

Please contact our office for our current Training Schedule, Booking form and Course Overviews.

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CASUAL SUPPORT

For those businesses who only require occasional support, casual support is provided on a "pay as you go" basis for all Attaché software and other software supplied by MAJA Solutions.

Terms: Calls are accumulated on a daily basis and charged for the accumulated time per day in 10 minute units. Calls are invoiced on a daily basis. **Payment terms for casual support are 7 days.**

PAY AS YOU GO SUPPORT:	PER	PRICE
Non-Support: - Calls (cumulative per day)	10 minute unit	\$50

**Notes: Above Prices are \$AUD and exclude GST.*

Non Support or Casual Clients should note that even though we occasionally send our email newsletters, this is not a part of our standard Non Support Service.

End of Year Booking forms, Support assistance, Consulting and other services priority is always given to Support Clients over Non Support Clients.

WRITTEN PROCEDURES

MAJA Solutions have written and can supply Procedures for many categories including End of Month, End of Year, Payroll, General Ledger, Customers, Suppliers, Products, Setups and many others. A full list is available via our web site www.maja.com.au or by contacting our office.

WRITTEN PROCEDURES	SUPPORT	NON-SUPPORT
Per Document.	No charge Included in Contract	\$50

**Notes: Above prices are \$AUD and exclude GST.*

Terms: Procedures are emailed/faxed as requested by clients. Procedures are invoiced to Non Support Clients daily. **Payment terms for procedures emailed/faxed or sent are 7 days.** There is no charge to those clients under a current support contract.

FREIGHT COST RECOVERY

Freight sent or received at our expense will be billed at cost to the customer (including those on current Support Agreements).

QUERIES

If you have any queries concerning our Client Services or terms, please email us at help@maja.com.au or telephone (03) 9544-5944

Please note: We cannot provide ongoing casual support, consulting or support contracts to Clients who do not have us as their registered consultant with Attaché Software Australia Pty Ltd. Classroom training is available to all clients.

DISCLAIMER

Our Consultants advice extends to their knowledge of Attaché and related software only. It is not intended to be given or received as Accounting or tax advice. You should not act solely on the basis of our advice and you should consult your own professionals i.e. Accountant, legal and tax specialists for related Accounting and Tax information.

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