

ACCTivate! Implementation Package

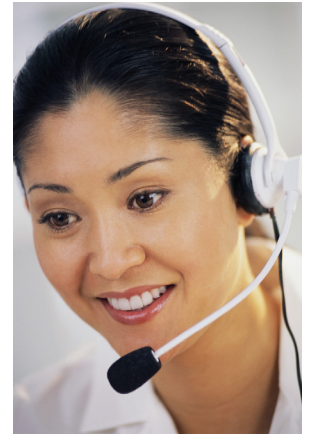
How to get ACCTivate! installed, configured and operational

We help companies get up and running everyday

Changing business software can be a major undertaking. Businesses have concerns that their decision to implement ACCTivate! will result in a successful and smooth transition.

Our **implementation team** is equipped with the knowledge and information our customers need to make ACCTivate! an integral part of their business future. The team successfully installs ACCTivate! in companies everyday and is prepared to assist each business in reaching its potential with their new ACCTivate! system.

We insure that ACCTivate! has been appropriately configured for our customer's business practices and policies.



Implementation services - setup, migration, training & support

Here's how it works...

- > The customer receives a new account package containing a CD and software installation instructions. After installing the software, the customer must complete the registration form, sign it and submit it via fax.
- > An ACCTivate! consultant contacts the customer to explain the implementation process and to obtain information used to assist the customer in the implementation process.
- > Prior to using ACCTivate! with actual data, a practice company is established using a copy of actual QuickBooks[®] operational company data. This provides a learning environment and prevents endangering actual company data.
- > The customer attends online training classes that are pre-recorded to cover the basics of the system. These classes are instrumental in the learning process and are provided for you to view on demand under the support section of our website. After taking the training sessions it's important to utilize your practice company to review your operational procedures learned in each session.
- > Following the training sessions, a one hour online session with a consultant can be scheduled to assist you with additional questions that were not resolved in the online classes. All consulting time and sessions over the included one hour will be charged to the customers account. Submission of assistance via the web with email reply is available without additional charge.
- > After finishing the training period, it's time to "go live!" In this step current data is imported into your new ACCTivate! company and the system is fully functional and available for daily use.
- > Throughout the first year, unlimited web support is available (refer to the Software Maintenance & Support document for specifics).

With the exception of custom training and consulting specific to their business, all of the above activities are covered in the Implementation Services Package that the customer has purchased with the initial ACCTivate! order.

Custom work including customized reports; data migration from other sources other than QuickBooks; other information migrated from spreadsheets; specialized training and consulting, are not included with the Implementation Services Package and are therefore billable activities. Consulting is defined as the specialized adaptation and usage customization of ACCTivate! in a specific business.