



**North Star Ventures, Inc.**  
Intuit Premier Reseller and Consultants  
Sage Software® Small Business Certified Consultants



Thank you for your interest in North Star Ventures, Inc., your Premier Intuit Reseller, and Sage Software® Small Business Certified Consultants for the Boston area. We support QuickBooks, QuickBooks Point of Sale, Sage 50, Peachtree and other accounting packages, and ACT! We would like to take a moment to explain our services and policies.

Our consultants are available for on-site consulting visits at our standard hourly rate of \$220-\$280 per hour. Travel time is billable at half of the standard rate, and other out-of-pocket expenses such as mileage, parking, etc., are also chargeable. Payment for the initial visit is due during the first visit and net 10-day terms are allowed for subsequent visits.

We also provide telephone technical support. The charge is \$55-\$70 per 15-minute increment. We require a MasterCard, Visa, or American Express credit card to be on file to receive phone support. Live Remote Assistance is available for an annual fee of \$300 or a single-call fee of \$50 with our Premium Support Plan. It covers the expenses for Live Remote Access only; actual session time is billed separately.

If you are interested in training, North Star Ventures provides individualized training for Sage 50, Intuit and Act! products.

Demonstrations of QuickBooks, Sage 50, Peachtree, and other software products are available in our office by appointment. We will assess your requirements and advise you on the suitability of the product for your business. Demonstrations generally last between 1 to 1½ hours, and the rate is \$220-\$280 per hour. Payment by check or credit card is expected on the day of the demonstration.

If you would like to speak with a consultant regarding any of the above options or if you have any questions, please call us at 978-470-0799. We look forward to hearing from you.

Sincerely,

North Star Ventures Support Team

I, \_\_\_\_\_, have read and agree to the above terms for support from North Star Ventures, Inc.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

Company Telephone Number: (\_\_\_\_\_) \_\_\_\_\_

P.S. North Star Ventures can help you with your credit card merchant services and also supply you with custom printed checks, business forms, and envelopes, complete with your company logo.

**NORTH STAR VENTURES, INC.**

**QuickBooks® • QuickBooks Point of Sale® • Sage 50® • Peachtree® • Sage ACT!®**

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