



North Star Ventures, Inc.

**Intuit QuickBooks® Certified ProAdvisors
Sage Software Small Business Certified Consultants**



September 24, 2018

Thank you for your interest in North Star Ventures, Inc., your Intuit QuickBooks Certified ProAdvisors, and Sage Software Small Business Certified Consultants for the Boston area. We support QuickBooks, QuickBooks Point of Sale, Sage 50, Peachtree, Act!, and other accounting packages. 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. Round-trip travel time is billable at half of the standard rate, and other out-of-pocket expenses such as round-trip mileage (\$0.55 per mile), 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 technical support by phone. 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 for unlimited sessions or a single-session fee of \$50. It covers the expenses for the remote connection only; actual support time is billed separately at our standard rates.

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 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,

Tom Youngman
Thomas M. Youngman
President

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.

I have read and agree to the above terms for services from and payment to North Star Ventures, Inc.

Authorized Signature: _____ **Date:** _____

Please Print Name: _____ Title: _____

93 Main Street
ANDOVER, MA 01810
phone (978)470-0799
fax (978)470-0779

North Star Ventures, Inc.
QuickBooks® • QuickBooks® Point of Sale
Sage 50 • Peachtree • Swiftpage Act!
www.nostar.com

2 Commercial Street
SHARON, MA 02067
phone (508)559-1444
fax (978)470-0779



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Sage Software Small Business Certified Consultants



Payment Authorization Form

Thank you for your interest in North Star Ventures, Inc., the Sage Software Small Business Certified Consultants for the Boston area. We support **QuickBooks, QuickBooks Point of Sale, Sage 50, Peachtree, and Swiftpage Act!**. In order to provide you with support, please complete the information below.

Our Standard Rates:

Thomas Youngman:	\$280/hr. billed in 15-minute increments of \$70
Christopher Diamantides:	\$260/hr. billed in 15-minute increments of \$65
Steve Gillis:	\$220/hr. billed in 15-minute increments of \$55
Charlene Takesian:	\$220/hr. billed in 15-minute increments of \$55

Phone Support: Our consultants offer phone support at our standard rate billed in 15-minute increments.

On-Site Support: Our consultants are available for on-site consulting visits at our standard rate. Round-trip travel time is billable at half of the standard rate, and other out-of-pocket expenses such as round-trip mileage (\$0.55 per mile), 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.

Remote Support: For an additional fee, our North Star Ventures consultants can provide live remote assistance. Each remote connection must be approved by the client for the consultant to share control of the client's PC. This non-refundable remote fee is \$50 per session or \$300 per year for unlimited sessions. It is payable in advance by check or credit card and covers the expense for the remote connection only –**you will be billed separately for the actual support time at our standard rates.**

Training & Demonstrations: We provide individualized training and demonstrations on-site or remotely at our standard rates. Payment by check or credit card is expected on the day of the training or demonstration.

Please include your company information in the box to the right.

Company Name:	_____
Street Address:	_____
City/State/Zip:	_____
Authorized Contact Person:	_____
Telephone:	_____ Fax: _____
Email Address:	_____

We will be unable to provide services until we receive the signed form and a credit card number. Please call Jennifer at 978-470-0799 ext 16 or Katie at ext 10 with your Visa, MasterCard, or American Express information. Your credit card statement will show the company paid as “North Star Ventures.”

You may fax the completed form to 978-470-0779 or send by email to kaa@nostar.com. Please keep a copy for your records.

Authorized Signature: _____ **Date:** _____

By signing this form, you authorize North Star Ventures, Inc., to charge the credit card number you provide for services at our standard rates. You understand the credit card information will be kept on file and will be used only when you request our services.

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