

United Solutions & Sage Master Builder

■ Available Options for Local and National Support

Get the most out of your Sage Master Builder software with resources that are flexible, accessible and proven. Sage Master Builder along with United Solutions offers many training and support options that are available on a local and national level.

Sage Master Builder Local Business Phone Support by United Solutions

Gold Support Plan – \$995, plus applicable sales tax

- Unlimited incidents
- Free Report Library downloads (\$1,000 value)
- One free registration to client seminars (\$100 value), half price for each additional attendee registration (\$50 value). Seminars are offered twice per year.
- Free online one hour Tips & Tricks session, offered quarterly (\$400 value)

Silver Support Plan – \$695, plus applicable sales tax

- Six incidents per year
- Free Report Library downloads (\$1,000 value)
- One free registration to client seminars (\$100 value), half price for each additional attendee registration (\$50 value). Seminars are offered twice per year.

Incidents that go beyond 15 minutes will be billed at \$5 per minute.

Incidents that exceed the allowed incidents per year will be billed at \$5 per minute, with a 15 minute minimum (\$75, plus applicable sales tax) or customers will have the option to upgrade their current support plan to a higher level (\$100 upgrade fee).

Bronze Support Plan – \$395, plus applicable sales tax

- Three incidents per year
- Free Report Library downloads (\$1000 value)
- One free registration to client seminars (\$100 value), half price for each additional attendee registration (\$50 value). Seminars are offered twice per year.

Incidents that go beyond 15 minutes will be billed at \$5 per minute.

Incidents that exceed the allowed incidents per year will be billed at \$5 per minute, with a 15 minute minimum (\$75, plus applicable sales tax) or customers will have the option to upgrade their current support plan to a higher level (\$100 upgrade fee).

Non Support Plan Rates

Companies that are not on a local Support Plan with United Solutions will be billed at a rate of \$5 per minute, with a 15 minute minimum (\$75, plus applicable sales tax) for local phone support.

Please Note:

- Companies must be on a current Sage Master Builder Service Plan with Sage Software to use United Solutions' phone support.
- Support plans are available on an annual subscription basis.
- An incident is defined as a call concerning technical issues and functionality of the software.

Local Authorized Training Center

Visit our website at u-s-i.com for a complete list of current class offerings.

Local Consulting Services

Online & Onsite Consulting

- \$135 prepaid hourly rate, plus travel expenses

Implementation

- \$150 prepaid hourly rate, plus travel expenses

Sage Master Builder Certified Consultants

United Solutions has over 20 certified consultants throughout New England and upstate New York that represent Sage Master Builder and other Sage Software applications.

Sage Master Builder Certified Consultants are part of the team of experts dedicated to supporting Sage Master Builder customers. Sage Certified Consultants have had training on Sage Master Builder software and accounting. Many are experts in the construction industry and are dedicated to helping our customers become more profitable and more efficient by using Sage Master Builder software.

Sage Software Service Plans

TotalCare Service Plan (20% of the current value of the software)

- **Product Upgrades:** Get the newest enhancements available with software upgrades and updates to the most current version of the product.
- **Tax Updates:** the latest federal, state, and selected local tax changes, including the W-2 and 1099 format.
- **Technical Support:** Access unlimited toll-free live technical support for all users during regular support hours.
- **Account Period Close Assistance:** Ensure a smooth close of your Sage Master Builder financial records with live specialists, online classes and year-end checklists.
- **Customer Knowledgebase:** Take advantage of guidance on common tasks, get answers to frequently asked questions (FAQs) and access "how to" articles on Sage Master Builder.
- **Audit Repair:** Ensure continuity with audit error repair for all Master Builder users.

BasicCare Service Plan (15% of the current value of the software)

- **Product Upgrades:** Get the newest enhancements available with software upgrades and updates to the most current version of the product.
- **Tax Updates:** the latest federal, state, and selected local tax changes, including the W-2 and 1099 format.
- **Customer Knowledgebase:** Take advantage of guidance on common tasks, get answers to frequently asked questions (FAQs) and access "how to" articles on Sage Master Builder.

Sage Software Training

Essentials (required for new customers, also included in TotalCare support plan)

The Essentials package is designed to get new customers up and running quickly using recorded sessions. The package includes 12 Anytime Learning courses with hands-on activities that teach you program navigation as well as mission critical tasks, such as setting up your chart of accounts and entering customers, vendors, invoices, checks, and payroll. The subscription also includes an additional 8 recorded Replay Learning classes that cover basic bookkeeping and accounting principles for employees that need or want additional help with these key construction accounting concepts.

The Essentials training package can be used by all employees of subscribing companies for one year. Employees can view these sessions as many times as they like, whenever they need to, wherever they have high-speed Internet access.

Customer Choice

Intended for more experienced users or those that want to delve a little deeper into their software's capabilities, the Customer Choice package entitles subscribing companies to 10 Realtime Learning classes during the subscription year. With 70+ live classes to choose from, customers can determine the best training for their employees based on educational need. Use the Customer Choice purchase credits to register for a variety of live training classes such as construction management, project management, estimating, job costing, payroll, billing, report and form design, year-end procedures, scheduling, service receivables and inventory, and more.

For complete listings and descriptions of all Anytime and Realtime Learning classes, please visit Sage University at www.SageU.com.



Authorized Partner

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