

**MAPADOC Service Descriptions**

**MAPADOC Software Maintenance:**

MAPADOC maintenance is an annual fee to keep software up to date and compatible with each release of the Sage software (including any major updates, service packs and hot fixes Sage may release).

Maintenance provides the compatibility to upgrade at any time. MAPADOC will provide the software download upon request, maintenance covers the cost of software, NOT the services for a MAPADOC consultant to conduct the upgrade.

When maintenance has lapsed/expired, MAPADOC cannot be upgraded and new projects cannot be initiated until current.

Support billing rate will be $250 per hour.

**MAPADOC Custom Modification Software:**

**Estimated Delivery Date:**

To Be Determined upon Receipt of Signed Statement of Work.

This document represents customer acceptance of the Custom Modification Specification. Signature of the Statement of Work confirms acceptance of the objective described in this Custom Modification Specification and that the description of the modification fulfills the requirements of the Customer.

The cost for this enhancement does not include installation, training and/or implementation. SPS’s services are warranted for ninety (90) days from the date of completion. Completion includes turnover of the work to Customer in an environment which will enable verification and functional testing. During the ninety (90) day warranty period it is Customer’s responsibility to review the work completed and confirm that it has been done properly. If Customer believes it has not been done properly Customer must notify us. SPS will review the work and if we confirm that a problem exists, we will correct it at no additional cost to you. If we find that the problem raised is unrelated to the services performed, we will not be obligated to take any corrective measures without an additional fee. If additional fees are charged, approval will be required from Customer prior to start of work. If a problem with the work performed has been brought to SPS’ attention after ninety (90) days of the completion of the work under this proposal, we shall have no obligation to effect any corrective measures with respect thereto excluding gross negligence by SPS.

**MAPADOC Custom Modification Maintenance:**

MAPADOC modification maintenance is an annual fee to keep the custom modification up to date and compatible with each release of the Sage software (including any major updates, service packs and hot fixes Sage may release).

This maintenance will cover the cost to upgrade this modification software only when a customer is current on payment. Modification maintenance covers the cost of software, NOT the services for a MAPADOC consultant to conduct the upgrade

**MAPADOC Gold Support:**

MAPADOC Gold Support covers Telephone and remote support, Monday – Friday, 8:30 am (EST) – 5:30 pm (PST). (EST). Gold Support covers unlimited phone and email support for listed Technical Contact(s) within your organization during our coverage hours. While many items are covered under the support policy, there are items that are not covered within the Gold Support Plan. For details, please reach out to a support representative.

Here are some examples of Gold Support Coverage:

**Covered services:** Map changes to correct an issue caused by incorrect mapping, re-testing/upgrading maps for an existing trading partner, general mapping/setup questions, map or setup changes requested by client/TP, adding new label printers, label printing issues for Crystal, label template updates in Crystal Reports, changes/setups for existing unattended processes, MAPADOC release update to add new features, MAPADOC custom programming question, MAPADOC pre-upgrade questions, MAPADOC programming patches/fixes.

**Services not covered:**  This support agreement DOES NOT include the cost of MAPADOC version upgrades, which is covered in a separate software maintenance agreement.  Also excluded are on-site visits of any kind, on-site training, remote training, mapping of new trading partners, mapping of new trading partner documents for existing trading partners, annual software maintenance renewals, and modifications (except to fix errors), Pre-scheduled support off-hour and Holidays, mapping for new trading partners, New label templates, Setup or mapping for Misc. Charge Items from scratch, MAPADOC custom programming, Disaster Recovery for any MAPADOC-related components, adding new label printers, label printing issues for clients that have support with 3rd party software, Server move, VI jobs to import data into cross-reference tables, Modification to a stock MAPADOC report

The prerequisite for eligibility to participate in the **MAPADOC Gold Support Agreement** is that all MAPADOC software maintenance agreements are current.