



Date: 2/20/24  
Author: Melissa Damiani

**Frequently Asked Question:**

What are items that are billable and not included with standard SunLync support?

**Answer/Resolution:**

The following items are considered custom work/billable and are outside the scope of standard SunLync support:

- Database Move (Local)
- Database Move (Offsite)
- Database Split
- Database Merge
- API Customization
- Custom Development Work
- Data Conversions (Standard List of Software Types)
- Additional Training
- Onsite Implementation
- After Hours Data Conversion
- Tokenize Customers' Billing Information
- Token Transfer: Export, Import, and Export & Import

If a request from the above list is initiated through the SunLync Support Department, the following steps should occur:

1. *Support* - Create a Case in Salesforce
2. *Support* - Inform the customer that the requested work is considered custom and is billable and review hourly rates
3. *Support* - Analyze the work and estimate time to complete where possible
4. *Support* - Request that the SunLync Sales Department sends the Owner/Authorized Owner on the account a Custom Work Request form
5. *Sales* – Send Custom Work Request form to Owner/Authorized Owner
6. *Customer* – Sign and return Custom Work Request authorizing the work to be completed
7. *Accounting* – Contact the customer to confirm billing information to be used when the work is completed
8. *Customer Support Manager* – Assign custom work
9. *Support Team* – Complete custom work
10. *Support Team* – Transfer Case to Accounting Department for billing; include total hours
11. *Accounting* – Create invoice for custom work

**Rates:**

|                                   |   |  |
|-----------------------------------|---|--|
| Data Conversions                  | Data Conversion from Standard Software Types<br>(during normal business hours)                        | \$1,000/Location                                     |
| SunLync Database Split            | Split of a Location from a SunLync Database   | \$175/Hr.  |
| SunLync Database Merge            | Merge of SunLync Location into an Existing<br>SunLync Database  | \$175/Hr.  |
| *Non-Business Hours<br>Conversion | Data Conversion Conducted Outside of Non-<br>Business Hours   | \$225/Hr.  |
| Additional Training               | Additional Training Time above allotted 6 hours<br>(Training Courses included w/ Platinum<br>Support) | \$125/Hr.  |
| Onsite Implementation             | Onsite Visit of a SunLync Representative  | \$1,500/Day &<br>Travel Expenses                     |
| Custom Work                       | Custom Work Requested Outside of Technical<br>Support Scope   | Quoted based<br>on project /<br>Minimum<br>\$200/Hr. |

\* Custom work completed outside normal business hours (8am – 5pm EST) is billed at an additional rate of \$225/hr.

Custom Work Agreement:



Division of JK Products & Services, Inc.

JK Products & Services, Inc.  
411 W Washington Ave.  
Suite B  
Jonesboro, AR 72401

Toll Free: 866-SUNLYNC  
[www.sunlync.com](http://www.sunlync.com)

|           |  |
|-----------|--|
| Quote No. |  |
| Date      |  |

Estimate

|                |  |
|----------------|--|
| Customer       |  |
| Contact        |  |
| Address        |  |
| Telephone      |  |
| E-Mail Address |  |

| Description of Work | Hours |
|---------------------|-------|
|                     |       |
|                     |       |
|                     |       |
|                     |       |

If a Data Conversion request, what is the preferred date of the final conversion? \_\_\_\_\_

|                       |  |
|-----------------------|--|
| Time Estimate (Hours) |  |
| Rate per Hour         |  |
| *Total                |  |

SunLync offers **database hosting services** – don't hesitate to contact us today for more info on how this service offering can benefit your organization!

**\*To ensure your security, please contact the billing department via phone at 866-786-5962 to provide the following necessary account information:**

|                         |                              |  |
|-------------------------|------------------------------|--|
| For Credit Card Payment | Name (as it appears on card) |  |
|                         | Long Card Number             |  |
|                         | Expiration Date              |  |
|                         | CSV (Security Code)          |  |
|                         | Card Type                    |  |
| For ACH Payment         | Account Number               |  |
|                         | Routing Number               |  |
|                         | Name of Bank                 |  |

|  |  |               |  |
|--|--|---------------|--|
| Customer Approval  |  | Approval Date |  |
| SunLync, A Division of<br>JK Products & Services,<br>Inc. Approval |  | Approval Date |  |

*\*Quoted amount is the minimum fee, to be billed upon receipt of signed agreement, and is non-refundable. Additional work required will be charged at above stated hourly rate, and billed upon completion of service.*

Approved for External Distribution \_\_\_\_\_