



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 (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 SunLync Database | \$175/Hr. |
| *Non-Business Hours Conversion | Data Conversion Conducted Outside of Non-Business Hours | \$225/Hr. |
| Additional Training | Additional Training Time above allotted 6 hours (Training Courses included w/ Platinum Support) | \$125/Hr. |
| Onsite Implementation | Onsite Visit of a SunLync Representative | \$1,500/Day & Travel Expenses |
| Custom Work | Custom Work Requested Outside of Technical Support Scope | Quoted based on project / Minimum \$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

| | |
|-----------|--|
| 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 JK Products & Services, 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 _____