



North Star Ventures, Inc.

Intuit QuickBooks® Certified ProAdvisors
Sage Software Small Business Certified Consultants



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 Intuit QuickBooks, QuickBooks Point of Sale, Sage 50, 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. Travel time is billable at half of the standard rate, and other out-of-pocket expenses such as mileage, 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 telephone technical support. 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 or a single-call fee of \$50 with our Premium Support Plan. It covers the expenses for Live Remote Access only; actual session time is billed separately.

If you are interested in training, North Star Ventures provides individualized training for Intuit Quickbooks, Sage 50 and Act! products.

Demonstrations of Intuit QuickBooks, Sage 50, and other software products are available in our office 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 support from North Star Ventures, Inc.	
Authorized Contact Name (please print): _____	
Company Name: _____	
Company Address: _____	
Telephone: _____	Fax: _____
Email Address: _____	
Signed: _____	Date: _____

NORTH STAR VENTURES, INC.
QuickBooks® • QuickBooks® Point of Sale • Sage 50 • Peachtree • Swiftpage ACT!
www.nostar.com

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ANDOVER, MA 01810
phone (978)470-0799
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2 Commercial Street
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Pay-Per-Call 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 **INTUIT QUICKBOOKS, QUICKBOOKS POINT OF SALE, SAGE 50, ACT!** and other accounting packages. We have received your request for telephone support. In order to process your support call, please complete the information below and **fax back to 978-470-0779**. Our pay-per-call rates are as follows:

Our Pay-Per-Call Rates Are:

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

Your call will be placed in our support queue for a call back from one of our consultants when we receive your completed form. Please keep a copy of the completed form for your records.

***IMPORTANT: Your credit card statement will show the company paid as “North Star Ventures.”

This letter must be completed and returned prior to receiving telephone support.
Please fax it to 978-470-0779.

Company Name: _____
 Company Address: _____

 City/State/Zip: _____
 Authorized Contact: _____
 Telephone: _____ Fax: _____
 Email Address: _____

Credit Card: MC ___ Visa ___ Amex ___

Please call Jennifer at 978-470-0799 ext 16 or Katie at ext 10 with your credit card information.

I authorize you to charge my credit card number the pay-per-call rate for support services rendered from North Star Ventures, Inc. I understand the credit card information will be kept on file and will be used for further pay-per-call charges.

Authorized Signature: _____ **Date:** _____

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