



Report Customization Request and Terms

Professional Services, Inc.

- **Pricing and Payment:** Report customizations are available at the rate of \$135.00 per hour. Prepaid support may be purchased at a discounted rate (currently \$105.00 per hour) and may be used for report customizations. Payment is accepted by: Visa, Master Card, Discover, American Express and Check. Payment is due on receipt of invoice. Pricing is subject to change without notice.
- **Fax a Request:** Please print a copy of the report that most closely resembles the report that you want. Note on the report all changes requested, additional columns/rows, labels, placement, size, font changes, etc. Please be very specific with your custom report requests as edits can sometimes take as long as the original. Unless you specifically request otherwise, we will take standard Studio Designer reports and arrange them to meet your customization requests. Fax the marked up report to (303) 223-7142.
- **Estimate:** You will either be contacted with an estimate to complete the report based on the information received, or a request for additional clarification. We attempt to complete all customizations within the estimated time, but due to fluctuations in internet/file transfer speed, client communications, etc. we cannot guarantee time to completion, but we will notify you in advance if we feel that we may exceed the original estimate by a sizeable amount.
- **Review and Edits:** Please review all custom reports as soon as possible. The first request for edits for programming or spelling errors will be completed at no charge if the request is made within two business days. All other requests will be billed to you based on Pricing and Payment above.
- **Logos/Images:** Image files and logo's should be report ready (we cannot make changes to your logo), and formatted as .bmp, .jpg, or .tiff (**No PDF's or full sheets please**). Please ensure that the image quality is acceptable to you before you send it on to us.
- **Important Notes:** 1. All requests MUST be in writing. 2. Due to variations in printers, paper and circumstances beyond our control, fluctuations in printing will inevitably occur. Exact alignment is therefore not necessarily achievable and all time required attempting to align will be billed. 3. Increases in font sizes and additions of fields into small spaces may cause text to be too large for the space available. We will attempt to advise you of possible problems, but you will be responsible for edits should you choose to proceed. 4. Transfer and setup time is billable; please avoid additional transfer expenses by requesting all changes at once.
- **Billing:** In most cases you will be billed when the report is completed, transferred and setup. Should you require more than 48 hours to approve, review, or respond to our correspondence, we will invoice you for the time accumulated to date. Any additional time required for edits, transfer, setup, etc. will be billed separately.

Please answer the following and fax back to 303.223.7142 along with a mock up of the report(s) and edits requested:

1. **Do you currently have a custom report database?**
2. **Do you have a high speed internet connection?**
3. **Date needed : _____ (we cannot be held responsible for delays caused by untimely client response to requests for additional information).**

Firm Name: _____

Person Responsible: _____

Phone: _____ Fax: _____

Email: _____

I agree to the terms above:

Print Name: _____	Date: _____
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4117 Old Buff Road
Hickory, NC 28602

Internal use only

Estimate:

Phone: 303-562-3124
Fax: 303-223-7142
Email: help@designersupport.com