



**SANDLER • KAHNE
SOFTWARE**

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eBanking Suite for Microsoft Dynamics AX[®] Maintenance & Support Agreement

Products Covered

The *eBanking Suite for Microsoft Dynamics AX* includes the following modules:

- Positive Pay
- Lockbox Processing
- Electronic Bank Reconciliation - Standard
- Electronic Bank Reconciliation - Advanced

You may have one or more of these modules licensed for your system.

Maintenance

The maintenance portion of the Maintenance and Support Agreement provides for access to periodic maintenance releases, in addition to free upgrades to new versions of *The eBanking Suite for Microsoft Dynamics AX*.

Support

Telephone/online support contracts are for a one-year period. Contracts will commence on the purchase date of the software, or other date as arranged at the time of purchase, and expires one full calendar year later. Contract renewals extend coverage for one year from the expiration date. Support hours are Monday through Friday, 9 AM to 5 PM (EST) excluding holidays. Support hours are subject to change, but shall not be less than eight (8) hours per day in any event. Sandler-Kahne Software is not responsible for the integrity or accuracy of your data, and is not responsible for loss of your data, unless the loss is directly occasioned by the act of Sandler-Kahne Software. Any such loss shall be limited to the cost of the software. It is the responsibility of the customer to provide adequate backup of its program and data files. Telephone support is not intended to replace consulting services or training. In the process of providing telephone support we will answer specific questions asked of us. If it is clear that training or consulting is required, we will recommend those services. Specifically excluded from telephone support services are creation of reports or queries, database or file conversions or repairs, basic product training, and product upgrades. These services are available at an additional cost of \$200 per hour (1/4 hour increments), or our then standard rates.

ACKNOWLEDGEMENT & APPROVAL

If this agreement correctly expresses your understanding of the telephone/online support services and fees, please have an authorized officer of the company sign below and return it to our offices with your renewal payment. If this is your initial purchase, 1st year coverage was included when you purchased your system. Payment from your reseller will activate coverage. There is a 15-day grace period. If this maintenance and support agreement is not renewed, any work performed after the original expiration date will be billed at \$200 per hour (1/4 hour increments), or at our then standard rates. If the renewal takes place after the 15-day grace period, and any work was performed after the original expiration date, that work will be billed at \$200 per hour (1/4 hour increments), or our then standard rates, and the commencement date will be the date payment is received in our offices.

I acknowledge that I have read and agree to the terms and conditions of this Maintenance & Support Agreement and the End-User License Agreement for the eBanking Suite for Microsoft Dynamics AX.

Company (please print): _____ Date: _____

Authorized Name: _____ Signature: _____

Support Phone Number 301.963.7300, x114 9AM - 5PM (EST)
Fax: (301)560-4984