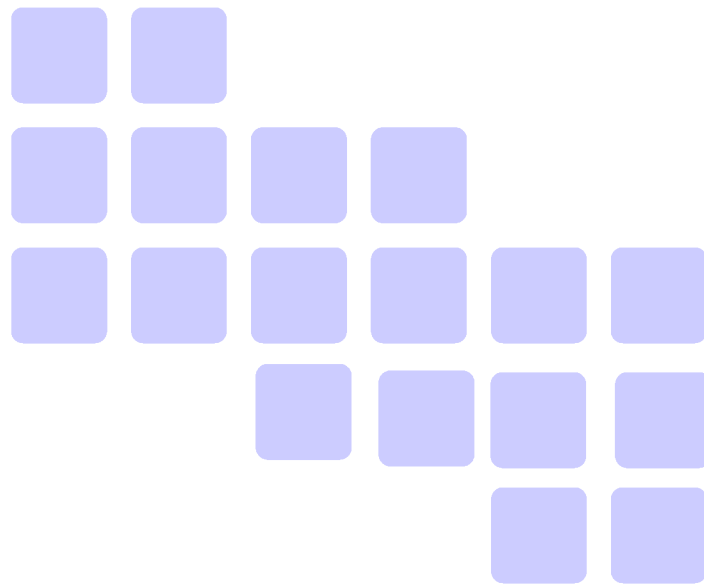




# CUSTOMER POLICY MANUAL



© 2000 Starr Computer Systems Inc.

Manual revision 05 - Starr Accounting version 4.10

September 1, 2000

The information contained in this manual is believed to be accurate and reliable. However, no responsibility for the accuracy, completeness or use of this information is assumed by Starr Computer Systems Inc.

Starr Accounting and Starr Accounting Plus are trademarks of Starr Computer Systems Inc., Omaha, NE 68152.

AMOS, AlphaBASIC Plus, Vue, and XED are trademarks of Alphamicrosystems, Santa Ana, CA 92799.

All other copyrights and trademarks are the property of their respective holders.

Starr Computer Systems Inc.  
6126 Melissa Lane  
Omaha, Nebraska 68152  
(402) 571-1722  
<http://www.starrcs.com/>

---

# TABLE OF CONTENTS

## PREFACE

<b>CHAPTER ONE</b>	<b>ORDERING</b>	<b>1-1</b>
<b>COMPANY</b>	<b>1-1</b>	
<b>ORDERING</b>	<b>1-1</b>	
<b>SHIPPING</b>	<b>1-2</b>	
<b>CHAPTER TWO</b>	<b>PRICE LIST</b>	<b>2-1</b>
<b>RETAIL PRICE LIST</b>	<b>2-1</b>	
<b>SOFTWARE RENTAL PLAN</b>	<b>2-8</b>	



---

# PREFACE

This policy manual was written to provide information about Starr Computer Systems Inc. (Starr) and how we conduct business with our Customers. Special needs not covered by this policy manual may be arranged. Our goal is to provide you with the best possible solution.

## **STARR DOCUMENTATION ON THE WEB**

The latest versions of our documentation are available free from our Web site at “<http://www.starrcs.com/>”. The documents are in Adobe PDF format. These files can be viewed and printed using the free Adobe Acrobat reader. The reader is available from our Web site.

## **READER’S COMMENTS FORM**

Please note the Reader’s Comments form at the back of this manual. Your suggestions are important to us, and we will use them to improve later versions of this manual.



---

# CHAPTER ONE ORDERING

## COMPANY

### Mailing address:

Starr Computer Systems Inc.  
6126 Melissa Lane  
Omaha NE 68152-1422

### Web address:

<http://www.starrcs.com/>

Address email in the form "xxxx@starrcs.com" where xxxx is a person or department.  
General mail should be addressed to "webmaster@starrcs.com".

### Business number:

(402) 571-1722

### FAX number:

(402) 571-8422

### Modem number:

(402) 571-6252

### Business hours:

8:00 AM to 5:00 PM central time

## ORDERING

Orders can be placed by phone, FAX, or written purchase order.

Orders for software and equipment on hand are normally processed within 24 hours. Products that must be ordered from suppliers require approximately 2 to 3 weeks. Orders for same day shipment must be received no later than 10:00 AM.

Software and hardware orders are COD unless credit terms have been established. Credit terms are net 10 days. Problems encountered with a credit account will result in that account being

placed on COD status. Payment forms accepted for COD shipments are certified checks, wire transfers, and company check (unless we have received a bad check).

Software products that have been PIC encoded to an SSD chip **can not** be returned.

## SHIPPING

Freight and insurance charges are payable by the customer. Orders are shipped UPS ground, unless a different method is requested.

Software orders are shipped on streamer tape, unless otherwise requested

Software orders damaged during shipping will be replaced within 24 hours. Hardware equipment will be replaced as soon as a replacement is sent from the manufacturer or the equipment can be repaired. Defective merchandise **must** be returned to Starr within 10 working days to receive a credit.

---

# CHAPTER TWO PRICE LIST

## RETAIL PRICE LIST

The following retail prices are effective September 1, 2000.

### 1. Starr Accounting Run Packages

- a) In order to keep our prices as low as possible, we do not include printed documentation or phone support with our software.

The documentation is included with the software in Adobe Acrobat PDF format, so that you can print it directly. It is also available via the Internet from our Web page "<http://www.starrcs.com/>" or from the Alpha Micro CD.

The amount of support required depends on the experience of the user: one to two hours per module is common.

- i) If you purchase an annual phone support contract with the initial purchase of our software, we will provide **unlimited** phone support for the first ninety days, and only charge your contract with 25% usage. For the remainder of the year, we will charge support against the remaining 75% of the contract. In addition, you will be entitled to a 66% discount on software updates.

We provide you a monthly no-charge invoice for the hours charged against the contract, so that you can track the hours used. We can also provide you a report that showing hours used and remaining in the contract.

- b) **General Ledger** \$795.00

\$60.00 per month on the software rental plan.

Optionally links to Job Costing and Check Reconciliation.

- c) **Accounts Receivable** \$795.00  
\$60.00 per month on the software rental plan.  
Requires General Ledger. Optionally links to Job Costing and Check Reconciliation.
- d) **Purchase Order** \$795.00  
\$60.00 per month on the software rental plan.  
Requires Inventory and Accounts Payable. Optionally links to General Ledger and Job Costing.
- e) **Accounts Payable** \$795.00  
\$60.00 per month on the software rental plan.  
Optionally links to General Ledger, Job Costing, and Check Reconciliation.
- f) **Labor Distribution** \$795.00  
\$60.00 per month on the software rental plan.  
Time Sheet Entry subsystem. Optionally links to General Ledger, Payroll, and Job Costing.
- g) **Payroll** \$795.00  
\$60.00 per month on the software rental plan.  
Optionally links to General Ledger and Check Reconciliation.
- h) **Time Clock** \$795.00  
\$60.00 per month on the software rental plan.  
Links to Payroll.
- i) **Direct Deposit** \$795.00  
\$60.00 per month on the software rental plan.  
Links to Payroll.

- |      |   |          |
|------|---|----------|
| j)   | <b>Inventory</b>  | \$795.00 |
|      | <p>\$60.00 per month on the software rental plan.</p> <p>Optionally links to General Ledger and Job Costing.</p>  |          |
| k)   | <b>Quotation</b>  | \$795.00 |
|      | <p>\$60.00 per month on the software rental plan.</p> <p>Requires General Ledger, Accounts Receivable, Inventory, and Order Entry. Optionally links to Job Costing.</p>   |          |
| l)   | <b>Order Entry</b>  | \$795.00 |
|      | <p>\$60.00 per month on the software rental plan.</p> <p>Requires General Ledger, Accounts Receivable, and Inventory. Optionally links to Job Costing.</p>  |          |
| m)   | <b>Shipping Clerk</b>   |          |
|      | <p>This module optionally links to Accounts Receivable (orders or customers), Order Entry (orders), Sales Leads (masters), or Accounts Payable (vendors) to obtain shipping address information. This module is priced per number of links. When ordering, please specify which module(s) you want to link to; a minimum of one link is required.</p> |          |
| i)   | First link  | \$795.00 |
|      | <p>\$60.00 per month on the software rental plan.</p>   |          |
| ii)  | Second link   | \$395.00 |
|      | <p>\$30.00 per month on the software rental plan.</p>   |          |
| iii) | Third link  | \$195.00 |
|      | <p>\$15.00 per month on the software rental plan.</p>   |          |
| iv)  | Fourth link   | \$97.50  |
|      | <p>\$7.50 per month on the software rental plan.</p>  |          |

- |           |  |          |
|-----------|--|----------|
| n)        | <b>Job Costing</b>   | \$795.00 |
|           | <p>\$60.00 per month on the software rental plan.</p> <p>Optionally links to Accounts Receivable.</p>  |          |
| o)        | <b>Sales Leads</b>   | \$795.00 |
|           | <p>\$60.00 per month on the software rental plan.</p> <p>Optionally links to Accounts Receivable.</p>  |          |
| p)        | <b>Check Reconciliation</b>  | \$795.00 |
|           | <p>\$60.00 per month on the software rental plan.</p> <p>Requires General Ledger. Optionally links to Accounts Receivable, Accounts Payable, and Payroll.</p>  |          |
| q)        | <b>Credit Card Verification</b>  |          |
|           | <p>This module optionally links to Accounts Receivable (orders or billing) and Order Entry (orders or billing) to automatically call the credit card processor to get an authorization number and store the authorization number in the order prepaid check number field. This module is priced per number of links. When ordering, please specify which module(s) you want to link to; a minimum of one link is required.</p> |          |
| i)        | First link   | \$795.00 |
|           | <p>\$60.00 per month on the software rental plan.</p>  |          |
| ii)       | Second link  | \$395.00 |
|           | <p>\$30.00 per month on the software rental plan.</p>  |          |
|           | <p>Starr credit card verification uses the Valle Programming Service Versi-COMM BASIC Interface subroutines. They are included with Versi-COMM, but may be purchased separately if you do not already have Versi-COMM. Call us for pricing.</p>  |          |
| <br>      |  |          |
| <b>2.</b> | <b>Other</b>   |          |
| a)        | <b>Starr Accounting demo</b>   | \$35.00  |

Demo version of the Starr Accounting System. Includes run code, sample data, and manuals (on tape).

- |    |   |         |
|----|---|---------|
| b) | <b>Starr Accounting binder</b> (2 1/2")   | \$9.00  |
| c) | <b>Documentation &amp; Sample Reports</b> | \$15.00 |

Each accounting module has separate documentation.

The latest documentation is available free from our Web site. If you have access to the Internet and a laser printer connected to your PC, you can download the documents to your PC and print them. The files are in Adobe PDF format; the free Adobe reader is also available via our Web site.

- |    |  |               |
|----|--|---------------|
| d) | <b>Data cartridge (250 megabyte)</b>   | \$23.95       |
|    | 3M DC6250 250 megabyte streamer tape cartridge.  |               |
| e) | <b>Data cartridge (525 megabyte)</b>   | \$32.95       |
|    | 3M DC6525 525 megabyte streamer tape cartridge.  |               |
| f) | <b>ESP Function Key Overlay</b>  | \$5.00        |
|    | One needed for each terminal using Starr Accounting.   |               |
| g) | <b>Custom Programming</b>  | \$150.00/hour |
|    | One-tenth hour minimum (six minutes). Time rounded to the nearest tenth of an hour.                      |               |
| h) | <b>Long Distance Phone Charges</b>   | \$0.18/minute |
|    | Long distance phone charges (voice, modem, fax). One minute minimum. Time rounded to the nearest minute. |               |
| i) | <b>Software Support</b>  |               |
|    | One tenth hour minimum (six minutes). Time rounded to the nearest tenth of an hour.                      |               |
|    | i) Hourly Rate   | \$150.00/hour |
| j) | <b>After Hours Software Support</b>  |               |

Software support provided outside of our normal 8:00 AM to 5:00 PM Monday through Friday business hours will be charged at 1.5 times our normal software support rates.

- k) **Additional Users Fee** \$400.00/user

\$30.00 per month for each additional user on the software rental plan.

Starr Accounting prices are based upon a maximum of four simultaneous Starr Accounting users; for more than four simultaneous users, multiply (the number of additional users) x (\$400.00) to compute the additional users fee.

This additional users fee applies to *all* Starr Accounting modules for which you are encoded (does *not* apply to each individual module). It is the *total* number of simultaneous Starr Accounting users that is counted, regardless of which Starr Accounting module each user is currently using.

**l) Phone Support Contract**

Software phone support contract fee. Provides 100 calls or 10.0 hours of annual phone support (a 20% discount off our normal hourly rates); additional hours will be billed at our normal hourly billing support rates. In addition, you will be entitled to a 66% discount on software updates.

One-tenth hour minimum (six minutes). Time rounded to the nearest tenth of an hour.

This contract does not include long distance phone charges, which are billed separately. See the price list for current rates.

The contract can be written to provide you a higher level of annual support if you require it.

- i) Annual Billing \$1200.00/year

For more than 10.0 hours per year, multiply (annual hours) x (\$120.00) to compute the annual software phone support fee.

- ii) Monthly Billing \$100.00/mth

For more than 10.0 hours per year, multiply (annual hours) x (\$10.00) to compute the monthly software phone support fee.

If you purchase an annual phone support contract with the initial purchase of our software, we will provide **unlimited** phone support for the first ninety days, and only charge your contract with 25% usage. For the remainder of the year, we will charge support against the remaining 75% of the contract. In addition, you will be entitled to a 66% discount on software updates.

We provide you a monthly no-charge invoice for the hours charged against the contract, so that you can track the hours used. We can also provide you a report that showing hours used and remaining in the contract.

**m) Starr Accounting Update**

Update from an earlier version of Starr Accounting to the current version of Starr Accounting. There is one major releases of Starr Accounting per year; in September. The charge is cumulative; you will be charged for each major release since your release. If you are behind a few releases, it may be less expensive to “re-encode” your modules at the standard purchase prices; we will update you with the least expensive method.

You benefit if you keep your software current. You benefit by having the latest features and improvements. You benefit with better support when all Starr Accounting users are running the same version.

i) With a Support Contract \$250.00/release

Price if you have a phone support contract (a 66% discount).

ii) Without a Support Contract \$750.00/release

Price if you do not have a phone support contract.

n) Accounting Plus Upgrade \$400.00/module

Upgrade from traditional Starr Accounting to Starr Accounting Plus (four simultaneous users).

**3. Notes**

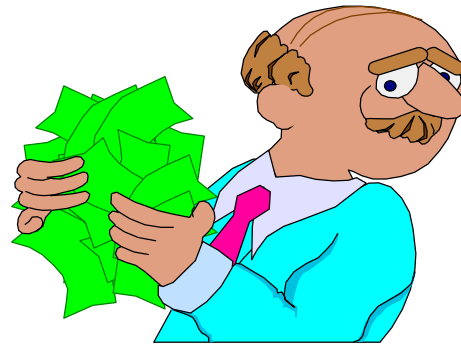
a) Prices subject to change without notice.

b) Maps for the Starr Accounting packages are available at a price equal to 25% of the corresponding run package price, rounded to the nearest dollar. For example, a run package priced at \$795.00 has maps that cost \$199.00.

- c) All Starr Accounting run packages are SSD locked and distributed on streamer tape. Includes run code, sample data, and manuals (on the Web).
- d) Support for the Starr Accounting System is provided via modem (required). A FAX machine is also strongly recommended.
- e) Prices do not include media or shipping costs.

## SOFTWARE RENTAL PLAN

We offer an optional software rental plan for all of the Starr Accounting software modules. This plan offers you the following advantages:



1. Vastly **reduces** your software start up costs.
2. **No charge for updates.** The only charge for updates is the time involved to install them. If you have a phone support contract the time will be charged against the contract; otherwise you will be billed time and material charges only.
3. When the rental program is combined with a phone support contract, **your costs are fixed,** and easy to fit into your budget.

The software rental prices are included on the price list.

The rental program is a **great** way to try our software with minimum investment. You can switch from rental to purchase at any time.

If you are on the current version of Starr Accounting, you can switch from the purchase to the rental program.

---

# DOCUMENT HISTORY

## CUSTOMER POLICY MANUAL

REVISION	RELEASE	DATE	DESCRIPTION
00	4.06	08/08/96	New PDF document; adapted from old format
01	4.06	12/12/96	Rental program update
02	4.07	09/01/97	September 1, 1997 release
03	4.08	09/01/98	September 1, 1998 release
04	4.09	09/01/99	September 1, 1999 release (no changes in this release)
05	4.10	09/01/00	September 1, 2000 release



---

# READER'S COMMENTS

We appreciate your help in evaluating our documentation efforts. Please feel free to attach any additional comments.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_ Phone number: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Comments: