

# CROSSE-OVER DESIGNS

917 Lake Street  
Onalaska, WI 54650  
608-781-6734  
[jrichards@crosse-over.com](mailto:jrichards@crosse-over.com)

## Annual Software Maintenance Plan

### **Payroll/Time Card** – get updates from [www.crosse-over.com](http://www.crosse-over.com)

Payment of the annual maintenance fee for Payroll guarantees continued use of your payroll system for the next year. This fee covers two areas:

1. Program maintenance and upgrades, including federal and state tax and W-2 updates.
2. Routine phone support for payroll processing.

Monitoring and reprogramming to meet the annual changes for tax withholding on the state and federal level along with annual changes to W-2 processing requires a substantial amount of our resources. As you can imagine, just answering phone questions and problems is a full-time job in our office.

### **Accounting Software Annual Maintenance**

Like payroll, the full accounting system also requires continuing support. (Note: Some installations only have the payroll system and do not have the full accounting system.) The payment of the accounting support fee provides the ability of Crosse-Over Designs to answer your processing questions in continuing years after the system has been installed. It has been our experience that the need for support never ends. Fiscal year-end is often the most intense time for users to call, but most users find a need to rely on our help several times a year. This fee covers routine phone support for the Open Systems Accounting Software and locks in all upgrades in the software as well.

#### ***What is not covered by these fees?***

- Support issues that arise when key accounting personnel leave the company
- Systems analysis of how your company should or could be using technology
- Assistance in buying new equipment or transferring the system to a new computer
- Custom program changes or software other than OSAS
- On site time for training or upgrades (billable at the current daily rate)

The above represent services that are billable separately and are not available on demand, but must be scheduled at least 30 days in advance.

With the annual plan, you lock in a fixed cost for the support, maintenance, and upgrades of your software. Upgrades are not necessarily anticipated every year, but they can be scheduled whenever technology changes or new features are desired from the most recent version.

These fees for the services we provide are essential to the continued operation of Crosse-Over Designs. If you have any questions about the fees or what they cover, please give me a call. Continuing support is essential to the smooth operation of your business, and Crosse-Over Designs wants to be there to help.

Sincerely,  
CROSSE-OVER DESIGNS

John Richards