

Cargas Customer Care Plans for Sage Intacct Software

	STANDARD \$1000	EXTENDED \$3000	PREMIUM \$5500
ACCESS & SERVICE LEVEL			
Cargas Support Central Portal	✓	✓	✓
Toll-free Cargas Support Hotline	✓	✓	✓
Support Included per Ticket ¹	1 hr.	Unlimited	Unlimited
Initial Response Time ²	8 hrs.	2 hrs.	1 hr.
Sage Intacct Community	✓	✓	✓

TRAINING OPPORTUNITIES

Monthly Newsletters	✓	✓	✓
Monthly Training Webinars		✓	✓
Quarterly Release Reviews		✓	✓
Employee Training	T&M	5 hrs.	10 hrs.

SCALING WITH NEW PROCESSES, MODULES & INTEGRATIONS

System Demos	✓	✓	✓
3 rd -Party Partner Introductions	✓	✓	✓
Integration Support (Issue Diagnosis) ³	✓	✓	✓
Integration Support (Troubleshooting) ⁴	T&M	T&M	✓
Cargas Energy Integration	✓	✓	✓
Modification of Active Modules ⁵	T&M	T&M	✓
Reports & Dashboards Consultation	T&M	5 hrs.	10 hrs.

CUSTOMER PARTNERSHIP

Annual Support Report Card ⁶	✓	✓	✓
Forward-thinking Planning Consultation ⁷		✓	✓
Year-End Strategic Consulting Review ⁸			✓
Partnership Touchpoint Frequency	Annual	Semiannual	Personalized

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¹With the Standard Plan, 60 minutes of support is available per ticket and additional support is billed in increments of 15-minutes. Support is defined as assistance with answers to individual questions on everyday use of your Sage Intacct software. Examples of included services:

- “Does Sage Intacct enable the creation of a reversing journal entry?”
- “How do I run a payables aging report so that I can begin reconciling the payables subledger to the general ledger?”
- “How do I add a budget column to my financial report?”
- “What are the possible causes of an error message?”
- “Does an error message mean the software is not working as designed?”

Note: Support includes asking Sage Intacct for additional assistance with the answer to any included question and providing their answer to you.

Most consulting services are excluded, including these examples:

- Configuration; configuration typically requires understanding of business processes and requirements.
- Training; training typically answers many related questions about the use of software in a single session. The Premium Plan includes up to 10 hours of training.
- Creating or modifying reports; report writing typically requires designing the report. The Extended Plan includes up to 5 hours of report development and the Premium Plan includes up to 10 hours.
- Reconciliation; reconciliation typically includes performing an accounting task to determine whether there have been errors in entering transactions.
- Advice; advice depends on having sufficient information to make an evaluation.

²Response time is guaranteed during business hours Monday-Friday, 7am-7pm ET, excluding holidays. Response time does not guarantee issue resolution time.

³Our support team will use their best effort to determine the cause of integration issues. If the issue is related to Sage Intacct, we will open a support request with Sage Intacct. If the issue is related to third-party software, we will refer the issue to the third party. If the issue is related to custom software, we will refer the issue to a Cargas Software Engineer. If the issue is related to Cargas Energy software, we will refer the issue to a Cargas Energy Software Engineer.

⁴Troubleshooting for issues related to changes in Sage Intacct configuration settings or permissions is covered under the Premium Plan; all other troubleshooting will incur additional consulting charges (time-and-materials).

⁵Modifications are limited to changes to configuration settings only.

⁶A list of support tickets entered and services received will be delivered once annually via video call from your account manager at time of contract renewal.

⁷To help your organization grow, change, and adapt to new landscapes, your account manager will lead a dialog with you/your team about your organization’s upcoming opportunities, any new Sage Intacct tools/features you might not know about, third-party vendors that could be of service, and other strategies and ideas for success.

⁸A technical consultant familiar with your organization will provide up to four hours of consulting services to analyze your current environment, meet with you to discuss your current business processes, and provide personalized suggestions to help you improve efficiency with process changes and third-party software recommendations. This will be delivered once annually via a video call from a support specialist in tandem with your Annual Report Card.