

Acctivate Software Maintenance & Support (SMS) Agreement

All operational assets in your business require preventive maintenance, routine service, and repair. This is also true of your business management software. Technology is constantly changing; new requirements are just over the horizon. Improved productivity is very important as you grow.

Software updates, technical corrections, and customer service are part of the total cost of ownership of your software system. All of these are provided by the SMS plan, as an ongoing commitment to our customers. The SMS plan guarantees access to each new version of the software on the day it is released, ensuring the maximum value of your investment.

Software Maintenance & Support (SMS) is an annual service that begins on the date you purchase a license of Acctivate. The first year of SMS is included in the initial purchase price of the Acctivate license. Additional modules and user licenses purchased later are covered until the end of the SMS period in which they were purchased. The renewal fee for each subsequent year is 25% of the current retail price of your system (at time of renewal). SMS must remain current to obtain software updates and support. Alterity may withhold support for customers with overdue balances.

SMS is not required, but strongly recommended. However, customers receiving automatic software updates from a cloud hosting provider must have an active SMS plan.

Software Maintenance

SMS provides access to download and install the latest updates for the Acctivate software. These updates include enhancements, new features, technical corrections, and performance improvements. We continually improve the software, and these updates are only available via SMS.

How do I get these updates?

All software updates are downloaded from acctivate.com/downloads. Users are notified of new updates and can install them at any time.

Support

SMS provides an unlimited number of routine support tickets at no additional charge. Support tickets must be submitted at acctivate.com/support. We respond to tickets in a first-come, first-served basis. However, some urgent tickets may be prioritized due to severity. Response times for most support tickets are 1-2 business days. We may respond to tickets via phone, e-mail and/or screen-sharing services (e.g., ConnectWise Control).

The Acctivate Support Team offers support during normal business hours (8am-6pm Central) excluding US holidays and weekends.

Supported Software

Our Support Team is trained to support the Acctivate software. Support for other software, such as Intuit QuickBooks® or Microsoft Windows®, is not usually available from our team. Support may only be available for versions of Acctivate (e.g., v11) for 12 months from the date of initial release. If you are using an older version, you may be asked to install the current version if we are unable to replicate or understand your problem in the current version. Commonly requested topics handled by our team are:

- Acctivate installation issues
- Questions regarding common uses of Acctivate
- Troubleshoot errors and warnings
- QuickBooks synchronization errors
- Webstore connection and basic setup
- EDI setup and configuration
- Crystal Reports form personalization¹

What is not included?

SMS does not include the following types of services, but we have many Acctivate Certified Consultants that do provide a host of services and solutions, such as:

- Consulting for business operations, audits, and accounting
- Complex Crystal Reports modifications and new reports
- Website design, web store development, and shopping cart software
- Windows systems and network support
- Special data imports and corrections
- Custom software development
- Support for third-party software

Onboarding services including the creation of new Acctivate company databases are not included in SMS but may be included separately with your purchase of Acctivate.

¹ Personalization includes company branding and address information, logos, and moving a few fields around on the customer and vendor forms (e.g., PO, SO, Pick/Pack, and Invoice). Complex report customizations and new reports are not handled by our team.