

ERT Software Systems
APPLICATION NEWSLETTER

Volume 3, Issue 3

August 09, 2010

Version 7.0 – est. Release Date 9/15/2010

ERT Software Systems is excited to announce the release of the **E.R.T. TRANSPORTATION MANAGER V7.0** system. Building upon the release of Version 6, this newly designed product further enhances the functionality of our transportation management family of products. In this issue of the Newsletter, we will cover:

- Version 7.0 Overview of the System and New Features
- Version 7.0 Creation of New Editions with distinct Feature Sets
- Version 7.0 New Upgrade Features
- Version 7.0 Optional module pricing.
- Version 7.0 Database Management System (DBMS)
- Version 7.0 Server Upgrade Cost Schedule
- Preparing for the Upcoming Launch – ***Special Offer***
- Support Member Free Upgrade
- Non Support Member Upgrade price schedule
- Roadmap to the Future
- Product Release Schedules
- Support Plan Update

Version 7.0 Overview of the System and Features

In Version 6, The **Trucking and Brokerage Products** were **integrated** into a single application, Released As the **E.R.T. TRANSPORTATION MANAGER V6.0**. Version 7.0 continues to build upon this new, consolidated platform. At the overwhelming request of all uses, both current and potential, we have created a new line up of **E.R.T. TRANSPORTATION MANAGER Editions**, offering packages sized for all users. Along with these packages, we have expanded the system with many new features and options. The most noticeable will be a system wide “facelift”. The entire system has been redesigned with an enhanced user interface theme to improve visual appeal and usability. The system upgrade contains 16 Major feature enhancements and a new optional module. In addition, a new, integrated accounting system has been introduced.

Version 7.0 New Edition Structure

Over the years, clients, both prospective and current, have suggested a simplified version pricing model. With V7.0, we have consolidated all of our transportation products, including the Small Fleet edition, into one product offering 6 distinct editions.

1. **Small Fleet Edition** – an edition designed for a trucking company with only a few trucks. It is limited to 10 vehicles, drivers and owners. It offers a core feature set for an extremely competitive price.

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2. **Agency Edition-** A package developed specifically for freight agents representing others. It has not only the core features, but many of the more advanced Brokerage features. The agency edition, while not able to process invoices or carrier payments can track and post the agent's own commissions to the accounting system.
3. **Starter Edition-** The Starter edition is our smallest general purpose edition. It can be used by either a trucking company or a brokerage. It offers an expanded core set of features in addition to the ability to add specific higher end options. It would be considered the entry level system. (comparable to the "lite" version offering of prior systems)
4. **Standard Edition** – an Edition specifically designed for the most common user. It has a full feature set (either Brokerage or Trucking), along with the ability to purchase nearly all higher end feature options.
5. **Premier Edition-** The premier edition offers many of the optional enhanced features as standard items. It is also the lowest level package to offer both the Trucking and Brokerage functionality simultaneously.
6. **Transportation Manager Edition-** This is our flagship edition. It offers nearly all system options as standard features. It is specifically designed for the larger transportation provider.

When upgrading to V7.0, all users will be converted to the edition that most closely matches their current feature set. In no case will you lose any feature that you may currently have. For example, the Starter edition does not support the security system or user login. Those of you who have a "lite" version will be converted to the Starter version, but you will still retain your security logins. In some cases, you may gain a feature or two.

The assignment of your Edition will be used in future upgrades and in assigning support contract categories. We have revised our entire support structure to coincide with the version 7.0 release. The support offerings will be reviewed later in this Newsletter. We believe that all current users will find that their support billing is equivalent or less than they currently pay.

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VERSION FEATURE CHART

<u>System Versions</u>	<u>Small Fleet</u>	<u>Agency</u>	<u>Starter</u>	<u>Standard</u>	<u>Professional</u>	<u>TransMan</u>
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Basic and Standard editions Have a choice of either Brokerage or Trucking features to suit your company's needs
 Premium and TransMan editions offer both Trucking and Brokerage features Standard
 Agency edition Offers Brokerage only.
 Small Fleet offers Trucking functions only.

Base System Features

DISPATCH

Accessory Bill/Pay Items	x	x	x	x	x	x
Check Call	x	x	x	x	x	x
Confirmations - Carrier		x	x *	x^	x *	x
Confirmations - Customer	x	x	x	x	x	x
Credit Check System	x	x	x	x	x	x
Fuel Surcharge	x	x	x	x	x	x
History	x	x	x	x	x	x
Load Duplication	x	x	x	x	x	x
Problem Tracking	x	x	x	x	x	x
Scheduling	x	x	x	x	x	x
Separate Loads by Division		x		x	x	x
Print Bills of Lading		x	x	x	x	x
Driver/Owner Pay Override	x	x	x	x	x	x
Trailer Track Reports	x	x	x**	x**	x**	x
Templates		x		x	x	x
Quick Picks		x	x	x	x	x
Add/Update Shippers from Dispatch Screen	x	x	x	x	x	x
Basic LTL Manager		x		x	x	x
Agency Support for multiple carriers		x		x	x	x
Available Truck entry/search		x		x	x	x
Advance Tracking		x		x	x	x
Choice of Either Broker or Trucking Screen			x	x		
Broker Screen View Only		x				
Trucking Screen View Only	x					
Includes Both Trucking and Brokerage					x	x
Multiple Commodity Support		x		x	x	x

Customer System

Customer Contact Logs	x	x	x	x	x	x
Customer Phone Book	x	x	x	x	x	x
Full customer Financial Detail	x	x	x	x	x	x
Unlimited Contacts	x	x	x	x	x	x
Basic Rate Charts		x		x	x	x

Carrier System

Carrier/Owner Insurance Tracking	x	x	x	x	x	x
Carrier Phone Book	x	x	x	x	x	x
Carrier Problem/Performance Track	x	x	x	x	x	x
Full Carrier/owner Detail information	*10 Active Limit	x	x	x	x	x
Unlimited Contacts	x	x	x	x	x	x

Shipper/Consignee System

Directions	x	x	x	x	x	x
Private Notes	x	x	x	x	x	x
Retain All Shipper Information	x	x	x	x	x	x
Unlimited Contacts	x	x	x	x	x	x

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Shipper/Consignee System

Directions	x	x	x	x	x	x
Private Notes	x	x	x	x	x	x
Retain All Shipper Information	x	x	x	x	x	x
Unlimited Contacts	x	x	x	x	x	x

Driver System

Driver Information	x		x **	x **	x	x
Driver Safety	x		x **	x **	x	x
Driver Violations	x		x **	x **	x	x

Vehicle System

Tractor/Trailer Information		*10 Active Limit	x **	x **	x	x
Maintenance schedules	x		x **	x **	x	x
Permits	x		x **	x **	x	x

Fuel Tax

Basic Fuel Tax	x		x **	x **	x	x
Trip Miles	x		x **	x **	x	x
Trip Fuel Purchases	x		x **	x **	x	x
Reports by State	x		x **	x **	x	x
Reports by Unit			x **	x **	x	x

Billing/Settlement

Pre Billing Option		x	x	x	x	x
Invoice Customers	x		x	x	x	x
Invoice Represented Carriers		x			x	x
Multiple Invoice Formats	x	x	x	x	x	x
Settlement/Pay Sheets			x **	x **	x	x
Settlement Proof Worksheets	x		x **	x **	x	x

System/General

Security System				x	x	x
Multiple Company Support				x	x	x
Agent/Forwarder/Brokerage Selection		x		x	x	x
Live Support Module - On line Tech Support	x	x	x	x	x	x
Sizable Screens	x	x	x	x	x	x
Archiving - One button ZIP and Archive routine	x	x	x	x	x	x
Admiral Merchant & Mason Dixon Confirmation		x	x	x	x	x
Quoting System	x	x	x	x	x	x

Reporting Systems

Over 100 Reports		Core Reports	x	x	x	x
User can select parameters	x	x	x	x	x	x
History Reports	x	x	x	x	x	x
Revenue Reports	x	x	x	x	x	x
Customer Reports	x	x	x	x	x	x
Carrier Reports	x	x	x	x	x	x
Shipper Reports	x	x	x	x	x	x
Driver Reports	x		x **	x **	x	x
Vehicle Reports	x		x **	x **	x	x
Fuel Tax Report	x		x **	x **	x	x

Accounting- Internal

Receive Payments	x	x	x	x	x	x
Accounts Receivable Reports	x	x	x	x	x	x
Sales/Revenue Reporting	x	x	x	x	x	x

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Agent/Salesman Commissions

	X	X	X
Customer Assigned Salesmen	x	x	x
Salesman/Agent Commissions	x	x	x
Terminal commissions	x	x	x
Adds Agent Settlement Post to Accounting Interfaces	x	x	x

International Support

Customs Broker Support	\$	99.00	\$	99.00	x
Assign custom broker to shipper/Cons/Cust					x
Assign Custom Broker to Loads					x
Send Customs Information with Confirmation					x
Currency Conversion	\$	99.00	\$	99.00	x

Intermodal Support

	\$	199.00	\$	199.00	x
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Enhanced Rate Charts

	x	x	x	x
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Enhanced LTL System

	x	x
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Email- Integrated Sending

Quotes, Confirmations, Bills of Lading	x	x	x	x	x
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Emain Notification of Load Status

	x	\$	179.00	\$	179.00	x	x
**Requires Email integrated Sending							

Email or Fax Invoices

	NA	\$	195.00	\$	195.00	\$	195.00	\$	195.00
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*Requires Email or Fax Server options

ERT Fax Server

	NA	\$	249.00	\$	249.00	\$	249.00	\$	249.00
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A Send/Receive Fax Server stand alone product.

Accounting Interface

*QuickBooks and Business Std are Interface modules. ERT Accounting is a full system

QuickBooks	\$	100.00	\$	295.00	\$	295.00	\$	295.00	\$	295.00	\$	295.00
View Carrier Invoice Number and Date Rec'd					x	x		x		x		x
QuickBooks Class Support			x		x	x		x		x		x
Carrier Payments					x*	x*		x*		x*		x
Invoice Posting to QuickBooks	x		x		x	x		x		x		x
Owner/Driver Settlement Posting					x**	x**		x**		x**		x
Import Customers and Carriers/Owners	x		x		x	x		x		x		x
Import Terms, Accounts, Items	x		x		x	x		x		x		x
Cash Receipt Posting to QuickBooks			x		x	x		x		x		x
Customer Posting/Update	x		x		x	x		x		x		x
Carrier/Owner Posting/Update	x		x		x	x		x		x		x
Agent/Salesman Posting/Update						x		x		x		x
Agency Posting/Update			x			x		x		x		x
View Customer Open and Paid Invoices						x		x		x		x
View Carrier Open Paid Invoices						x		x		x		x
Freight Agency Commission Posting			x			x		x		x		x

ERT Integrated Accounting Module

Interface module ***	\$	295.00	\$	295.00	\$	295.00	\$	295.00	\$	295.00
Single User each ****	\$	159.00	\$	159.00	\$	159.00	\$	159.00	\$	159.00
Unlimited Multi User - ****	\$	695.00	\$	695.00	\$	695.00	\$	695.00	\$	695.00
Customer Posting/Update	x		x		x		x		x	
Customer Sales Tax Support			x		x		x		x	
Customer Financial Status Display			x		x		x		x	
View Customer Open and Paid Invoices						x		x		x
Carrier/Owner Posting/Update	x		x		x		x		x	
Carrier Sales Tax Support			x		x		x		x	
CarrierFinancial Status Display			x		x		x		x	
View Carrier Invoice Number and Date Rec'd					x		x		x	
View Carrier Open Paid Invoices						x		x		x

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Department Support		x		x		x		x		x
Carrier Payments				x*		x*		x		x
Invoice Posting	x		x		x		x		x	
Owner/Driver Settlement Posting				x**		x**		x**		x
Automatic Reversing and UnBill function	x		x		x		x		x	
Import Terms, Accounts, Items	x		x		x		x		x	
Cash Receipt Posting	x		x		x		x		x	
Agent/Salesman Posting/Update					x		x		x	
Agency Posting/Update			x		x		x		x	
Freight Agency Commission Posting			x		x		x		x	
Payroll Module - add on	\$	159.00	\$	159.00	\$	159.00	\$	159.00	\$	159.00
Business Standard by Database Creations	NA	\$	295.00	\$	295.00	\$	295.00	\$	295.00	\$
View Carrier Invoice Number and Date Rec'd					x		x		x	
Carrier Payments					x*		x*		x*	
Invoice Posting to QuickBooks		x			x		x		x	
Owner/Driver Settlement Posting					x**		x**		x**	
Import Customers and Carriers/Owners		x			x		x		x	
Import Terms, Accounts, Items		x			x		x		x	
Customer Posting/Update		x			x		x		x	
Carrier/Owner Posting/Update		x			x		x		x	
Agent/Salesman Posting/Update					x		x		x	
Agency Posting/Update		x			x		x		x	
View Customer Open and Paid Invoices					x		x		x	
View Carrier Open Paid Invoices					x		x		x	
Freight Agency Commission Posting		x			x		x		x	
<u>Load/Truck Posting Interface</u>	NA	\$	295.00	\$	295.00	\$	295.00	\$	295.00	\$
Post, Update, and Delete load/truck postings										
Works with DAT, Internet Truckstop, GetLoaded, PostEverywhere and Post Once										
<u>ERT Mileage Interface</u>	\$	295.00	\$	295.00	\$	295.00	\$	295.00	\$	295.00
<u>ERT Pro Miles Fuel Tax Interface</u>	\$	99.00	NA	\$	99.00	\$	99.00	\$	99.00	\$

* With Brokerage Option

** With Trucking Option

*** The ERT Accounting Module requires ONE interface Per system, not One per client user. Individual client workstations do not require The Accounting System User interface/Program to function.

**** ERT Accounting Program Interfaces are only required on workstations where The user will require access to the Full Accounting information. You may purchase only as many as you require, or an Unlimited Multi User license.

Version 7.0 New Upgrade feature list

The following is a list of the new features added in Version 7.0. These features are included in all upgrades at no additional charges.

- Updated user interface theme (the “Facelift”)
- Update Contacts from the Confirmation dialogs
- Excel Export of Load data with criteria selection
- Billing- Added Check All and Check None buttons
- Multi Commodity support with new confirmations and invoices to support the multiple line items. (available in Standard edition or above)
- Inactive drivers and vehicles excluded from reporting with criteria

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- Redesign of the QuickBooks interface to support their current QBFC 8 direct programming interface. Use of this will enhance the speed and performance of QuickBooks transactions.
- Clients will now have the option of using Intuits Remote Data Sharing (RDS). RDS allows all ERT client workstations to share one copy of QuickBooks, reducing cost and enhancing security control.
- Update of saved shippers directly from the dispatch screen
- Email of Check Call status on Demand- Now, not only Pickup and Delivery check calls will be updated to clients who receive notification, any check call can be sent. (requires the notification and base email)
- On creation of new customers and carriers, the system will automatically add one primary office contact to the contacts grid if one is not added by the user. Information from the main screen, containing the primary office contact information will be used
- Revision of the Payment System. The Open AR and Payment reports will now properly track payments regardless of the whether an accounting system is used or not.
- New Confirmation Format – modernized and redesigned to support multi commodity
- New Invoice Format- modernized and designed to support both multi commodity and emailing/Faxing of invoices.
- Many report formats updated

NEW OPTIONAL FEATURES

Version 7 offers new optional features in addition to the free upgrade features.

- **Release of the ERT Accounting System-** A full featured integrated accounting module that may be used in place of QuickBooks or Business Standard. It offers a more detailed integration. If you wish to discuss upgrading or changing to this accounting module, please contact our office for pricing, which is comparable to other accounting system.
 - The accounting interface module is required. For those of you that already own this feature if converting from QuickBooks or Business Std!, it will continue to work
 - *You ONLY need to purchase client copies for people who will be in the accounting system or payroll system directly. All ERT clients will have access to the data as required.*
 - **Only 159.00 per Accounting Module Client.**
 - **Only 159.00 per Payroll Module Client.**
- **EMAIL/FAX of invoices.- \$195.00** Version 7.0 introduces the ability to directly email or fax invoices to customers. A new invoice version has been introduced to support this function. Each customer's sending preference may be set in the

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customer information screen on the notification tab.

- **Multi Commodity-** Though the multi commodity functionality is a free upgrade to all users with a Standard Edition or above (Lite users will be assigned to the Starter Edition unless their optional modules put them into the Standard Level), Current Starter users will be able to **upgrade to the Standard Edition for \$200.00** with this upgrade. **That is 1/3 off the regular price once the upgrade rolls out. ****not only will you get multi commodity, but you will receive a number of other free features and upgrades.** Please see the feature chart above.

Version 7.0 DBMS – Enterprise Strength Server Available

Version 6.0 introduced the DMBS Server to the ERT System. Many of you have chosen to update to the new DBMS for performance, security and scalability. The design of the system and use of new and more robust features has made the data server almost required for all but the smallest users. The demands on the computers and network infrastructure of many clients have shown that without the DBMS, performance is severely impacted. Your computer's speed, memory and processor, along with the configuration of your network and server all have an impact on speed and create a great discrepancy in performance from site to site. Currently, we recommend only single users, or at most a single user (with data on the local computer) and one occasional remote client use the Peer-to-Peer version. If you have two clients where the data is located on a server, with both clients accessing data across the network, the DBMS is recommended.

DMBS Server Upgrade Cost Schedule

Due to the changes in Version 7, and the highly data intensive functionality of the system, we have revised the cost of DBMS module to allow more small users to enjoy the benefits. We are fortunate to be able to offer this high performance **DBMS Server** without the high per-seat licensing cost incurred when utilizing other Server-based Database Systems such as Microsoft SQL Server. Licensing of the new **ERT DBMS Server** will be based upon the number of ERT licenses you own (not use) and can be adjusted if your licenses are increased in the future. This is a one time, non-recurring purchase of the DBMS Server and Client licenses

1- 4 ERT Client Licenses:	\$395.00
5-9 ERT Client Licenses:	\$645.00
10-14 ERT Client Licenses	\$895.00
15+ ERT Client Licenses	\$1145.00

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Prepare for Upcoming Launch

Participation in the **ERT Support Plan** makes you eligible for a **No Cost upgrade to V7.0** and continued access to future Releases. This becomes important as we proceed with development and deployment of new Releases. Also, we would like to remind you that ERT Software maintains a “Sunset” policy in which older versions are retired and our ability to support them is severely impacted. For this reason, we only support the Current Major Version and the immediately prior Major Version. With the Release of V7.0, all Access based Version 5.x levels of the System, both Brokerage and Trucking will no longer be able to be fully supported. **Keeping current with published Releases protects your investment!**

SPECIAL OFFER- For those users of Version 6.0 (or those entitled to receive V6.0) who have been forced to drop your support plan due to the economic conditions, we want to help you get back to an active support plan and keep your system Current. Purchase and pay for an annual support contract and receive V7.0 at **NO CHARGE**. Quarterly and Monthly payments will be available to aid in your cash flow (at a slightly higher cost). Payment plans will require a contractual 1 year purchase and a pre-authorized credit card charge for the quarterly or monthly payments.

SUPPORT PLAN PARTNERS

For those with Current Support Plan Membership, Version 7 will be available in Late August or Early September **FREE OF CHARGE**.

*** Contact our office to arrange to purchase your upgrade to the NEW Batch Invoice Email/Fax Module for **only \$195.00**

***Convert to the integrated ERT Accounting and payroll Modules. If you already have an accounting interface, you are most the way there. Purchase Base Accounting modules for those employees who need direct accounting access for **only 159.00 each** (695.00 unlimited) and **only 159.00 for the Payroll Add-on**. If you do not have an accounting system interface currently, the interface is available for 295.00

***Current Lite User??? Upgrade to the Standard version from the Starter Version for the **discounted price of \$200.00** Not only will you get the new Multi Commodity Features, but will add all the extras of the old Full version. Save 1/3 with this offer. It will expire 30 days after release of the system.

NON SUPPORT MEMBERS

With the release of V7.0 and the change to the new DBMS, support for prior Access based versions of our products has been severely limited and all support for Access based versions will cease with the Release of V7.0. Protect your investment by upgrading **TODAY**

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BROKERS

V6.0-V7.0 595.00

*****SPECIAL OFFER***** Remember to take advantage of the special support plan and upgrade offer above.

V5.5-V7.0 (Includes V6.0) 795.00

V5.0-V7.0 (includes V5.5 and V6.0) 995.00

Once upgraded to Version 7.0, you will have the option to subscribe to a support plan at current rates and payment options. As long as you remain a support member, all future upgrades will be FREE.

TRUCKERS

V6.0-V7.0 595.00

*****SPECIAL OFFER***** Remember to take advantage of the special support plan and upgrade offer above.

V5.x-v7.0 (includes V6.0) 995.00

V4x Call to Discuss

Please note, this upgrade will require multiple updates to your data files to bring them to a current status. Our office will be available to aid you in conversion at our regular hourly support rates.

Roadmap to the Future

The **ERT Integrated Accounting System (IAS)**, first discussed with the release of V6.0 has been officially integrated into the Transportation Manager. With V7.0, we have also upgraded our accounting interface to the QuickBooks system, bringing enhanced performance and reliability. Remote Data Sharing becomes a viable option, allowing users to control the use of their QuickBooks System. Existing interfaces with YES I Can/Business Standard Accounting will continue to be supported. The new ERT Accounting option will, however, provide new, enhanced capabilities to accounting functionality! With the release of V7.0, the ERT Accounting system offers all of the same interfaces as the other accounting system, and supports the same functionality. In many areas, the functionality has been dramatically enhanced. For example: When an invoice is marked as Un-Billed, its status is simply changed in ERT and you are expected to reconcile the changes directly in QuickBooks or Business Std. With the ERT Accounting Module, marking a load Un-Billed will actually reverse the General Ledger entries, delete the invoice from the AR and Sales journals and return the Load to a delivered status, awaiting correction.

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In future releases, we will be dramatically expanding the functionality of the ERT Accounting module interface. We will be working more closely with commissions, and the ability to amend or adjust billing rates. Adjustments will then flow to and update the accounting automatically. Payroll interfaces will be added as time goes on.

Building upon the infrastructure deployed in the Version 6.x Releases, **Version 7.0** continues to extend the functionality of the Transportation system. All other E.R.T. Software System products have also been upgraded and are ready to be released in the most current version. With All products updated, we will be able to focus our efforts toward major system enhancements.

For Version 8, we will begin migrating all products to Microsoft's **.Net platform**. This initiative will provide an infrastructure consistent with large scale commercial software trends, development and support. The move to the .Net platform is a serious commitment involving the migration of hundreds of thousands of existing lines of code. Based upon a solid foundation, current roadblocks related to cost and scalability considerations will no longer impede either immediate or future development. This movement will be large, both in scale and time commitment.

Projected Product Release Schedule

Version 8.0 Planned Enhancements

- .Net Programming Language Change
- Enhancements to the ERT Integrated Accounting Interface –Primarily in the Payroll Interfaces
- Enhancements to the Sales Commission System (in coordination with the payroll enhancements)
- Invoice Adjustment/Rate Change with update to Accounting and commission
- Load number prefix for multiple terminals.
- Imaging

Version 9.0 Planned Enhancements

- Enhanced Web functionality
 - Customer Portal
 - Carrier Portal
 - Agent Portal
- Batch payment of carrier invoices
- Itemize Accessories on Confirmation
- Searching of Rate Details
- Company Remit Address
- Personalized dispatcher confirmations

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*** Exact content of each release is subject to modification and change. The above are projected features and their planned deployment version.

We have been working hard to ensure comprehensive design. If you have suggestions or requests you'd like to ensure are considered, there's no time like the present to get them off of your chest! Feel free to contact us by either email or phone.

Support Plan Philosophy

Users should be aware of the importance of participating in the **Support Plan**. It should be recognized as a mission-critical component of your business tools. We attempt to ensure a good return for the Support investment, conscientiously keeping our costs low in order to minimize the costs we have to pass on to our partners. It has been our philosophy that what's good for our partners ensures viability for all parties.

It is not, however, fair to our Support users to provide equivalent services to non-participating users. An important factor in keeping costs as low as possible (for everyone) is to spread administrative and infrastructure costs amongst the largest group possible.

It is very costly to attempt to support more than a single Release; and, sometimes, our policy of supporting two major Releases (across the many possible configurations deployed out there) is something of a stretch. To avoid unnecessary and costly expenses, users should stay within the currently Support Version levels. This is one of the principal reasons why Version upgrades are part of the Support Plan. It is not ethical to defray unnecessary expenses by spreading this type of cost across the entire user-base.

Sincerely, we appreciate your support. We strive to ensure you receive value for your continued support. Support fees are how we finance our on-going development activities and ensure that we're here when you require assistance.

With the Release of the new "Editions" of the ERT Transportation Manager, our support offerings have also been modified. The Chart below reflects our Support Plan Pricing Policy. Most of you will see similar, often lower support rates. A few might experience slight increases. We have tried to "balance the scales" as much as possible. As clients upgrade to V7.0, we expect to roll out the new versions during the end of the 3rd and beginning of the 4th quarter. New support rates will take effect on the first quarter after upgrading. We hope to have everyone moved by the end of the Year.

Our Support policy will remain essentially the same as in prior years. We will, however, begin to enforce the terms of that policy with respect to hours of service included, hours of availability and turnaround time for Support Plan clients. For those non-support plan clients, we will strictly enforce the pay-for-service model. If you are not sure of the support plan policies, please request one from our office. In the near future, with the release of V7.0, the updated support plan agreements and terms will be emailed to all clients.

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ERT Software Systems APPLICATION NEWSLETTER

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ERT Ongoing Support Plans		Includes all regularly released updates at no charge on annual/quarterly/monthly plans.						
Annual Support Plan- System	1-5 Users	NA	\$ 675.00	\$ 625.00	\$ 795.00	\$ 895.00	\$ 995.00	
	6 + Users add (per block of 5)		\$ 100.00	\$ 100.00	\$ 100.00	\$ 125.00	\$ 125.00	
	DBMS Server- Add		\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00	
	Fax Server - Add		\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	
	Accounting Interface		\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	
	Mileage Interface		\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	
	Fuel Tax Interface		\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	
	Load Post Interface		\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	
	New Version Updates with Support Contract		FREE	FREE	FREE	FREE	FREE	
Annual Support Plan-ERT Accounting								
	ERT Accounting System		\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	\$ 150.00	
	ERT Payroll Module		\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00	\$ 50.00	
Payment Options	Require Purchase of an annual Plan. Plan may not be cancelled mid term.							
Quarterly Support Payments	Multiply Your Annual Rate by 0.275 to arrive at the quarterly Payment amount. If a Quarterly Payment is Missed, Balance is due in Full or a PreAuthorized credit card withdrawl schedule will be required							
Montly Support Payments	Multiply Your Annual Rate by 0.095 to arrive at the Monthly Payment amount. a PreAuthorized credit card withdrawl schedule will be required If a payment is declined twice, the full balance will become due. and will be charged to your card as authorization permits.							
Demand Support Services	Requires payment by credit card at time of service by Preauthorized charge agreement							
	Client must have signed credit card charge authorization on file before demand support charges will be provided							
Phone								
	Per Incident Charge	30 Min/incident	\$ 50.00	\$ 50.00	\$ 60.00	\$ 60.00	\$ 70.00	
	Additional 15 Min Increments		\$ 25.00	\$ 25.00	\$ 30.00	\$ 30.00	\$ 35.00	
Email			\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	\$ 25.00	
	Maximum of 3 Exchanges per incident							
	if an incident exceeds three, requires phone							

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