Sage Accpac

Sage Accpac
Priority Software Support

Get the most from your Sage Accpac Extended Enterprise Suite software.

You use your Sage Accpac software all through the day. That means your job performance is directly tied to your ability to get the most out of the software. A Priority Software Support annual plan can help you maximize every minute you and your teams spend using Sage Accpac—so each day can be more productive and rewarding. For you and your company.

Worry-free support. Through the phone, e-mail or live chat.

It's funny how time slows down when a technical issue prevents you from using your software. Those unproductive minutes just drag by. Want to get that clock moving again? Just give us call. Or contact us by chat or e-mail.

Unlimited cases.
As long as your Priority Software Support plan is current, there's no limit to how many times you may contact us with an issue related to your Sage Accpac software.

Expert assistance.
Our highly trained, friendly Sage Accpac support analysts are here to help you work through the problem and get back to work. For example, we can help you:

• Troubleshoot a technical issue
• Interpret program functionality
• Review customized macros and reports
• Understand error messages

Easy access to your own case history.
We keep detailed notes about your support cases and give you complete online access to those notes. If you want to know about the status of an open case, you can quickly check online. If you want to review a solution your Support Analyst provided to you, here's instant gratification. Just log in and your full case history is at your fingertips.

Priority Software Support At-A-Glance

Your Priority Software Support subscription helps you get the most out of your Sage Accpac software—so that you and your teams can do your best work, everyday.

For one annual fee, you receive:

• Support for an unlimited number of cases— by phone, chat, or e-mail
• Online access to the status and details of your support cases
• Payroll tax table updates with included Payroll Update Plan subscription
• Unlimited Anytime Interactive training courses
• 25% discount on Realtime training courses
• Free monthly live Tech Tuesday Webcast training classes

**To subscribe or get more details, please
call 800-642-7693
Or visit us at
www.sageaccpac.com/priority**

sage

Training to boost performance.

You've got great software—now get great skills. At Sage Software University, you can choose from a wide variety of courses covering the Sage Accpac family of products. All Sage Software University courses qualify for CPE credit. Here's what's included with your Priority Software Support plan.

On-demand courses for the whole team.

Outsource your Sage Accpac training to us. Priority Software Support includes unlimited access to a comprehensive Anytime Learning subscription package.

The package includes Web-based, pre-recorded courses on all of the Sage Accpac core modules. Available on-demand to suit employees' schedules, these courses are ideal for reviewing Sage Accpac functionality, training new hires, and cross-training your staff.

Realtime Training at 25% off.

Realtime Training courses combine the interaction of a classroom with the convenience of the Web. Sessions include live product-specific instruction, electronic or printed course materials, hands-on exercises, and online review quizzes. Participants may ask questions and interact with the instructor and other participants—right from the comfort and convenience of their own office. With your Priority Software Support subscription, you receive a 25% discount on regular Realtime Training course and free monthly Tech Tuesdays classes.

Payroll made simple.

Did you ever think doing payroll in-house could be no big deal? With the Sage Accpac payroll module and a Priority Software Support plan, you'll have everything you need to perform payroll easily and accurately.

Tax table updates—at no extra charge.

The key to a no-stress payroll is making sure that payroll taxes are automatically calculated and in compliance with tax laws. Without having to use a calculator or spreadsheet. That's where a Payroll Update Plan, or PUP, can help.

Included at no extra charge with your Priority Software Support plan, the Payroll Update Plan provides you with:

- State, provincial, and federal tax tables
- Tax table updates as necessary

Now you can relax and be confident that you've got what you need to get your payroll done quickly and correctly. And for a fraction of the cost of an outside payroll service.

See how you can save over $5,000 a year with Priority Software Support:

- Anytime Interactive subscription - $1,790
- Savings on 3 Realtime courses - $296
- 5 support cases - $1,500
- Payroll Update Plan subscription - $395
- Tech Tuesdays - $1,188

Contact Information

To subscribe or get more details

Call: 800-642-7693
Visit: www.sageaccpac.com/priority

To get support

Call: 800-253-1372 (Customers within the U.S. and Canada)
        604-207-3601 (Outside North America)

Support Hours

Monday	6 a.m. – 5 p.m.
Tuesday	6 a.m. – 5 p.m.
Wednesday	6 a.m. – 4 p.m.
Thursday	6 a.m. – 5 p.m.
Friday	6 a.m. – 5 p.m.

All times are Pacific time. Holidays excluded.

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