



Request for Upgrade

Please complete the information below, sign the authorization and fax to 360.574.9620

If you do not receive a confirmation of receipt within 24 hours please contact the upgrade department at upgrade@dm2.com.

| | | | |
|------------------|--|------------------|----------------------------------|
| Company | | Date | |
| Contact | | Return To | DM2 Software, Upgrade Department |
| Fax/Email | | Fax | 360-574-9620 |

Upgrade Evaluation:

To facilitate high quality upgrades, DM2 performs an upgrade evaluation to check for a variety of areas which may need to be addressed in your upgrade. Examples include: custom office modifications, custom forms, custom programming, non-custom code modifications (hard-coded configurations), Extended Solutions, third party solutions, trial-version software, custom reports, or custom menus.

The cost is based on the actual time spent by DM2 personnel during this evaluation and discussion(s) with you. This evaluation time will be included in the upgrade quote and invoiced once your upgrade begins.

Signing this request authorizes DM2 Professional Services and Programming resources to begin billable "time & material" work on your Upgrade Custom Programming Review. Once the Custom Programming Review is complete, a work order - with estimated dollars for your upgrade - will be submitted for your approval.

To proceed with this process please complete the following two steps:

- 1) Review, sign and fax this form to the above fax number. Your returned fax informs us that you are committed to obtaining a quote for the final cost of your upgrade.
- 2) Provide a copy of your DM2 system. The DM2 IT Department will contact you to arrange the data transfer. If you have questions, please contact the IT department at it@dm2.com.

You must be current on your DM2 Software maintenance, enrolled in DM2's Unlimited Assistance Plan (Support), and current with your Sage 100 ERP (MAS90/200) maintenance throughout the upgrade process.

You may contact the Upgrade Department at Upgrade@dm2.com if you have any questions regarding this project.

Terms & conditions: Prices do not include any applicable Sales Tax or shipping/handling costs. The current rates for installation, training, and consulting services are \$175/hr., CRM consulting services \$175/hr., programming services \$175/hr., and are due fifteen (15) days from receipt of invoice. The costs of services are subject to periodic rate increases. DM2 reserves the right to suspend the Project for any payment delinquency until such delinquency is brought current. The Upgrade Project assumes you will make no significant business practice changes, including custom programming, setup changes, etc. This review request is valid for thirty (30) days from initial send.

If this form is sent by facsimile machine (fax) or via electronic mail (e-mail), the sender adopts the document received by DM2 Software as an original and adopts the signature produced by the receiving fax machine or computer as the sender's original signature.

Approval Signature: _____

Title: _____ Date: _____