



## ***On-Site Consulting and Training Services***

Specialized Business Solutions (SBS) offers on-site consulting and training services to fulfill the diverse needs of our customers and to supplement services provided by independent Authorized Dealers such as installation, configuration, training, and troubleshooting.

On-site services can be arranged to accommodate a variety of needs:

- One-on-one training for key personnel.
- Group training for staff and management. Training seminars can be customized to focus on specific topics such as sales entry, purchasing, receivables, reporting, or other areas of interest.
- Consulting for Keystroke POS installation and configuration. While most installations are best managed by an Authorized Dealer, occasionally a Keystroke POS expert from SBS may be needed to assist the local dealer with more complex configurations such as custom integration to third-party systems or MultiStore polling and data management applications.

When on-site services are provided, SBS encourages customers to also arrange for a local Authorized Dealer to be present. SBS services can not replace the knowledge, experience, and ongoing personal attention a local dealer can offer – especially considering hardware, networking, and off hours issues. Your local dealer can both learn and add value to the time and cost of SBS on-site services.

### **Terms and Scheduling**

The standard rate for SBS on-site services is \$1000 per day, including one-way travel time based on an 8 hour work day for one person. The cost of round-trip transportation, lodging, meals, and other actual expenses are also the responsibility of the customer. Travel expenses such as airline tickets, rental cars, hotels, and meals are charged at actual cost. If a personal or SBS owned vehicle is used, actual mileage from the SBS office will be billed at the standard IRS mileage rate (\$0.585 per mile through 12/31/08).

Scheduling, scope of the services to be provided, and other arrangements should be planned with as much advance notice as is reasonably possible. A minimum of 50% pre-payment is required prior to confirmation of travel and other necessary accommodations. All non-refundable travel expenses must also be paid prior to services.

Specialized Business Solutions



**For more information, or to arrange for  
SBS on-site services at your business  
location, please contact SBS at:**

**800.275.4727**