

Request Form for Routine Annual Software Support

o Annual Setup of event database

Date requested for implementation _____/_____/_____

*** Please allow minimum 10 business days notice

Starting number of raffle tickets for new event: _____

*** Up to 5 digits allowed for starting number

o Database Export and Import of Donor mailing list

Date requested for implementation _____/_____/_____

*** Please allow minimum 10 business days notice

Export format request: _____

**** Options: [CSV, "] , [CVS, []

Export Address Priority: _____

**** Options: Billing address OR Shipping address

Contact information for any third party involved

Name:

Address:

City, St.

Phone Number:

Email Address:

Web address:

FTP: [Address/Login/Password]

Import must match exact format performed export; addition hours will be billed for needed corrections.

o Custom Report building

**** Analysis for feasibility and quote is billable at current listed rate.

Complete description of requested custom report(s).

Data to be included on the request report(s)

Data format of layout (please include example in document)

Custom programming charges may apply to build the requested report(s)

Allow 10 business days for report(s) feasibility response

Note: Some reporting may not be available for all versions

o Custom Programming

**** Analysis for feasibility and quote is billable at current listed rate.

Complete description of proposal

Custom programming additions can be limited to current software versions & database dynamics

Allow 10 business days for report feasibility response

Authorization signature for approval to access to remote system.

Company Name: _____

Print Name: _____

Print Title: _____

Authorized Signature. _____

Date: _____/_____/_____

I Authorize Divine Logic to: (Please Check One)

Access my network only to attempt to resolve the above listed issue

Access my network to attempt to resolve the above listed issue and any future request.

Charges will apply please see our website for current rates:

These terms and conditions are subject to change at any time in Divine Logic's sole discretion without prior written notice.

**THIS FORM MUST BE ON FILE BEFORE ANY REMOTE ACCESS WILL BE GRANTED
FAX (559)437-2777**