

ONLINE TRAINING

HOW IT WORKS:

1. SET UP TRAINING TIME

SherWare Support offers online training for our clients. This training requires a high-speed internet connection from the workstation where the software is installed. The online training uses the GoToMeeting.com web application combined with telephone communication to provide an interactive environment where users can see the screen and interact with the presenter during the training session.

Simply contact SherWare Support to set up your online training. The cost is \$125 per hour. Any additional time over an hour will be billed in 15 minute increments.

2. GO THROUGH TRAINING

Once you have a training session set up with one of SherWare's support staff, they will then contact you at the appropriate time and provide with you instructions on how to access the online meeting. You will be given a meeting ID so you can see their screen and if this is a group training session, you will also be given a number you can call for a conference call learning session.

ON-SITE TRAINING

HOW IT WORKS:

1. SET UP TRAINING TIME

On-site training can be conducted for a single user or for multiple users. The costs for either type of training are the same and are detailed below. The base training cost plus any expenses will always be charged. The travel time training cost is dependant on the location of the training and the required travel time. During on-site training, clients will be able to walk through the software and their company data with the support technician, ask questions and see how to use the software more efficiently.

To set up on-site training, contact SherWare Support to discuss possible dates for your training. The support technician that will be available to come for your on-site training will then confirm some possible dates with you and provide you with an estimated cost for travel expenses, depending on the location.

2. COSTS

- **BASE TRAINING COST: \$1,500/day**

This fee covers the support technicians time spent training and covers a normal 8-hour work day. Any additional time spent training beyond a normal 8-hour work day will be billed at \$100 per hour.



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2. COSTS CONT.

● TRAVEL TIME TRAINING COST: \$475/DAY

SherWare, Inc. is glad to provide on-site training for their clients, but that training also results in time away from the office for the staff member doing the training. Even though no training is being done, travel days are still time that the staff member is unable to be performing their normal job functions. To compensate for that loss of time/performance, any days spent traveling to or returning from an on-site training will be billed at half the normal base training cost per day.

● EXPENSES

There are a number of possible expenses involved with traveling. A breakdown of the common types is listed below. All expenses will be billed at their actual amounts. Copies of receipts can be provided, if requested.

- **AIRFARE:** All fares, plus any security fees, taxes, etc. if a training site is beyond normal driving distance.
- **RENTAL CAR:** If a rental car is required, all rental charges, taxes, fuel charges, etc. will be included in the expenses. The standard vehicle being rented will be a mid-sized sedan.
- **HOTEL:** All charges, taxes, fees, etc. will be included in expenses, should any overnight stays be required.
- **FOOD:** All food purchased on travel or training days will be included in the expenses.
- **MILEAGE:** If a training session is within driving distance, mileage will be billed at the IRS-determined rate for the calendar year in which the training takes place.
- **OTHER CHARGES:** Any other expenses incurred during the normal course of travel will be billable. These charges could include but are not limited to the following: airport parking, parking fees while on-site for training, rental car fuel charges, toll road charges or taxi charges (if a rental car is not purchased).

3. GO THROUGH TRAINING

Once you have an on-site training session set up with one of SherWare's support staff, they will then contact you to go over any specific topics you would like them to go over while there, so they can come prepared.

