Shelter Pro Version Upgrade Order

1) Contact information

Organization Name	
Street Address	
City, State and Zip	
Phone (include area code)	
Contact person	
Email Address	

2) Version Upgrade Pricing (note - build upgrades are free of charge, see following page for explanation)

☐ **Single module**	**$125**	$
☐ **Two module**	**$225**	$
☐ **Three module**	**$325**	$
☐ **Four module**	**$425**	$
☐ **Five module**	**$495**	$
☐ **Six module**	**$545**	$

3) Select any modules being added…

☐ **Shelter Management Module** (impounds, lost, wish, etc.)	**$495**	$
☐ **Animal Control Module** (incidents, citations, etc.)	**$495**	$
☐ **Animal Identification Module** (Licensing, Vaccs, Chips, etc.)	**$495**	$
☐ **Donations Module**	**$295**	$
☐ **Traps Module**	**$295**	$
☐ **Accounting Module** (Payments, Receipts, Invoices, Bank Deposits)	**$495**	$

4) Select additional items…

☐ **Additional user sessions** **specify count here ----→** _____	**$95 each**	$
☐ **Shelter Kiosk – touch screen(*) enabled access for animal searches**	**$1200**	$
☐ **Annual technical support for customers with 1 – 4 users**	**$295**	$
☐ **Annual technical support for customers with 5+ users**	**$395**	$

* This is the software only. Customer must provide touch screen enabled computer hardware.

5) Total purchase

Grand total	$

6) Select payment method

☐ **Check enclosed** (please make check payable to RoseRush Services, LLC)
☐ *** Credit Card** (please make credit card payments on www.ShelterPro.com)
☐ **Bill me** (note that Shelter Pro will be in a demo mode until payment is confirmed)

*An additional 3% charge is added for amounts paid via credit/debit card payments

(continued on the next page)

Check out our website at www.ShelterPro.com

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Explanation of Annual Technical support coverage

- Technical assistance is limited to questions regarding the Shelter Pro system. Problems with computer hardware, software (except Shelter Pro), operating systems, networks, communications, and data recovery are not included in technical assistance fees. We can help with issues not related to Shelter Pro, however, payment for technical assistance will be billed in addition to the Shelter Pro pricing structure. If technical assistance is not purchased, a $85 per incident charge will apply if services are requested at a later date.
- Technical assistance without User Administration will not cover assistance with password/access assistance when access is prohibited due to lost or forgotten user ids or passwords. We can help with these issues if technical assistance with User Administration support has not been purchased, however there is an $85 per incident charge.
- Technical assistance with User Administration will only cover assistance with password/access assistance when access is prohibited due to lost or forgotten user ids or passwords. This only applies to Shelter Pro and no other software packages or network systems.

Explanation of upgrades

- Build upgrades are included in the purchase price. Newer builds of a version will typically include enhancements which are identified and implemented while not requiring a version upgrade. To get build upgrades for free, you must be able to download the upgrade using an internet connection.
- Version upgrades are not included in the pricing. Version upgrades come about when significant enhancements are implemented which require a change in the database structure. They typically occur once per year. Since version upgrades provide significant new and improved functionality, there is a charge for these upgrades. The pricing will vary based upon the number of modules which have been purchased.

Example

If the version/build you originally purchased Shelter Pro is 9.12.0005, the version you have is 9.12, and the build is 0005. As 9.12 is improved, the enhancements are distributed as new builds, and would be known as 9.12.0006, 9.12.0007, 9.12.0008, etc. As these new builds are released you may get these upgrades without additional cost. At some future date, 9.13.0000 may be released. At this point there is a version upgrade (version 9.13). You may determine that the features in 9.13 are valuable to you and wish to upgrade. At that point, you will be able to upgrade upon payment of the Version Upgrade Pricing schedule.

Documentation is included in the purchase price. This includes but is not limited to The Shelter Pro User's Guide and The Shelter Pro Administration Guide. All documentation is in soft copy form. If hard copy is desired, our customers are welcome to print the documentation.

5) Sign and date

Signature _____ **Date** _____

6) Send order

Please make checks payable to RoseRush Services LLC. Purchase orders are accepted. Return your order to:

RoseRush Services LLC
P.O. Box 2006
Buena Vista, CO 81211

Phone   **(936) 273-1904**
Fax   **(936) 622-6813**

Prices are subject to change without notice.
Thank you for your order!

Check out our website at www.ShelterPro.com