Shelter Pro Order Form
(with SQL Server backend)

1) Contact information

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

2) Initial installation / purchase options

☐ **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**	$
☐ **Best Value – get all modules with initial purchase and save**	**$2395**	$

3) Annual Software Licensing, Support, and Upgrades (5 user minimum)

☐ **Annual software licensing – 5 users**	**$1650**	$
☐ **Annual software licensing – 6 users**	**$1895**	$
☐ **Annual software licensing – 7 users**	**$2195**	$
☐ **Annual software licensing – 10 users**	**$2395**	$
☐ **Additional users (11 or more)** specify quantity➔ _____	**$215 each**	

4) Optional extras…

☐ **Shelter Kiosk – touch screen (*) enabled access for animal searches**	**$1200**	$
☐ **PetWhere conversion**	**$395**	$
☐ **Remote training session(s)**	**$500 / each**	$
☐ **Conversion from other data sources**	**Call**	$
☐ **Onsite training**	**Call**	$
☐ **Customizations to Shelter Pro**	**Call**	$

* 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

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Explanation of Annual Technical Support coverage

- Technical support 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.
- Technical assistance does not include user training. Training options are available and can be purchased separately.
- Data backups are the customer's responsibility. Daily backups are recommended, however backup procedures are at customer's discretion.
- For support service, customers are welcome to call and/or email as needed. Most issues will receive initial recognition with a first call during normal weekday business hours. However if we are not available please leave a message knowing that we take great care in returning messages.
- At a minimum, any reported issue will get acknowledgement within 48 hours of initial report. In actual practice, most technical support issues will be serviced and solved within a few hours of first contact.

Explanation of upgrades

- Build upgrades - Newer builds of a version will typically include enhancements which are identified and implemented while not requiring a version upgrade. Build upgrades are included with annual licensing with the SQL Server backend option.
- Version upgrades –Version upgrades come about when significant enhancements are implemented which require a change in the database structure. Version upgrades are included with annual licensing with the SQL Server backend option.
- Upgrades are provided via internet download. High speed internet access is required.

Explanation of Annual Software licensing

- Shelter Pro is licensed to customers on an annual basis. The minimum cost for annual renewals is $1650 per year. This pricing includes up to five (5) user licenses for the software. Additional user licenses can be purchased if more than five are required at the pricing described on this order form. Annual renewal pricing is subject to change.
- An invoice for renewal will be sent prior to license expiration. Once renewal payment (or purchase order) are received, the software license will be extended for an additional twelve (12) months.
- Documentation is included. 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.

7) Sign and date

Signature _____ Date _____

8) Send order

Please make checks payable to **RoseRush Services LLC**.
Purchase orders are accepted. Mail or fax order to:
RoseRush Services LLC
P.O. Box 2006
Buena Vista, CO 81211
Phone (800) 533-8599   Fax (936) 622-6813
Prices are subject to change without notice.
Thank you for your order!

Check out our website at www.ShelterPro.com