



Maintenance Invoice

Date Feb-28-2016
Invoice # A59120
Acct. # 1101
P.O. #
Master # 01170802

Bill To:
 City of Fort Collins
 Attn: Jamie Heckman, ERP Program Mgr
 PO Box 580
 Fort Collins, CO 80522-0580

Maintenance Period Start May-01-2016
Maintenance Period End Apr-30-2017

Contact: Rachel Springob, Interim ERP Program Manager

End User: City of Fort Collins
 Attn: Rachel Springob, Interim ERP Program Manager
 215 N Mason St
 Ft. Collins, CO 80521

Ship To:
 Attn: Rachel Springob, Interim ERP Program Manager
 215 N Mason St
 Ft. Collins, CO 80521

Item	Description	ERP Version	Amount
SS*	Spreadsheet Server Software Maintenance	JDE	8,130.00
<i>Annual software maintenance due on or before the maintenance start date.</i>			
Total			8,130.00
Sales Tax			0.00
Balance USD			8,130.00

Remit To:
 Global Software, Inc.
 3201 Beechleaf Ct.
 Suite 170
 Raleigh, NC 27604

Contact us for Wire Transfer information
 Fed ID# 56-1944603
 GST# 12487 9313 RT

Thank you for your business!
 Billing Questions: 919.865.5456 or accounting@globalsoftwareinc.com

Dear Valued Customer:

Please find a maintenance invoice enclosed.

Our commitment at Global Software, Inc. is to provide superior products, services and support to our customers. Global Software, Inc. has made a strategic investment in product development that will allow customers to take maximum advantage of the most advanced technologies. Through constant internal review, extensive customer communications and feedback, as well as focused user forums Global Software, Inc. is now able to offer a wide scope of optional products/services that can be tailored to the needs of each customer. Most importantly, the Global Software, Inc. AIMS program forms the foundation of our customer support culture and includes the following:

- 24 hour, 7 day toll-free Application and Technical support (800.849.7500)
- New releases
- Product bug fixes
- Updated documentation
- Technical support Webex assisted installs and upgrades
- Ability to move from one ERP to another using existing Spreadsheet Server licenses
- Customer portal on our website www.globalsoftwareinc.com
- Ability to download releases and/or documentation from our website
- Webex based live interaction to troubleshoot/analyze customer issues
- User Forum attendance
- Quarterly Newsletters

Please forward this invoice to the appropriate person or department for processing. We look forward to working with you in the coming year and to providing you with the best customer care possible.

Thank you for your partnership.

We remain at your service.

Becky Kaufman
Vice President, Client Services
T: 919.865.5413