

ACS Custom Programming Guidelines

(Effective 3/10/03)

Custom programs require special attention to create and maintain. We ask your consideration and cooperation when making a custom program request. The guidelines for requesting custom programming are as follows:

Note:

Custom programs are written only for the output portion of ACS. Some examples are reports, statements, extract files, labels, checks and inquiry options. No written documentation is supplied for custom programs.

1. Your ACS software must be fully up to date, and you must have a support contract with ACS. This is because the more up-to-date releases of ACS may already meet your needs.
2. You are responsible for testing your custom program before using it on live, mission critical data.
3. This software may be used as an enhancement to the product.
4. All custom programs are the property of ACS Technologies, Inc. If any other organization wishes to use the product, it must be purchased from ACS Technologies, Inc.
5. You will need to complete the Request for Custom Programming in detail. ACS Support staff will review your request. Many times ACS can already handle your request, or may be able to meet your needs in another way. There may be cases in which the current software cannot accommodate your request. In these cases your request will be relayed to the Programming Department for review. You will be contacted by a member of the Programming Department within 10 business days upon receiving your request. This will allow us to acquire any additional information required to provide an accurate price estimate and estimated completion date. Prior to any work on your custom program, your signature and date will be required after an estimate and time are provided.
6. Estimates will be based on a \$100 per hour rate with a one-hour minimum. Shipping and Handling charges will apply unless programs are transferred via email. Any requested changes to the custom after the original estimate will be estimated on a per item basis and will require a signature for approval. Changes made after the original estimate may also affect the completion date.
7. Inevitably, there will be changes to the ACS product and in some cases these changes will affect your custom programs. If you experience problems after loading an update from ACS, please contact us. Corrections made to programs that have been affected by ACS updates will be estimated at the reduced price of \$50 per hour.
8. We will try to the best of our abilities to fulfill your request. If we cannot resolve your request with a custom program, we ask you to enter it as an enhancement request. In the near future, we may be able to give you a resolution in an update.

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