



**PARISH
DATA
SYSTEM™**

PDS is focused on serving the Catholic community.

We strive to create products and services that provide you the time to focus on ministry rather than administration. To make it easy to get the help you need, we have established a support organization that is second to none. On a consistent basis, we keep our staff within reach of yours to listen and understand your needs. Your input becomes one key source for product enhancements, new services, and improvements to our support offerings. We provide the most comprehensive assortment of solutions in our industry and have developed a reputation of leadership in both service and technology.

Preferred Client Program



The PDS Preferred Client Program™ is your key to help!

- Unlimited telephone and e-mail support
- Free software version upgrades
- 24/7 access to all online resources
- Free online self-paced training videos
- 90-day free trial for new clients

The PDS Preferred Client Program is much more than a support and maintenance program. It is intended to provide you with everything you need to keep up with changing technology and give you full functionality of your PDS applications.

Software Support

- Experienced, courteous support representatives and individualized case history tracking
- Unlimited, toll-free telephone, e-mail, and fax support during regular business hours
- Full access to the online Knowledge Base plus Tips & Tricks
- Remote assistance service using a Web-based desktop streaming application to communicate between your computer and PDS representatives

Software Upgrades

- Free software upgrades including the latest enhancements and F1 Help revisions
- No additional costs for software upgrade materials such as CDs, packing materials, and standard postage
- Tax update information available for download via our Support Web site

Networked Multi-User Support

- Meets the needs of clients who use enhanced versions of PDS software, are on a networked environment with more than one concurrent user, and who are enrolled in the Preferred Client Program*

* Extra charge per month/site includes support for all the systems / clients that are part of the site network

Special Services

- Manage your profile information and review support history via our Web site
- Exclusive offers and special announcements
- Free Web site strategy assessment
- Free access to self-paced training videos over the Internet

Exclusive Discounts

- Guarantee of at least 10% off any additional PDS software purchases
- Discount pricing for Classroom, 1-2-1 Online, and the PDS National Convention
- Special pricing for custom Extend™ Web site designs

Take advantage of our team of PDS experts.



**Please call 800.892.5202
or e-mail us at
solutions@parishdata.com
to enroll today!**

PDS offers solutions that are timely, tested and trusted by Catholics.

We designed this industry-recognized client program to help you keep up with the rapid pace of technology. The Preferred Client Program offers a wide variety of services and discounts to ensure your software solutions are perpetually current and supported while saving you time and money.

Preferred Client Program	Not Enrolled	Enrolled
Software Support	Per Incident	Unlimited
Toll-free telephone support	\$	●
E-mail support	\$	●
Fax support	\$	●
Remote desktop assistance service	\$	●
Web-based ticket entry	●	●
Case history tracking	●	●
24/7 access to online Knowledge Base	n/a	●
Complete access to Tips & Tricks	n/a	●
Software Upgrades		
Software upgrades	\$	●
Standard shipping for software upgrades	\$	●
Downloadable tax tables	n/a	●
Special Services		
Web site strategy assessment	\$	●
Online profile and account management	n/a	●
Priority queuing with Data Services	n/a	●
Exclusive Discounts		
Online Self-paced training videos	\$	●
Additional PDS software purchases	\$	10% off
Custom Web design for Extend™	\$	special pricing
Training Classes	\$	special pricing
Networked multi-user support	n/a	special pricing

● = included

\$ = fee

n/a = not available

Enrollment Policy

In appreciation of your first-time software purchase, you will automatically be enrolled in the Preferred Client Program free for 90 days. At the end of this period, you will remain enrolled in this monthly support program. There are no contracts to sign and you can cancel your enrollment at any time, but you will be charged per incident for all support related services. Support is only available during the listed business hours. Software upgrades are available for purchase. You will be billed for all associated expenses such as the software itself, printed documentation, packing supplies, and postage. Please, contact your sales consultant for pricing. All training programs and services are open to all clients at regular rates.

To make a change in your enrollment status, simply call PDS at 800-892-5202. Invoices are billed one month in advance, any enrollment changes should be made prior to the 25th of the month to avoid charges for the next month.

Please call 800.892.5202

or e-mail us at

solutions@parishdata.com

to enroll today!

PDS Support

Standard Hours: Monday - Thursday 9 a.m. until 8 p.m., Friday 9 a.m. until 6 p.m. (Eastern Standard Time)

Phone: 877.737.4457

Fax: 602.789.0597

E-mail: support@parishdata.com

