

Introducing Peachtree Business Care

Peachtree Business Care¹ is an **annual auto-renewing subscription service** offering three plans that give you exactly what you need to stay current with the latest Peachtree software...and prepared with powerful Peachtree capabilities. Plus, you receive 12 months of our support.

As a customer using Peachtree by Sage Pro Accounting and higher, you get peace-of-mind knowing you are always up to date.

	Essential Plan	Preferred Plan	Preferred Plan with e-Filing
<p>■ The Latest Peachtree Software</p> <ul style="list-style-type: none"> Includes every upgrade of your Peachtree product that is released while you're enrolled...all at no additional charge. You'll have the latest technology, the best features, the most productive tools, and the smoothest compatibility with other software and services. 	■	■	■
<p>■ Unlimited² Access to Our Customer Support</p> <ul style="list-style-type: none"> You'll have someone to contact—by phone or e-mail—with issues or questions about your Peachtree software or Microsoft Excel³. No need to consult the manual—the Peachtree specialists can show you how to do it as simply as possible. Our specialists will resolve error messages that may occur, as well as help you avoid future issues. Get access to data repair and password recovery assistance. 	■	■	■
<p>■ Invitations to Web-based Training Sessions</p> <ul style="list-style-type: none"> Learn how to get the most out of existing and NEW features. Receive Peachtree Self-Study Guides on CD with every upgrade you receive. 	■	■	■
<p>■ Valuable HR Resource Center</p> <p>Includes 24/7 online access to expert HR advice, and resource center, powered by HR411[®], at your fingertips. Download HR and best practice guides, documents and forms, model employee policies, HR Audit Wizard, and more. For details, visit www.hr411.com/sage_welcome.php</p>	■	■	■
<p>■ Peachtree Simple Payroll⁴</p> <p>Our basic payroll solution is designed to simplify your payroll tax process. You maintain control of processing payroll when you want, and we'll maintain your tax tables, so you don't have to constantly keep up on regulation changes.</p>		■	■
<p>■ Peachtree Select Payroll⁵</p> <p>Contains all the benefits of Peachtree Simple Payroll, PLUS you will be able to e-File your quarterly and year-end payroll tax forms, and pay tax deposits electronically.</p>			■

Frequently Asked Questions



Business Care

Peachtree Business Care is an easier, worry-free way to make sure your business is always using up-to-date, optimally compatible, and fully supported Peachtree software. After all, too much is at stake to have it any other way.

Q. Which Peachtree Business Care plan is right for my business?

- A.** If you use Peachtree to run payroll and e-Filing, then you'll want the Preferred Plan with e-Filing, which includes Peachtree Select Payroll (formerly known as Peachtree Payroll Tax Update Service with e-Filing Advantage) for timely updates to payroll tax regulations throughout the year, while maintaining the ability to e-File your taxes.
- If you just use Peachtree to run payroll, then you'll want the Preferred Plan, which includes Peachtree Simple Payroll (formerly known as Peachtree Payroll Tax Update Service) for timely updates to payroll tax regulations throughout the year.
 - If your business does not take advantage of the payroll capabilities in Peachtree, then the Essential Plan is best for you.

Q. Why do I need the support that comes with Peachtree Business Care?

- A.** With Peachtree Customer Support, you have a specialist on call, who is highly trained in your accounting software. Our Customer Support Center can answer your questions about Peachtree... show you time-saving shortcuts...work through issues...and help you with tasks from closing a period to running exactly the right report. You can call as often as you like, for any Peachtree question. That can be a lifesaver if you need help completing a crucial accounting task. Peachtree support, with unlimited² access, is included with either Peachtree Business Care Plan from the date you enroll.

Q. If I already have a support contract, does Peachtree Business Care replace it?

- A.** Yes. With Peachtree Business Care, you'll always have unlimited² access to support for as long as you're enrolled.

Q. What's so important about having the latest Peachtree software?

- A.** By using the most current Peachtree software, you'll have the most efficient, most productive, most insightful accounting tools at your disposal. This is important since every Peachtree release includes significant enhancements and valuable new features, many of which are requested by our customers. It also ensures that you'll have access to a full range of integrated Sage products and services for other aspects of your business. Your Peachtree Business Care plan includes every upgrade of your product that is released while you are enrolled.

Q. What if I want a different Peachtree accounting solution than the one I have now?

- A.** Peachtree Business Care plans are available for most Peachtree products. Call your Peachtree Sales Specialists for details.

Q. Is there any additional charge for the online training sessions?

- A.** No. You will receive invitations via e-mail, and may participate as often as you like at no additional charge.

Q. Can I still buy upgrades, support and Peachtree Simple Payroll or Peachtree Select Payroll individually?

- A.** Yes. But Peachtree Business Care is the easiest and most cost-effective way to get the Peachtree products and services you need.

Q. What happens when it's time to renew?

- A.** To ensure that your service continues without interruption, your Peachtree Business Care plan will renew automatically each year on the anniversary of your initial enrollment. You will always receive a renewal notification at least 30 days prior to that date in case you choose to cancel.⁶

¹ The Peachtree Business Care Plan (which includes product upgrades, updates, and customer support) will be renewed automatically each year on the anniversary date of your purchase unless you terminate your agreement prior to that date.

Renewal is not required for continued access to product updates for supported versions.

² Support Specialists are available from 8:30 am until 8:30 pm ET Monday-Friday, and reserve the right to limit a call to one hour or one incident.

³ Sage will assist with the management of Peachtree data in Microsoft Excel 2000, 2002, 2003 and 2007. We reserve the right to limit calls to one hour or one incident.

⁴ Peachtree Simple Payroll includes all the latest federal tax law changes plus coverage of two states of your choice. Year-end payroll forms (such as W2s and 1099s) are updated at the end of the calendar year. Customer registration and valid e-mail address are required. Not available with Peachtree First Accounting. Forms for PR and US VI are not supported.

⁵ Peachtree Select Payroll includes all the latest federal tax law changes plus coverage of two states of your choice. Includes over 230 federal and state forms. Year end payroll tax forms (such as W-2s and 1099s) are updated at the end of the calendar year. Forms manually filed where electronic filing is unavailable. One employer identification number ("EIN") per subscription (if you have more than one EIN, please call 877-231-3761). Registration, authorized signature, Internet access, and valid e-mail address required. W-2 form delivery to employees requires additional fees. Additional fees may apply for late filing. Subject to third party terms and conditions. Not available with Peachtree First Accounting. Forms for PR and US VI are not supported.

⁶ To ensure continuous service, subsequent years will be automatically billed to the same credit card each year on the anniversary date of your purchase at the then current rate after notifying you 30 days in advance of your anniversary date. You may terminate the plan with at least 7 calendar days' notice prior to your renewal anniversary date and not be charged for the renewal.