



# T3 Ventures

Providing Quicken training, consulting, sales & support for QuickBooks,  
RetailPOS & other Quicken accounting solutions in NSW, Queensland & NT

## Terms of Engagement

We thank you for choosing our consulting services to assist you with your Quicken requirements. These terms of engagement assist in defining the parameters of our relationship. An engagement letter serves to define your expectations and assists us in ensuring that we meet those expectations.

We will treat this letter as the basis of our ongoing relationship and do not intend to reissue the letter unless there has been a significant change in the services we provide for you. If you misplace your letter or require an updated version please do not hesitate to contact us to request one.

Please read this letter and if the relationship is not fairly defined please contact us and we will amend the letter. If you accept the contents as a fair definition of our business relationship please complete the information page and return to the office for our files.

Our goal is to be 100% referable. That is, we want all our clients to feel comfortable to refer anyone to us, 100% of the time.

Our commitment to you is that we will endeavor to deliver a service that is:

- Effective
- Accurate
- Timely
- Friendly
- Confidential
- Courteous
- Supportive

An outstanding experience in every way.

## Purpose and Scope of Engagement

Services Provided: Our engagement includes provision of the following services:



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- Consulting on Quicken accounting and financial software as per Quicken's sunset policy [www.quicken.com.au/Support](http://www.quicken.com.au/Support) (live support on the latest 2 versions).
- Sale of Quicken software
- Installation of Quicken software
- Delivery of Quicken software training courses in a classroom
- Provision of Quicken software one-on-one training at your site. Training on the software includes all functions which you require and the capacity of the software.
- Remote support on Quicken software
- Any telephone queries on work carried out during the assignment will be supported for a period of 1 month following the last site visit.

## Disclaimer

T3 Ventures is a service provider independent from Quicken and as such we provide no assurances in relation to the software product or its performance. We acknowledge that you have been informed that we of T3 Ventures are not a Registered Public Accountant, a Registered Tax Agent nor an Authorised Financial Advisor. It follows that you will not rely upon our advice, in matters which fall within the province of professional advisers. However, if you choose to rely upon our advice, without confirmation from your professional advisers, then you understand that the adoption of our advice would be entirely at your own risk Any advice that we may tender, is provided in the general course of providing the services in the preceding paragraph and is not specialised accounting, financial, tax, industrial, or accounting advice.

**Client:** These services are to be supplied to the following businesses and persons:

**Client Responsibility:** The extent of the record keeping function performed by the client will vary depending on the assignment and will be agreed during the course of the relationship. It will be the client's responsibility to ensure the completeness and accuracy of the source documents and information supplied. It will also be the client's responsibility and to provide explanations on any item questioned in the course of the assignment. This is necessary to ensure the accuracy of the financial information compiled under this engagement.

**No Audit Conducted:** The Client is responsible for the maintenance of internal controls for all the business entities. That includes the keeping and maintenance of all required source documents. We are not engaged to conduct a statutory audit of the



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financial records of any of your business entities and we will not express an auditor's opinion as to the truth and fairness of the financial statements.

**Ownership of Documentation:** The financial statements and any other documents that we are specifically engaged to deliver training on the preparation of, together with any original documents given to us by you, shall be your property. Any other documents brought into existence by us, including general procedures and draft documents will remain our property at all times. If our services are terminated, we shall be entitled to retain all documents that we have prepared or hold until payment in full of all outstanding fees.

**Contact details:** We recognise that it is important to be accessible to our clients whenever possible. Contact options for dealing with our firm are included in the footer at the bottom of each page:

**Telephone Policy:** We appreciate that you will need to contact us from time to time and often this need will be urgent. We have thus devised the following policy to ensure that your questions are dealt with in the shortest possible timeframe. We suggest you use the business telephone number as your first point of contact. The nature of our business involves on and off site work and if you are unable to contact us on the business number, you WILL be able to leave a message that will be dealt with promptly. For less urgent matters please utilise email or facsimile facilities listed below. This allows you to leave a detailed message and we will then deal with your request as soon as possible. We do not normally offer phone support outside of business hours.

**Invoicing Policy and Schedule of Fees:** A full schedule of fees is attached. The prices listed will apply unless otherwise quoted. Hourly rates are subject to change. We are committed to delivering value for money and will adjust rates in accordance with market conditions. However, payment for software, hardware and other goods are to be paid for prior to ordering. We expect fees to be paid upon receipt, which is communicated on our invoices.

We send statements at the end of each month for balances that remain unpaid. If all or part of an account remains unpaid after the allowed payment period, we reserve the right to charge interest on the unpaid balance amount at the fixed rate from time-to-time under the penalty Interest Rates Act 1983. We also reserve the right to cease the provision of services until any monies outstanding for longer than 30 days are paid in full or alternative payment arrangements are agreed to in writing.

Yours Faithfully  
Fiona Mac Lean



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## Client Information

Used: To establish and maintain your relationship as a customer of T3 Ventures  
To provide the products and services you have requested from T3 Ventures  
To administer and manage those products and services  
To answer your enquiry

*\*For direct marketing by email, specials on products and services you have shown interest in*

We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law.

**\*If you do not wish to receive newsletters please circle NO**

**Your signature on this form indicates your acceptance of the Terms of Engagement and Schedule of Fees. Please complete this form and return to the office and once received your appointment with the consultant will be confirmed.**

Signature: \_\_\_\_\_ Dated: \_\_\_\_\_

Company	
Industry	
Number of Employees	
Contact	
Position	
Postal Address	
Street Address	
Email	
Phone	
Fax	
Accountant's Name	
Accountant's Company	
Accountant's Phone	
Quicken Customer ID	
<b>Quicken Software* (please include full product name QuickBooks Premier 2007/08 )</b>	
Do you purchase and annual subscription for your software? (Please circle)	Y N
Are you a Quicken Advantage member? (Please circle)	Y N
<b>Your preferred method of payment (please tick)</b>	
Direct deposit to BSB 082 125 Account 584006210	
Master Card OR Visa Card (no fees charged)	
Cheque payable to T3 Ventures	

\* (This information is useful if we need to contact Quicken re a query on your behalf). If you are not sure what type of Quicken software you have, or what version, simply do the following:

1 Open your Quicken program 2 Hold down the Ctrl key on your keyboard (bottom left hand corner) and press the 1 key on your keyboard, then release both the Ctrl key and the 1 key. 3 The software and version is the first line of information that appears – the Product line. 4 Left click on the red X in the top right hand corner of the Product Information screen to close this window.



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## SCHEDULE of FEES NSW

As at 1<sup>st</sup> July 2007

QuickBooks On-site Consultations ( <b>a minimum of 2 hours</b> )	\$143.00/hr
Travel to site outside city area	\$ 66.00/hr
Remote support (per 15 min segment)	\$ 33.00

Any extra costs incurred will be charged as per cost.

Charges apply to the nearest 15 min block and all onsite work reflects a minimum charge of 2 hrs.

Payment Terms: Payment is due at time of consultation. An invoice will be supplied to you (by email, fax or mail).

Payment for software, hardware and other products are to be paid at time of placement of order.

All software and hardware items remain the property of T3 Ventures until payment has been processed.

**GST: GST (10%) is included in all charges.**