



BEST CHOICE

MUNICIPAL ACCOUNTING SOFTWARE

RA SERVICES

A division of RT TECH LLC



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RAMicro

Phone: 724) 481-1040

Fax: 724) 481-1044

10/01/2012

ABOUT US

- ☞ **RA SERVICES** is a Municipal Government software company located in Western Pennsylvania. The company started in 1987 and has grown to be one of the largest municipal government software vendors in the area.
- ☞ **EXPERIENCE** for over 25 years in accounting, computer technology and local government, keeps us at the forefront of municipality software needs.

WHAT WE OFFER

- ☞ **BEST CHOICE MUNICIPAL SOFTWARE** was written *exclusively* for Local Government.
- ☞ **SERVICE, SUPPORT & TRAINING** is our specialty. We are always there when you need us.
- ☞ **EASY to USE** one screen layout makes the software very user friendly.
- ☞ **LOWEST PRICES** available means even the smallest municipality can now afford our Software and Services.
- ☞ **ERROR DETECTION & CORRECTION** features combined with numerous checks and balances keeps your books in balance and ensures a clean audit at year end.
- ☞ **BACKUP & SECURITY** procedures help preserve data integrity and avoid catastrophes.



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SOFTWARE COMPARISON

Item	BEST CHOICE	Other Vendors	Item	BEST CHOICE	Other Vendors
WRITTEN FOR LOCAL GOVT:			FEATURES:		
	YES	NO			
+20 years experience in Accounting & Computer Technology	YES	NO	Easy to Use (same screen used in all applications)	YES	NO
+11 years experience in Municipal Government	YES	NO	Software Setup, Installation, Configure included	YES	NO
Fund Accounting System	YES	NO	Routines to Detect & Correct Mistakes	YES	NO
Multiple Checkbooks & Bank Accounts	YES	YES	Use Mouse or Keyboard or Both	YES	NO
Due To/Due From Accounting availability	YES	NO	Audio & Visual Aid features	YES	NO
State Use Report Provisions	YES	NO	All related Files are Integrated	YES	?
Treasurers & Fund Totals Reports	YES	NO	Data is only entered once	YES	NO
Multiple pre-designed Municipal Reports	YES	NO	Find Records easily & by Groups	YES	NO
Lien Letters	YES	NO	Popup into Other Files for Lookups	YES	NO
Custom Municipal Form Letters	YES	NO	Access Other Files & return to original record	YES	NO
Error Detection & Correction	YES	NO	Demo Practice Files provided	YES	NO
State Auditors Preparation, Analysis, Reports	YES	NO	Runs on all levels of Windows	YES	YES
Municipal Budget Preparation, Analysis, Reports	YES	NO	"Bug Free" Software (no glitches)	YES	NO
State Chart of Accounts	YES	YES	Network Ready	YES	YES
Ledger, Payables, Receivables	YES	YES	Network Record & File Lockout	YES	?
Payroll	YES	350/yr	Software Guarantees	YES	NO
Payroll Sick, Vacation, Comp Time Tracking	YES	NO	Known Software Language	YES	NO
GASB Compliant	YES	NO	SERVICE & SUPPORT:		
Direct Deposit Banking	YES	YES			
Roads Maintenance	YES	NO	Local Support	YES	NO
Vehicle Maintenance	YES	NO	Recommended by Major Auditing Firms	YES	NO
Map/Parcel/ Property Owners	YES	NO	Local User Groups	YES	?
Permits & Property History	YES	NO	Satisfied Local Users	YES	NO
GIS Mapping Interface	YES	NO	Software Recommendations accepted	YES	NO
Office Equipment Serial# Inventory	YES	NO	Custom Programming available	YES	NO
Inventory	YES	?	Checks & Forms Vendors recommended	YES	YES
Appointment Scheduling	YES	NO	Keep in Contact with Users	YES	NO
Purchasing	YES	NO	On-Line Documentation	YES	?
Popup Calculator & Calendar	YES	NO	Software Revisions Documentation provided	YES	NO
Loan, Savings, and Amortization	YES	NO			
Water-Sewer-Refuse Utility Billing	\$	NO	COST COMPARISON:		
Departmental Breakdown	YES	YES			
Project Tracking	YES	NO	Annual License Renewal & Upgrade	500	550
Print Postnet Bar Codes	YES	NO	Annual Premium Service & Support	450	350
Conforms to Federal Post Office Standards	YES	NO	Remote Access Support	YES	\$
Unlimited Prior Year File Access	YES	NO	Training (up to 5 hours)	500	500
Make Corrections without Journal Entries	YES	NO	Data Load (up to 5 hours)	500	500
Continue Bookkeeping at Yearend	YES	?	Seminars	25	75/400
Export Files	YES	YES	Getting Started Help	YES	\$
Export Reports to Screen, Printer, File	YES	?	Hourly Consulting Rate	96	100
Complete Cash Flow Control	YES	NO	Technical Assistance in other computer needs	\$	NO
BACKUP & SECURITY:			Accounting & Municipal Consulting	\$	NO
			Emergency Secretary availability	\$	NO
Data File Backup	YES	YES			
Monthly, Yearly, Off-Site Backup	YES	NO			
Corrupt File Repair	YES	\$			
File Recovery procedures	YES	\$			
Disaster Recovery Services available	YES	NO			
Application Password Access Settings	YES	NO			



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PRICES

Prices	Item	
SOFTWARE:		
500	Municipal Accounting Software (see following WHAT YOU GET sheet)	
250	(each additional computer)	
included	Payroll	
included	Other Municipal Application Software: Purchasing, Inventory, Serial# Tracking, Vehicle Maintenance, Road Maintenance, Map/Parcel Property, Residents, Permits, Lien & Municipal Letters, etc.	
included	Installation, Setup, Configure	
included	Getting Started Help	
	Price configurations available based on your municipality needs	
LICENSE RENEWAL & UPDATES:		
500	Annual License Renewal & Upgrade (includes all above software) (1st computer)	
250	Annual License Renewal & Upgrade (each additional computer)	
PREMIUM SERVICE & SUPPORT:		
450	Annual Premium Service & Support (see coverage sheet)	
included	Remote Access Support	
ADDITIONAL SERVICES:		
500	Training (up to 5 hours)	
500	Data Load (up to 5 hours, may involve export/import)	
25	Seminars	
96	Hourly Consulting Rate	
\$	Technical Assistance in other computer needs	
\$	Accounting & Municipal Consulting	
\$	Emergency Secretary availability	
UTILITY BILLING:		
2500	Accounting-Water-Sewer-Refuse Utility Billing (includes all above software)	
600	Annual License Renewal & Upgrade (1st computer)	
300	Annual License Renewal & Upgrade (each additional computer)	
500	Utility Billing Annual Service & Support (required) (includes Premium Service & Support)	



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WHAT YOU GET

<p>WE WILL DO ALL OF THE FOLLOWING FOR YOU:</p> <p>* Some features of the Remote Access and Server Access require the Advanced Support coverage.</p>	
<p>BEST CHOICE SOFTWARE:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Installed, Setup, Configured to your computer. <input type="checkbox"/> Configure Printers, install Fonts. <input type="checkbox"/> Configure software to computer settings. <input type="checkbox"/> Setup Username, Password, and File access authorization. <input type="checkbox"/> Setup Company Name, Address, and custom preferences. <input type="checkbox"/> Software License will be activated. (No need to enter lengthy license numbers) 	<p>free</p> <p>free</p> <p>free</p> <p>free</p> <p>free</p> <p>free</p>
<p>REMOTE ACCESS SOFTWARE: *</p> <ul style="list-style-type: none"> <input type="checkbox"/> Installed, Setup, Configured to your computer. <input type="checkbox"/> Setup for support, training, presentations, demos, file transfer, audio & video & chat support. 	<p>free</p> <p>free</p>
<p>SERVER ACCESS: *</p> <ul style="list-style-type: none"> <input type="checkbox"/> Installed, Setup, Configured private network to our server. <input type="checkbox"/> Our Server is located at our office, not out in the internet world for everyone to access. 	<p>free</p> <p>free</p>
<p>FORMS & SUPPLIES:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Assist in ordering your Payables and Payroll Checks and Envelopes. <input type="checkbox"/> Assist in W2 and 1099s Form ordering. 	<p>free</p> <p>free</p>
<p>BEST CHOICE DATA FILE BACKUP: *</p> <ul style="list-style-type: none"> <input type="checkbox"/> Software will be provided and setup to backup all BEST CHOICE Data Files daily, monthly and annually. <input type="checkbox"/> Default data drives and backup drives will be configured. 	<p>free</p> <p>free</p>
<p>DEMO COMPANY:</p> <ul style="list-style-type: none"> <input type="checkbox"/> A practice Demo Company will be installed. <input type="checkbox"/> The files can be used for training, learning, practicing, etc. 	<p>free</p> <p>free</p>
<p>DATA PROVIDED:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The basic State Chart of Accounts will be loaded. <input type="checkbox"/> A General Fund AND a State Fund will be created. <input type="checkbox"/> Payroll Software is included with no limit on number of employees. <input type="checkbox"/> The Federal Withholding Tables will be loaded along with the Allowance Tables. <input type="checkbox"/> FICA, Medicare and State Tax rates and amounts will be loaded. <input type="checkbox"/> A standard No-Lien Letter will be setup that can be customized to your specifications. 	<p>free</p> <p>free</p> <p>free</p> <p>free</p> <p>free</p> <p>free</p>
<p>STARTUP:</p> <ul style="list-style-type: none"> <input type="checkbox"/> You will be given a color Adobe PDF User Manual that you can reference or print. 	<p>free</p>



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PREMIUM SERVICE & SUPPORT

PREMIUM SERVICE & SUPPORT:

- Annual Premium Service & Support. (features only apply if an RT TECH customer)

LOCAL SUPPORT:

- Local Support means you will receive immediate and personal support from someone you know and can trust.

FORMS & SUPPLIES:

- We will advise where to obtain custom forms such as Checks, Envelopes, Labels, W2s, 1099s, etc.

EXTENDED SUPPORT:

- Support for BEST CHOICE Software will be provided by phone, internet and Remote Access.
- Support will be available 6 days a week from 8:00 AM to 7:00 PM.
- Support will be unlimited. A given incident cannot exceed 15 minutes.
- We keep in touch with our customers by phone, internet, seminars, on-site visits, and newsletters.

ERROR DETECTION:

- All computer users eventually get into trouble. (Payroll, Reconciliation, Bookkeeping, Accounting, etc.)
- Regular consulting and system monitoring can help solve potential problems before they become serious.
- We can minimize down time and offer temporary solutions during a crisis situation.

DISASTER RECOVERY:

- Assistance will be provided, when possible, in helping to restore lost or damaged BEST CHOICE Files.
- Hardware and Software may be available at our Service Center for emergency use.
- Loan computers, if available, can be rented during an emergency.
- We have extensive recovery and repair tools that can save you hundreds of dollars in repairs and down time and provide continued uninterrupted service.
- During emergency situations, temporary Accounting services are available at a reasonable rate.

BEST CHOICE DATA FILE BACKUP:

- Software will be provided to backup all BEST CHOICE Data Files daily, monthly and annually.
- It is imperative that sufficient backup procedures be implemented.

OFF-SITE BACKUP:

- Our Server is available for BEST CHOICE Data File off-site Backup. Backup Software will be provided.

HARDWARE & SOFTWARE CONSULTING:

- We keep informed of the latest advancements in computer technology and Municipal Government and can advise on hardware, software and operating system trends.
- We will advise you on which version of the Windows Operating System is the best to use.
- Hardware & Software current configurations, prices, quotes, and upgrade recommendations are available to assist you.

CONSULTING:

- The State advises using the "modified accrual method" of accounting.
- With our background and expertise in Computer Technology, Accounting and Municipal Government, we are able to offer consulting in these areas at a competitive and reasonable rate.

USER GROUPS:

- Many of the surrounding local Municipalities are using the same BEST CHOICE Municipal Software.
- Users can share ideas, experiences, and expertise.

COMPUTER SERVICES:

- RT TECH LLC is a computer service company that can address most of your computer services and needs.
- RT TECH LLC offers services to help keep your computer running smoothly and provide periodic maintenance service.

ADDITIONAL SERVICES: Items NOT covered by the Service & Support:

- ✓ any services that do not pertain to BEST CHOICE Software
- ✓ trouble-shooting hardware or other software products
- ✓ programming revisions that do not benefit existing customers
- ✓ consulting with auditors or accountants
- ✓ year end ledger adjustments
- ✓ excessive user data entry error detection and correction
- ✓ reconstructing crashed systems
- ✓ on-site requested services



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FEATURES

MUNICIPAL ACCOUNTING:

MUNICIPAL ACCOUNTING - Self-Balancing Municipal Fund Accounting, follows proper State accounting and auditing procedures. Optional Due To/From Methods of Accounting available. Provides Cash Flow Control, has simple easy to follow audit trails and is a complete self-balancing accounting system.

STATE GUIDELINES - Follows the State Ledger Chart of Accounts and is GASB compliant.

FUND ACCOUNTING - Can handle unlimited multiple Funds.

MULTIPLE BANK ACCOUNTS - Handles multiple Checkbooks and Bank Accounts.

MUNICIPAL APPLICATIONS - Ledger, Payables, Receivables, Payroll, GASB, Inventory, Purchasing, Budgeting, Lien Letters, Vouchers, Deposit Report, Balance Sheet, Income Statement, Trial Balance, Department & Project Tracking, Treasurers Reports, Fund Totals, Year-end Auditors Report, Annual Budget Report, Check Printing, Bank Reconciliation & Verification, Petty Cash, Invoicing, Receipts, Statements, Payments & Deposit Verification, Payroll, W2s, 1099s, Tax Reports, Vacation Entitlement, Delinquency Report, Late Charges & Interest Calculations, Invoice Generation, Time Tracking, Day-Week-Month-Quarter-Annual Reports, Residents Name & Addresses, Map/Parcels, Permits, Property History, Bin Recycling, Vehicle Maintenance, Road Maintenance, Water-Sewer-Refuse Utility Billing, Appointment Scheduling, Calendars, Calculator, Amortization, Serial# Tracking, Labels, Envelopes, Flyers, Forms, Templates, etc!

PRIOR YEARS DATA RETRIEVAL - Data can be retrieved from Prior Years.

YEAR-END - You can continue to process the new year without having to close the old year.

DEPARTMENTAL BREAKDOWN - Funds can be kept separate. Each Fund can be further broken down by Department.

STATE OFFICIALS & AUDITORS - Auditors and independent Accounting Firms recommend our software saying it is an excellent municipal accounting package. State Officials who have seen our software say it is one of the best municipal accounting system they have seen.

UNIQUE FEATURES:

EASY TO USE - All programs follow the same basic 1-Screen format. Records are easy to find and layouts are easy on the eyes due to full size screens, brilliant colors, descriptive messages, and prompts.

UPDATES - Software Updates and New Releases are included with the annual renewal.

ERROR DETECTION & CORRECTION - Software has extensive Error Detection and Correction capabilities without having to make adjustments or journal entries.

FILE BACKUP -Data File Names and Locations are provided along with Utilities to Backup, Restore and perform Maintenance.

DATA LOOKUP- Records in other files can be quickly accessed without losing your place in the current file.

FINDING RECORDS - Single Records or groups of records are easily found by selecting specific fields or ranges of fields to search on.

DATA DISPLAY - Multiple records can be viewed on a screen, allowing you to scroll back and forth through the records. Reports can be viewed on the screen prior to printing.

REPORTS - Reports can be viewed on the screen, printed, or exported to a file.

SPEED - Software finds and processes records faster than other systems.

PASSWORD SECURITY - All Applications have User Password protection with file lockout as well as read-only restriction.

EXPORTING -All Files can be exported to Excel, GIS Mapping, or text format.

PLATFORMS - Runs on all Windows platforms, in a stand-alone or network environment.

NO RESTRICTIONS - There are no limitations on file sizes, number of files, prior year access.

INTEGRATION - Data Files and Applications are fully integrated with one another. Data is entered once and passed to other Applications.

NETWORKING - Includes both File and Record lockout capabilities.

SUPPORT:

LOCAL SUPPORT - Support is local, immediate and personal. We are there when you need us.

ON-LINE IMMEDIATE HELP - The Remote Access System provides immediate On-Line Support year round.

WE INSTALL SOFTWARE - We download, install, setup, and configure the software.

TRAINING - We offer optional "Hands-On Training" using your data files along with a demo practice system for your utilization.

BACKUP SECURITY - BEST CHOICE Software and your data can be backed up at our facilities in case of disaster. Files can be taken to any of the numerous surrounding local municipalities for immediate processing with no concern of lost down time.

DATA LOAD - A basic State Ledger Chart of Accounts File is provided. Optional Data Load services are available.

LOCAL USERS - More local municipalities are using BEST CHOICE Software than any other system.

CUSTOMER CONTACT - Customer Contact ensures a smooth running system and keeps the customer informed of latest trends and other customer requests.

SERVICES:

EXPERIENCE - Over 35 years of experience in Accounting, Computers, Management and Municipal Services. There are no "bugs" or "glitches" in BEST CHOICE Software.

COMPLETE SERVICES - Software, Hardware, Supplies, Forms, On-Line Help, Accounting, Consulting, File Conversions, Repairs & Maintenance, Data Entry services are available.

GUARANTEE - Our Software is guaranteed to perform as we demonstrated.

BEST VALUE - RA SERVICES provides the *Best Product and Support at the Least Cost.* Customer satisfaction and testimony verify our claims!



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UNIQUE SOFTWARE DESIGN

Here is a list of features that make **BEST CHOICE Municipal Accounting Software** so unique.

- SCREEN SIZES:** Software *automatically* adjusts to your monitor **screen size**. Windows are full screen displays and do not have to be *manually* resized. The new HD wide-screen monitors have several screen sizes and formats, all of which are compatible with the software.
- FONT SIZES:** Fonts are large than the standard, making it easy to see text, thus reducing eye strain, headaches, etc.
- COLOR:** Today's technology emphasizes color. Monitors are high-definition and capable of displaying millions of colors, yet most software still only display in the dull black and off white. All **BEST CHOICE** screens are in color. Prompts, windows, text, etc. are color coded making it easier to recognize or identify.
- ORGANIZED SCREENS:** Screens are standardized, well organized and not cluttered with toolbars, task bars, icons, text, buttons, etc. Prompts, buttons and choices are easy to see, and not scattered all over the screen. This makes it easy to find what you are looking for.
- SINGLE-STEP TASKS:** Much of today's software incorporates too many options for doing the same thing and there are too many steps required to perform simple tasks. Tasks are not streamlined and not consistent from one screen to the next. With **BEST CHOICE Software**, all screens are identical. Data is entered once, and no need to repeat the same steps in other applications.
- PULL-DOWN WINDOWS:** The problem with pull-down windows is that tasks are buried under pull-down windows which, in turn, open other pull-down windows which open other pull-down windows! You have to search through all of these pull-downs until you find what you are looking for. Additionally, the pull-downs cover over the initial window that you are working on. **BEST CHOICE** has completely eliminated this annoying feature.
- MOUSE vs. KEYBOARD:** Having to use the mouse to perform every step is a severe limitation when typing text and data entry, yet all windows and software programs *require* that you use the **mouse**! Having to stop typing and use the mouse to perform every task causes an excessive amount of wasted time. **BEST CHOICE Software** can be completely run *with or without* having to use a mouse. This feature not only speeds up data entry, but also means voice-activated capabilities will be possible in the near future.
- NO BLOATED SOFTWARE:** **BEST CHOICE Software** does NOT add unnecessary features, applications, registrations, marketing solicitation, spyware, etc. This makes the software easier to use, more user-friendly, and use less computer resources.
- NO SOFTWARE BUGS:** Competition forces vendors to "*rush production and get the product out*". We all know what that means: crashed systems, lockups, errors, calls to support, talking to inexperienced customer support, waiting for fixes and updates, and a very frustrated and angry end user. **BEST CHOICE Software** has been around for 20+ years. It runs on all Windows versions, any computer configuration, and does not have compatibility issues or software bugs.
- SOFTWARE COMPATIBILITY:** There is only one version of **BEST CHOICE Software** and it is compatible with *all versions* of the Windows Operating System. Additionally, all customers use the *same level of software* meaning there are no compatibility problems with other versions or other customers. As technology advances, **BEST CHOICE Software** remains current and up-to-date with these advancements. Everyone receives the same updates at the same time!
- DOCUMENTATION:** Help screens are convenient but no substitute for hard copy manuals and notes. The **BEST CHOICE User Manual** is in color and written in Adobe PDF format. The complete or partial User Manual can be viewed or printed at your discretion.
- DATA BACKUP & RECOVERY:** Backup tools are in the standard Windows Explorer format. There is no mystery on what and where data is backed up. This makes it easy to have multiple backup sources and off-site storage capabilities.
- DATA OUTPUT:** The Foxpro 9.0 programming language is the latest in Microsoft application development. The language is similar to other languages like web-designing HTML, Access, Excel, etc. Therefore, data is compatible with other software applications.
- SUMMARY:** A well designed, stable, easy-to-use, efficient product that addresses all of the users requirements is what is needed. **RAMicro BEST CHOICE Software** achieves this goal. *It addresses all of the above issues, is the easiest, fastest, most efficient, complete, up-to-date, and most cost effective municipal software available.* It is clearly the **BEST CHOICE!**



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THINGS TO CONSIDER

- ❑ Municipalities who are trying to use *small business off-the-shelf software* for their accounting needs are finding that the software falls short when trying to adapt it to local government requirements. The goal was to reach the smaller municipalities who can't afford a more expensive system. However, there is a high price to pay by forcing the users to struggle on their own.
- ❑ **COST EFFECTIVENESS** - In a comparison between **RA Services** Software and other off-the-shelf software, studies revealed that the time and labor to accomplish the same tasks required over 20% more time using the off-the-shelf software. *That equates to an additional \$2000 for every \$10,000 of wages per year.*
- ❑ In addition to the **SOFTWARE COMPARISON CHART**, there are other things to consider.

Several Municipalities who have tried using off-the-shelf accounting software were very disappointed and had the following complaints:

1. **MUNICIPAL SOFTWARE APPLICATIONS** - Off-the-shelf software is written for small businesses and is not tailored to local government. Applications like GASB, multiple fund and checkbook accounting, due-from due-to capabilities, banking, and other municipal applications such as: residents, permits, vehicles, roads, utility billing, scheduling, amortization, etc. are not available with other packages.
2. **SERVICE & SUPPORT** - NOT included and not readily available.
3. **TRAINING** - NOT included.
4. **HELP & ASSISTANCE** - Getting help with anything takes too much time. Where to get help, turn-around time for answers, and lack of expertise is poor.
5. **NOT USER FRIENDLY** - Software was difficult to learn and understand.
6. **HIGH LEARNING CURVE** - Since the user is pretty much on their own, there tends to be a great deal of **Frustration**.
7. **BACKUP and SECURITY** - minimal with unknown or unpredictable recovery procedures.
8. **ERROR CORRECTION** - How to correct manual errors is difficult.
9. **DATA VALIDITY CHECKING** - essential for Municipal Accounting, yet is very weak.
10. **CATASTROPHES** - When a catastrophe occurs, there was no way to recover or continue daily processing.
11. **SOFTWARE FEATURES** - cumbersome to use with limited options for data manipulation and entry.
12. **DUPLICATION OF DATA ENTRY** - often required and may have to be entered into different applications or even different software packages.
13. **DATA ENTRY** - All data must be entered from scratch. This is very laborious, costly and time consuming.
14. **REPORTS** - There are no reports available specific to local government. All Reports must be manually created.
15. **HIDDEN COSTS** - Although the initial products appear cheap in price, add on modules like Payroll, Networking, Training, Data Load, Support, etc. are **Additional Charges** that begin to add up and become quite expensive.