

Sample Levels of Service for Non-Retail Businesses

| | Silver | Gold | Platinum |
|---|--------------|-----------------|-----------------|
| QuickBooks Online Plus Subscription Included (w/ wholesale billing) | (\$50 value) | (\$50 value) | (\$50 value) |
| QuickBooks Payroll Included (up to _ employees) (w/ wholesale billing) | | 10 (\$59 value) | 20 (\$79 value) |
| QuickBooks Payments Subscription Included* (w/ wholesale billing) | | | (\$16 value)* |
| QBO Management and Maintenance | | | |
| -Users (up to 5 with access-level controls) | ★ | ★ | ★ |
| -Customers and Vendors (including 1099 vendors) | ★ | ★ | ★ |
| -Chart of Accounts | ★ | ★ | ★ |
| -Locations | ★ | ★ | ★ |
| -Classes | ★ | ★ | ★ |
| -Budget(s) | ★ | ★ | ★ |
| -Daily Bank Transaction Import and Matching | ★ | ★ | ★ |

| | Silver | Gold | Platinum |
|--|-----------------|-----------------|-----------------|
| Basic Bookkeeping Functions and Financial Reporting | | | |
| -Creating electronic invoices | 5 business days | within 72 hours | within 48 hours |
| -Capturing misc/admin/overhead deposits & expenses | 5 business days | within 72 hours | within 48 hours |
| -Capturing and paying vendor bills | 5 business days | within 72 hours | within 48 hours |
| -Monthly account reconciliation | ★ | ★ | ★ |
| -Monthly Profit & Loss reports (by Location & Class) | ★ | ★ | ★ |
| -Quarterly Balance Sheets | ★ | ★ | ★ |
| -Budget vs. Actuals reports | ★ | ★ | ★ |
| -Ensure ease of Quarterly Estimates/Annual Tax Filing | ★ | ★ | ★ |
| | | | |
| Payroll Functions | | | |
| -Set up Employees (W-4s, etc.) | | ★ | ★ |
| -Process Payroll (Direct Deposit and/or Checks) | | ★ | ★ |
| -941/944 Filings and Payments | | ★ | ★ |
| -Annual State Withholding Filing | | ★ | ★ |
| | | | |
| | | | |

| | Silver | Gold | Platinum |
|--|----------------|--|--|
| Sales Tax Functions (if applicable) | | | |
| -Track sales tax within QBO | | | ★ |
| -Monthly State Sales Tax Filings | | | ★ |
| -Quarterly Local Sales Tax Filings | | | ★ |
| QuickBooks Payments* | | | |
| -Invoices with direct link to pay | | | ★ |
| -Keyed cards accepted | | | ★ |
| -ACH Bank Transfers accepted | | | ★ |
| | | | |
| | | | |
| MONTHLY LEVEL OF SERVICE AGREEMENT | Call for Quote | Call for Quote (+\$25 for 10 addtl employees) | Call for Quote (*locks in lower per transaction fees for CCs) |
| | | | |
| | | | |
| | | | |

| | Silver | Gold | Platinum |
|--|----------------|----------------|----------------|
| ONE-TIME ONBOARDING FEE INCLUDES: | Call for Quote | Call for Quote | Call for Quote |
| -Complete Reporting Infrastructure | ★ | ★ | ★ |
| -Functional Testing of all Integrations (Time Tracking, CRM, etc.) | ★ | ★ | ★ |
| -Initial Bank Transaction Import and Matching | ★ | ★ | ★ |
| -Assist Sales Channel Setup | ★ | ★ | ★ |
| -Establish all State and Local Sales Tax Accounts | | ★ | ★ |
| -Establish State and Federal Employer Tax Reporting Accounts (e.g. EFTPS) | | ★ | ★ |
| -Establish State and Federal Unemployment Accounts | | ★ | ★ |
| -Establish State Workers Compensation Account | | ★ | ★ |
| -Direct Deposit Setup | | ★ | ★ |
| -Process Definition Surrounding any non-QBO Plus-Integrated Inventory System | | | ★ |
| -As-Needed Support through Go Live | ★ | ★ | ★ |