



SUPPORT & SERVICES PRICING

Providing Property Management Solutions for Over 30 Years

July 2023

Technical Support without a Subscription \$90

Per support incident up to 15 minutes or portion thereof. (For example: a 20 minute call costs \$180.00 plus sales tax where applicable)

Services with a Current Subscription Only

Flat Rate Custom ACH, \$240

Please allow adequate lead time for custom programming to be implemented, verified by your bank, and quality tested for release. We require a complete file specification to implement custom ACH. If your bank's ACH file format deviates from the available fields and options, additional charges may apply.

Data Entry, \$75 per hour

Bank Reconciliations, \$75 per hour

Remote Training, \$380

Four (4) hours of one-on-one training conducted over 4 one-hour sessions.

Comprehensive Data Review, \$325

Includes: finding discrepancies between ledgers and tenants, finding errors on ledger analysis, verifying audit worksheet and trust 3-way reconciliation. Some databases may incur additional charges based on the complexity of the accounting setup. Contact the Help Desk at 703-255-1400 for a quote.

Database Repair, \$120 per hour

This charge applies to any service requiring PROMAS to receive a copy of a database, modify it, and return it to the customer.

Selling Business

License Transfer, \$350 plus annual subscription

Company sold and turning books over. No company name change. Letter required. \$350 to transfer license plus one year annual subscription purchase required. Existing subscriptions are non-transferrable.

New License Purchase

Company sold. New ownership, name change, new set of books or old owner retiring records. New license purchase required.