



## QuickBooks Online (QBO) Services Terms and Conditions

Thank you for selecting Rockland Professional Services, LLC (d.b.a., "Rockland Pros") to assist you with QuickBooks Online (QBO) Services. The following Terms and Conditions outline the nature and scope of the QBO Services we provide. When you engage Rockland Pros, you acknowledge and agree to the Terms and Conditions of our QBO Services.

### 1. QBO IMPLEMENTATION SERVICES.

Rockland Pros offers three (3) distinct QBO Implementation Service Packages. Rockland Pros will charge Client for professional service fees based on the Implementation Service Package selected, plus any additional Add-On Services selected.

| Subscription               | Description  |
|----------------------------|--|
| Basic                      | "Set & Forget"   |
| Standard                   | "Clean Install"  |
| Premium                    | "Customized Install"   |
| Add-On Service             | Description  |
| Additional User Setup      | Additional users in excess of the 5 included in the Service Packages   |
| Contractors Setup (1099's) | Tracks specific "Vendors" as Contractors in QBO, enabling the creation and filing of 1099 forms.   |
| Payroll Setup              | Integrates the use of Intuit Online Payroll (sold separately) with QBO, enabling the creation, filing and payment of payroll taxes.          |
| Budget Setup               | Creation of a budget(s) in QBO, enabling the generation of Budget-to-Actual reports based on transaction data.                               |
| Sales Setup                | Entry of products/services in QBO, enabling selection for invoices and sales receipts, detailed sales reports, and inventory management.     |
| Payment Setup              | Enables the collection of payments through ACH and/or credit cards directly through QBO.   |
| Bank Rule Setup            | Enables the categoration of recurring transactions, including the option to automatically post after bank feed updates complete.             |
| Location / Class Setup     | Enables the tracking of transactions by location and/or by a defined class.  |
| Project Setup              | Enables the tracking of revenue and expenses by project, including the migration of billable products/services and expense data to invoices. |
| Time Tracking Setup        | Enabling the tracking of hours by resource, including the migration of billable hours to invoices.   |

*Refer to Appendix A for a full description of the QBO Implementation Service Packages available for selection.*

## 2. QBO LICENSES & SUBSCRIPTIONS.

- a) QBO license(s) offered to Client by Rockland Pros will be obtained by Rockland Pros directly through Intuit. In accordance with our agreement with Intuit, Rockland Pros is legally and financial responsible its QBO license(s).
- b) Rockland Pros will sub-lease its QBO license(s) to Client for a subscription fee. In accordance with Client's agreement with Rockland Pros, Client is legally and financial responsible for remitting payment to Rockland Pros.
- c) Rockland Pros and Client are both subject to Intuit's Terms of Service, which are made available on the the software vendor's website. [<https://quickbooks.intuit.com/software-licenses>]

## 3. COMPENSATION.

- a) QBO Implementation Services: Rockland Pros will implement QBO for Client in accordance with the subscription package selected in Section 1, as outlined in Appendix A.

Rockland Pros will use commercially reasonable efforts to complete the implementation in accordance with the terms and conditions herein. Client acknowledges that despite these efforts Rockland Pros's work is highly dependent on Client, Intuit (software vendor), QBO (software), and other factors beyond the control of Rockland Pros. If one or more of these factor should cause a significant impact to this project, Rockland Pros will contact Client immediately to advise and to obtain agreement with Client on an appropriate course of action.

Client will compensate Rockland Pros for its professional services.

- b) QBO Subscriptions: Rockland Pros will provide access to its QBO licence(s) to Client; Client will compensate Rockland Pros with a monthly subscription fee based on the version of the software selected.

*\*Refer to Intuit's website for a full description of the features and functions associated with each QBO version. [<https://quickbooks.intuit.com/pricing/>]*

## 4. TERMINATION.

- a) Client or Rockland Pros may terminate the use of QBO Subscriptions for any reason or no reason upon thirty (30) days advance written notice to the other party.
- b) Rockland Pros may terminate QBO Subscriptions with or without notice for non-payment or insufficient payment. Termination due to non-payment or insufficient payment by Client will result in immediate termination of Client's access to the QBO by Rockland Pros. Client acknowledges that this action may result in permanent deletion of their data.
- c) Client acknowledges that the QBO Subscriptions offered to Client by Rockland Pros are offered exclusively to Rockland Pros' clients; termination of QBO Subscriptions does not entitle Client to the subscription fees offered through Rockland Pros.
- d) Upon termination, Client will need renew their subscription directly through Intuit, if they require access to their QBO file.

**5. EXCLUSIONS.** This Agreement does not include any other services offered by Rockland Pros. This includes, but it not limited to:

- a) Tax Services
  - Income Tax Services
  - Payroll Tax Services
  - Sales Tax Services
- b) Business Services
- c) Bookkeeping Services
- d) CFO Services
- e) Other QBO Services
  - QBO Training
  - QBO Technical Support

In lieu of a specific fee schedule, all professional fees outside the scop of our QBO Implementation & Subscription Services outlined above will be billed based on time incurred at a rate of \$125 per half-hour (30-minutes).

## Appendix A: QBO Implementation Service Packages

In order to provide the greatest value at our best price, Rockland Pros offers 3 distinct QBO Implementation/Configuration Service Packages...

| Task/Activity                               | Basic          | Most Popular<br>Standard | Premium      | Description   |
|---|----------------|--------------------------|--------------|---|
|   | "Set & Forget" | "Clean" Install          | "Customized" |   |
| QBO Subscription Consultation               | ✓              | ✓                        | ✓            | Assistance with selecting the best QBO subscription based on business requirements.   |
| Setup User Accounts                         | ✓              | ✓                        | ✓            | Includes Master Admin, Up to 5 End Users, Bookkeeper, Accountant  |
| Configure the Company Settings              | ✓              | ✓                        | ✓            | Includes Company Name, Logo, Address, E-Mail, Phone, Accounting Method, Employer ID, Tax Form, Customer Label, Fiscal Year. |
| Establish the Chart of Accounts             | ✓              | ✓                        | ✓            | Basic = Default, Standard/Premium - Customized  |
| Setup Bank Feeds <sup>1</sup>               |                | ✓                        | ✓            | Standard/Premium = Up to 3 Bank Accounts (e.g., Checking, Savings, Credit Card)   |
| Establish Opening Account Balances          |                | ✓                        | ✓            | Obtained from banks upon feed setup.  |
| Create Custom Reports                       |                |                          | ✓            | Standard = Default, Premium - Up to 3 Customized Reports  |
| Import QuickBooks Desktop File <sup>2</sup> |                |                          | ✓            | Best effort will be used to import QuickBooks Desktop data.   |

<sup>1</sup> Not all financial institutions are compatible with QBO bank feeds, and some banks charge a fee to establish a connection with QBO.

<sup>2</sup> Not all QuickBook Desktop files are compatible with QBO, and not all compatible QuickBooks Desktop data can be imported.

| Add-On Services*           | Description  |
|----------------------------|--|
| Additional User Setup      | Additional users in excess of the 5 included in the Service Packages   |
| Contractors Setup (1099's) | Tracks specific "Vendors" as Contractors in QBO, enabling the creation and filing of 1099 forms.   |
| Payroll Setup              | Integrates the use of Intuit Online Payroll (sold separately) with QBO, enabling the creation, filing and payment of payroll taxes.          |
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\*Add-On Services are not available for every one of the QBO subscriptions; upgrading to another QBO subscription may be required.