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Desk hours - 8:30-8:00 Eastern

[www.act.com](http://www.act.com)

## Vendor Program Overview

ACT! is the #1 selling Contact and Customer Manager. An easy-to-use business productivity tool that can be personalized to fit your business, ACT! meets the needs of: small businesses, salespeople, consultants, realtors, financial advisors, recruiters, and more. Organize all the details of your customer relationships in one place.

## Key Products

ACT! 2010 –Capture leads with lead management software capabilities that allow you to oversee each lead through the sales process. Allows for up to 10 users to share a database.

ACT! 2010 Corporate – All the functionality of ACT! 2010 plus the ability to share a database with 10+ users. The corporate edition also allows for web access for remote users.

ACT! Platinum Care –Add Platinum Care to your order to receive all upgrades and updates over a 1 year period. You will also get discounts on product and sales trainings.

ACT! Edge –Add Edge support to your order for 12 months of phone, Email, and Live Chat Assistance with our ACT! senior level support specialists.

## Maintenance/Support

Maintenance and support are optional. ACT! Platinum Care is the maintenance product that allows for upgrades and updates for 1 year. ACT! Edge is technical support provided by ACT's senior level support specialists.

## Media

Electronic delivery of media on all new licenses purchases. Physical media is also available to purchase.

## Authorization Requirements

There are no authorization requirements to resell ACT! software.

## Ordering Requirements

Please be sure to include the following information when placing your order with us:

1. Ingram Micro account number
2. PO number
3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)

## Product Delivery

ACT's normal processing time on orders is 2-3 business days. Licenses are delivered via email.

## **Renewals**

Renewals must be purchase within 30 days of the renewal date of the license. Upgrade licenses must be purchased if beyond the 30 day renewal period.

## **Pricing Programs**

### Pricing Levels

ACT! 2010

1-4 licenses

5 + licenses

ACT! 2010 Corporate

1-4 licenses

Level A - 5-9 licenses

Level B - 10-29 licenses

Level C – 30-99 licenses

Level D – 100-499 licenses

Level E – 500+ licenses

## **Important Notes**

ACT! does not support downgrades.

Different versions of ACT! are not compatible with each other. All users must be on the same version of ACT! for the product to work properly.