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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! PRO version 17 –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! PRM version 17 – All the functionality of ACT! PRO version 16 plus the ability to share a database with 10+ users. The corporate edition also allows for web access for remote users.

Maintenance/Support

Maintenance and support are optional. Please see the following Business care plans-

Sage Business Care Gold: The Sage Business Care Gold plan provides access to the latest software versions and updates, 1 support coverage, and training discounts. Plus, get 24/7 access to the Knowledgebase. This plan also includes a one-year subscription to Sage ACT! Connect (which was replaced with E-Marketing)

Sage Business Care Silver: Get the latest software versions and updates, 1 unlimited phone and chat/email support, 2 and 24/7 access to the Knowledgebase. This plan also includes a one-year subscription to Sage ACT! Connect (which was replaced with E-Marketing) and Anytime Learning courses.³

Sage Business Care Bronze: This plan offers upgrade assurance (version upgrades and updates¹) as well as 24/7 access to the Knowledgebase.³ (Customer Support is not included.)

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 Levels

Swiftpage Act Pro version 17

1-4 licenses

5 + licenses

(Restricted to 10 users in a shared environment)

Swiftpage Act Premium version 17

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.

Vendor Return Policy

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion.

Returns requested over 30 days are declined.

To request a return, please contact us with the following information:

Your Ingram account number

Your PO #

Ingram Order number

SKU of product to be returned

Quantity (please note—the entire quantity must be requested for return-no partials)

Reason for Return

November 11, 2014