

# **MN STATE GRANT CALCULATOR**

**2017 - 2018**

The 2017-2018 version of the MN State Grant Calculator will be ready soon!

We have enclosed documents needed to request the 2017-2018 MN State Grant Calculator. Cost of the program is still \$500 with various options that you can add as indicated on the order form. Please remember that this is a per campus charge. Also, please review the service agreement for charges not included in the initial software delivery.

If you have any questions or concerns at all, please don't hesitate to contact us.

We would like to thank all of you for your positive comments and support during the past year. We look forward to working with all of you again!

Enclosures

# MN STATE GRANT CALCULATOR (MSGC)

ORDER FORM  
2017-18

SCHOOL \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY, STATE, ZIP \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

NAME OF PERSON YOU WISH US TO CONTACT REGARDING THE MSGC \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

NOTE: Cost of the MN State Grant Calculator is PER CAMPUS and/or per SCHOOL CODE; whichever is higher.

Please select one of the following:

For Profit School \$667.97  
Hard copy manual, postal updates \_\_\_\_\_

Non Profit School \$625.00  
Hard copy manual, postal updates \_\_\_\_\_

For Profit School \$587.81  
Hard copy manual, emailed updates \_\_\_\_\_

Non Profit School \$550.00  
Hard copy manual, emailed updates \_\_\_\_\_

For Profit School \$614.53  
CD manual, postal updates \_\_\_\_\_

Non Profit School \$575.00  
CD manual, postal updates \_\_\_\_\_

For Profit School \$534.38  
CD manual, emailed updates \_\_\_\_\_

Non Profit School \$500.00  
CD manual, emailed updates \_\_\_\_\_

Quantity (Please answer both questions):

# of Campuses using the MSGC \_\_\_\_\_

# of School Codes using the MSGC \_\_\_\_\_

TOTAL ENCLOSED \_\_\_\_\_

CHECK # \_\_\_\_\_

NON PROFIT SCHOOLS: Please enclose proof of your exemption status to waive the MN sales tax (MN IRS form ST-17)

Make check payable to:  
Renee C. Cannon  
16819 Co Rd 75 NW  
Clearwater, MN 55320-2131

Questions regarding the order form or the status of your order?  
Please contact Renee C. Cannon via email at [rccmsgc@aol.com](mailto:rccmsgc@aol.com)

**THIS COMPLETED FORM MUST ACCOMPANY PAYMENT!**

For Office Use Only:

Date Received \_\_\_\_\_  
Check # \_\_\_\_\_  
Amount \_\_\_\_\_

COMMENTS \_\_\_\_\_

## **MN STATE GRANT CALCULATOR**

### **2017 - 2018 Service Policy**

As we have explained to many of you, we want to provide a quality product at a low cost. We have also provided to you a comprehensive manual that can answer a majority of your questions. We feel that if we can free ourselves from questions that can be answered in the manual, we will have more time to spend on improving and resolving product issues. It is our hope that this service policy will facilitate that.

#### **THERE IS NO CHARGE FOR THE SERVICE TO RESOLVE THE FOLLOWING:**

1. SITUATIONS NOT EXPLAINED IN THE MANUAL
2. PROGRAMMING ERRORS IN THE SOFTWARE THAT KEEP THE SOFTWARE FROM CORRECTLY CALCULATING MN STATE GRANT AWARDS.

#### **FOR ALL OTHER SERVICES, THE FOLLOWING RATES APPLY:**

Phone/Email - \$5.00 per call minimum / \$1.00 per minute after the first 5 minutes.

On Campus - \$1.00 per minute to include drive time and time on campus.

Troubleshooting – \$40.00 will be charged for assistance with those items that could have been resolved by utilizing the information located in the Troubleshooting section of the manual.

Remember, if you use your manual, you can easily get through the year without any service charges incurred.

#### **OTHER INSTITUTIONAL PROGRAMMING NEEDS:**

Free estimates are available for additional programming that your institution may want or need in other areas of the institution or that will help your institution better utilize the MN State Grant Calculator.

#### **ADMINISTRATIVE SERVICES:**

A \$25 charge will be applied for an invoice requested by the campus.

#### **SUPPORT PROCEDURES:**

Please include the following in any communication (phone, Email, etc.):

1. The title of the form / screen you are working in (see title bar of the active window).
2. The problem you are having (be as specific as possible)
3. Error messages (if any) – If there are multiple error messages, please note all of them.

For Computer Problems:

Chris Edmond  
Software Engineer / Programmer  
2234 Bronson Drive  
Mounds View, MN 55112-1430  
Email: ChrisE941@aol.com

For Programmatic Problems:

Renee C. Cannon  
Financial Aid Consultant  
16819 Co Road 75 NW  
Clearwater, MN 55320-2123  
Email: Rccmsgc@aol.com