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

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 5512-1430
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