GEMINI LOGIC

Schedule of Fees & Services

In addition to the sale and installation of Spire, HubSpot, Salesforce, and Shopify, Gemini Logic provides the following professional services.

Billing Unit ("Point" (pt))

A Point is our value-based unit reflecting scope, complexity, risk, urgency, and expertise.

How billing works: You set a Point Cap (per request). We complete work within the cap and deduct actual Points used. If more Points are required, we pause and request an increase to your cap. If a request is submitted without a Point Cap, you authorize us to proceed without Cap. Suggested Point Caps can be found in the table below.

Services & Rates

Category	Description	Minimum	Suggested Cap
Remote Support			
Spire Systems Remote Technical Support	Telephone, email, and remote support for HubSpot / Spire Systems	1 pt / ticket	12 pts / ticket
Remote Training	Remote Training / MS Teams Session	2 pt / session	8 pts / session
Sage 300 / Business Vision Support	Telephone, email, and remote support for Sage 300 / BV	4 pts / ticket	16 pts / ticket
On-Site Support and Training			
On-site Support (Spire)	On-site troubleshooting / hands-on assistance	12 pts / visit	12 pts / visit (minimum only)
Emergency On-site Visit	Priority dispatch for urgent on-site issues	16 pts / visit	16 pts / visit (minimum only)
Training & Implementation	On-site Training & Implementation		**Quoted per project**
Spire Systems Software Updates			
Software Update (same version)	e.g. **3.13.01 → 3.13.06**	4 pts	12 pts
Software **Version** Update	e.g. **3.12 → 3.13**	12 pts	40 pts
Development			
Crystal Report Development	New/modified Crystal Reports	1 pts / report	12 pts / report
Excel Reports	Custom Business Intelligence Reports	2 pts / report	12 pts / report
Custom Software Design & Development	Enhancements, integrations, Automations, Custom Apps		**Quoted per project**
Accounting			
Finance & Accounting Services	CPA CA Professional Accounting Support	20 pts	40 pts

Engagement Flow

1. Intake → You provide a request and a Point Cap.
2. Work → We execute within the active cap. If we forecast exceeding it, we pause and request an increase.
3. After-Action Record → You receive an Actual Points Used summary.
4. Billing → Points are deducted from your balance (retainer/bundle) or invoiced at the effective price per Point.

Transparency & Controls

- No time sheets: We deliver outcomes, not hours.
- NTE controls: Set not-to-exceed caps by task, department, or month.
- Priority tiers: Standard, Priority (+Points), Emergency (++Points).
- Travel: On-site services may include reasonable, pre-approved travel expenses at cost.
- After-hours/holidays (optional): May require additional Points.
- Payment terms: Net15