



May 20, 2026

Subject: Important Update to Products and GMS Live Chat Support

Dear Valued Client,

We are writing to share an important update regarding our software solutions and GMS Live Chat support and plans for Summit 2027.

We are excited to share that we have begun planning **Summit 2027**, which we anticipate holding in **May 2027**. This is a particularly exciting time for GMS. We are working closely with an exceptional team of developers and are actively developing the next generation of **GMS Accounting** and **RLSS**, which we plan to showcase at Summit 2027.

The Summit will also include GMS training sessions, along with special guest trainers who will be announced as our planning becomes more concrete.

Over the past several months, we have conducted a comprehensive review of our product offerings to ensure they continue to meet the highest standards of reliability, service quality, and long-term sustainability. As part of this review, we have also evaluated enhancements made to certain supplemental features.

We have maintained consistent pricing since 2018. Following this evaluation, we are implementing some necessary adjustments to select products and support options. As outlined below, some offerings will reflect pricing increases, while others will see pricing reductions. These changes will take effect on **July 1, 2026**.

Beginning in **July**, **GMS Live Chat will become part of GMS Full-Service Software Support**. Clients who subscribe to GMS Full-Service Software Support there will be no change; those clients will continue to have access to live chat at no additional charge.

For clients who currently subscribe to Limited-Service Software Support, live chat conversations will be available on a **Pay-As-You-Go basis and billed accordingly at the current prevailing billing rate.**

Included below is a Listing of Pricing Updates on Select Products, Understanding Service Types and Updated GMS Software Support Services.

We sincerely apologize for any inconvenience this change may cause. Please know these adjustments are necessary and are being made thoughtfully, with the goal of ensuring consistent, high-quality support and continued investment in our products and services. We sincerely appreciate your continued partnership and remain committed to providing high-quality, dependable solutions that support your organization's success.

Lisa

Lisa Kraeger
President/CEO and the GMS Team

Listing of Pricing Updates on Select Products

Effective July 1, 2026

User License	Monthly	
	New Price	Current Price
RLSS	\$ 45.00	\$ 40.00
Accounting	\$ 45.00	\$ 40.00

Annual incl. 5% discount	
New Price	Current Price
\$ 513.00	\$ 456.00
\$ 513.00	\$ 456.00

Full Service Software Support	Monthly	
	New Price	Current Price
RLSS	\$ 125.00	\$ 100.00
Accounting	\$ 225.00	\$ 210.00

Annual incl. 5% discount	
New Price	Current Price
\$ 1,425.00	\$ 1,140.00
\$ 2,565.00	\$ 2,394.00

Accounting Supplements

Supplement Tiered Pricing

		Effective July 1, 2026		
		New Supplement Purchase Price		
Supplement Description	Users	1-2	3-4	5+
#336 A/R Processing		\$ 600.00	\$ 850.00	\$ 950.00
#400 W2 Electronic File Reporting		Included	Included	Included
#405 Accounts Payable Dir Deposit		\$ 650.00	\$ 900.00	\$ 1,100.00
#412 R&E Report Designer		\$ 220.00	\$ 270.00	\$ 330.00

Current Supplement Purchase Price		
1-2	3-4	5+
\$ 750.00	\$ 1,000.00	\$ 1,100.00
\$ 120.00	\$ 150.00	\$ 190.00
\$ 800.00	\$ 1,100.00	\$ 1,200.00
\$ 200.00	\$ 250.00	\$ 310.00

Supplement Tiered Annual Maintenance Pricing

		Effective July 1, 2026		
		New Supplement Annual Maintenance Price		
Supplement Description	Users	1-2	3-4	5+
#327 Purchase Orders		\$ 120.00	\$ 140.00	\$ 150.00
#330 Complete 1099's *		\$ 100.00	\$ 125.00	\$ 155.00
#336 A/R Processing		\$ 90.00	\$ 127.50	\$ 142.50
#354 Salary, Leave & Fringe Detail		\$ 50.00	\$ 70.00	\$ 100.00
#392 Monthly Cost Center Allocations		\$ 50.00	\$ 70.00	\$ 100.00
#400 W2 Electronic File Reporting		\$ 60.00	\$ 75.00	\$ 95.00
#412 R&E Report Designer		\$ 50.00	\$ 70.00	\$ 100.00
#419 Audit Preparation Tools		\$ 65.00	\$ 80.00	\$ 100.00
#425 ACA 1094/1095 E-File		\$ 85.00	\$ 105.00	\$ 135.00
#517 Retirement Report		\$ 52.50	\$ 60.00	\$ 72.00

Current Supplement Annual Maintenance Price		
1-2	3-4	5+
\$ 90.00	\$ 105.00	\$ 112.50
\$ 85.00	\$ 105.00	\$ 135.00
\$ 112.50	\$ 150.00	\$ 165.00
\$ 33.00	\$ 37.50	\$ 42.00
\$ 33.00	\$ 37.50	\$ 42.00
\$ 40.00	\$ 50.00	\$ 63.00
\$ 30.00	\$ 37.50	\$ 46.50
\$ 52.50	\$ 61.50	\$ 72.00
\$ 40.00	\$ 50.00	\$ 63.00
\$ 26.50	\$ 30.00	\$ 36.00

Note: Supplements not listed here have no price changes.

Understanding Service Types: A Comprehensive Overview

Self-Service Resources

Within the GMS software, comprehensive Help Manuals are maintained for both **GMS Accounting** and **RLSS**. In addition, GMS provides a dedicated [Client Resource web page](#) available to all clients.

These resources include:

- Step-by-step **how-to tutorials** for both GMS Accounting and RLSS
- **Checklists** designed to support best-practice processing within GMS Accounting
- **Recorded webinars**, available for a nominal fee

Software Support

Provide support to ensure GMS software operates reliably and functions as intended for clients. This includes troubleshooting issues, assisting with error resolution, and researching potential software malfunctions. User inquiries are evaluated to determine whether an issue is caused by a system defect or user error. When user error is identified, clients are guided to appropriate resources to enhance their understanding and effective use of the software.

Training

Provide structured guidance on specific software features to help users understand and effectively utilize the system. Training support assists new users in learning core functionality and offers step-by-step instruction on available tools and features. Any request involving questions such as *"how do I use," "help me understand,"* or *"walk me through"*—when not related to a software error or malfunction—is classified as training. This includes assistance with initial setup processes and general how-to inquiries.

Chat

Chat support is intended as a quick resource for resolving simple, transactional issues. Appropriate uses include requesting installation or revision files, troubleshooting minor feature or menu discrepancies, and locating specific functions within the software. Complex topics—such as cost allocation, indirect expenses, bank reconciliations, or year-end closing processes—are not appropriate for chat support and should be addressed through scheduled training or other support channels.

External IT Representatives or Consultants Policy

Purpose

To ensure proper authorization and billing procedures when external IT representatives or consultants request support on behalf of a client.

Policy Statement

External IT representatives or consultants initiating support on behalf of a client must verify that they are authorized to act for the client prior to receiving assistance.

Acceptable verification includes verbal or written confirmation from an authorized client contact.

All support activities deemed billable will be charged directly to the client of record, regardless of who initiated the request.

Requirements

- Authorization must be confirmed before assistance is provided
- Verbal or written authorization is acceptable
- The representative must provide the client's identifying information at the start of the session
- Authorization must be clearly acknowledged at the start of the session

Failure to meet these requirements may result in delayed or denied support.

Updated GMS Software Support Services

GMS Software and Support Services Include

GMS Software and Support Services provide clients with reliable assistance to ensure effective use and ongoing performance of GMS software products. Covered services include:

- **Expert Assistance**
Support to help resolve software-related issues and errors, ensuring uninterrupted operations.
- **Comprehensive Troubleshooting**
Diagnosis and resolution of software malfunctions or unexpected behavior in a timely and efficient manner.
- **Accounting & Financial Guidance**
Assistance with navigating system features related to accounting procedures and financial reporting challenges within GMS software.
- **Strategic Guidance**
Recommendations designed to enhance operational efficiency, accuracy, and effective system utilization.
- **Best-Practice Recommendations**
Insights and guidance to help clients optimize workflows and improve their overall experience with GMS software.

GMS Software and Support Services Do Not Include

The following services are outside the scope of standard GMS Software and Support Services:

- **Account Reconciliation Services**
This includes bank reconciliations, general ledger reconciliations, and similar accounting services. These services are billable separately at the prevailing rate.
- **IT-Related Issues**
Network setup, system configuration, server management, and general IT troubleshooting are not covered under the software support agreement.
- **Hardware, Networking, and System Infrastructure Assistance**
GMS is not an IT service provider. Clients are responsible for engaging internal IT staff or external IT professionals for assistance with hardware, networking, operating systems, and infrastructure-related matters.