Readysell

SERVICE FEE POLICY

1st May 2019

1 Agreements

1.1 Readysell Software Licence Agreement

The Readysell software licence is based on concurrent users. A Readysell "licence fee" is charged each month. Commencing from the month after your "Go Live" date.

There are two Readysell licence levels, Pro and Lite. Depending on the licence level selected, features of the software and support levels will vary.

Both Readysell Pro and Readysell Lite licences include:

- FREE TICKET SUPPORT SERVICE for answers you are unable to find when searching our web site or online help resources. When you use our free ticket support service (via email or the web) we will ensure a member of our support team will respond to you within one working day (24 hours)
- FREE LIVE CHAT SUPPORT SERVICE for real-time answers to quick questions. When you use our live chat service you will be connected to a support team member who will be able to answer your question on the spot or convert your query into a ticket
- FREE VERSION UPGRADES to ensure you have access to new features and/or functional changes and other requirements

In addition to all our free support services, if you need to talk to a technical team member person-to-person you can use the following services:

- "pay as you use" Telephone Support - charged per hour (minimum 1 hour); under 15 minutes free for Readysell Pro and Readysell Lite licensees
- "pay as you use" Remote Support - support via Readysell LogMeIn or RDP is charged per hour (minimum 1 hour); under 15 minutes free for Readysell Pro and Readysell Lite licensees (excluding all financials)

An incident is defined as a specific single problem or question that requires assistance from a member of the support team. An incident can be escalated from ticket or live chat support to phone or remote support if it cannot reasonably be answered or investigated via a text-based medium. You will be notified before the incident is escalated to a chargeable support.

1.2 Readysell Support Service Agreement

You may opt to sign a Readysell Support Service Agreement which will provide you with the following benefits:

- A certain number of pre-paid support hours for chargeable issues
- A service level agreement for all issues raised with Readysell

Details of the agreement are outlined in the Readysell Support Service Agreement document.

2   Service Definitions

2.1   Data Conversion

Readysell charges a once off fee to migrate your current data including all relevant history to the Readysell ERP system.

2.2   Hardware and Software Support

Support jobs raised for issues excluded by section 6.5 of your Readysell Software Licence Agreement as well as hardware and non-Readysell software support will incur a charge.

Readysell do not charge in all cases, as some request only require only verbal support. In most cases Readysell will only charge if access to technical documentation, bulletins boards, downloads, service packs or additional investigation of the customer system or data is required.

2.3   General Ledger and Financial Support

There is an additional charge for the initial setup and ongoing support of general ledger (GL) and financial aspects of the system as Readysell does not cover GL and financial setup or support as part of your licence agreement.

The same approach applies to financial setup. On average the full setup, training and reconciliation of financials will take around 15 hours of financial support time, but depending on your knowledge and the preparedness of your data this may vary.

2.4   Training

2.4.1   Telephone Training

Initial training as part of the implementation is provided at no charge. Additional telephone training after go-live will be charged at support rates.

Readysell Lite – 4 hours Pre-Implementation/ 2 hours Post-Implementation
Readydsell Pro – 8 hours Pre-Implementations/ 4 hours Post-Implementation

2.4.2   On-Site Training

Half-day or full-day training sessions at the Readysell Office are available if required.

2.5   Installation

Readysell installations usually takes place over a weekend based on the following structure, however this will be tailored to your site as more or fewer resources may be required.

A typical implementation is structured as follows:
- Saturday: Final conversion data implementation assistance (½ day)
- Sunday: Hands-on afternoon with available staff keying in live work (2 people x ½ day)
- Monday: Go-live day with support and final training (2 people x 1 day)

Installation is charged based on a per-person-per day fee plus travel, accommodation and general expenses.

3   Rates

All prices are quoted exclusive of GST.

3.1   Readysell Product Licensing Lite and Pro

3.1.1   Readysell Lite (Cloud Hosted)

	Base Fee Includes first 3 users	Additional Users up to 5 users maximum
Initial Fee	$1500	$500
Monthly Fee	$250	$83 / user

3.1.2   Readysell Lite (On Premise)

	Base Fee Includes first 4 users	Additional Users
Initial Fee	$6592	$1648 / user
Monthly Fee	$200	$50 / user

3.1.3   Product Modules (On Premise/ Cloud Hosted)

Purchasing Pro, Reporting Pro, Workflow Pro, Warehouse & Inventory Pro, Sales Pro

	Per User/ Per Module
Initial Fee	$100
Monthly Fee	$15

3.1.4   Readysell Pro (On Premise)

	Base Fee Includes first 4 users	Additional Users
Initial Fee	$7090	$1772 / user
Monthly Fee	$316	$79 / user

3.1.5   Readysell Pro (Cloud Hosted)

	Base Fee Includes first 4 users	Additional Users
Initial Fee	$4000	$1000 / user
Monthly Fee	$476	$119 / user

Service and Managed Print Services (MPS)

You may select a subset of your users to have access to the service and managed print services components of Readysell.

	Additional Users
Initial Fee	$1370 / user
Monthly Fee	$32 / user

Software Options		Lite	Standard (Pro)
Financials		✓[1]	✓[2]
Electronic data interchange (EDI) and supplier stock feeds		✓	✓
Automated warehousing		-	✓[2]
Automated purchasing (min/max or sales forecasting)		-	✓
Additional sites (each) Users at additional sites count towards total users	Initial	N/A	$1630[2]
	Month	N/A	$52
Readysell mobile app Calculated per user (upfront/ monthly)	Initial	N/A	$1630[2]
	Month	N/A	$42.50
Readysell Payroll Charged per active employee per month	Standard	$3.80	$3.80
	Plus	$5.75	$5.75
API access For integration third-party websites or 3rd party software	Annual	N/A	$1680
Readysell-to-Readysell (R2R) EDI Electronic transmission of orders to and from other Readysell customers	Month	N/A	$40.20
MPS integration fee Integration with third-party MPS systems (e.g. FM Audit, Print Audit, eMaintenance) or automated meter read imports via automated emails	Annual	N/A	$1680
Integration with IFS SmartFreight®	Express (SFX)	N/A	$545
	Professional (SFP) Enterprise (SFE)	N/A	$1630

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[1] Implementation assistance costs may apply. Please see "Post-Implementation Services"
[2] Implementation assistance costs may apply. Please see "Post-Implementation Services"

3.2 Readysell Services

Implementation Assistance

Optional on-site analysis of business requirements (8 hours)	$929
• Data conversion of products, customers, suppliers, outstanding invoices and sales history • Remote analysis of business requirements	$9830
• On-site or remote training and analysis o Training for key staff members, train the trainer sessions (8 hours) • Analysis and setup of system options (30 hours) o Installation and configuration of Readysell server components o Installation and setup of Readysell on all workstations o Setup electronic invoicing for suppliers o Setup of email server defaults o Setup of automatic task parameters o Analysis and initial setup of service and machine options o Setup of business intelligence (BI) o Setup of on-site backups	$3880

Post-Implementation Services

The hours and prices quoted below are indicative of the amount of work required to perform these tasks in a typical implementation. Actual work may vary and a quotation will be provided before any work is commenced.

Custom report analysis and development (4 hours "pay as you use" remote support)
One day on site support (Call out + 8 hours on-site support)
One week on site support (Call out + 40 hours on-site support)

Sales Enhancements

Implement cash counts and end shift of shifts for POS workstations (2 hours "pay as you use" remote support)
Implement end of day z-read reporting by groups of workstations (2 hours "pay as you use" remote support)

Warehouse Enhancements

Enable automated warehousing (1 hour "pay as you use" remote support)
Implement scan checking of sales shipments (10 hours "pay as you use" remote support)
Set up locations in warehouse and print labels for warehouse (4 hours "pay as you use" remote support)
Assistance with full stocktake (8 hours "pay as you use" remote support)
Implement scan checking of purchase receipts (10 hours "pay as you use" remote support)

Inventory Enhancements

Turn on stock allocation (5 hours "pay as you use" remote support)

First price book run to line up data (2 hours "pay as you use" remote support)

First catalogue and flyer load (2 hours "pay as you use" remote support)

Setup of automatic catalogue and flyer loading (4 hours "pay as you use" remote support)

Financials Implementation

Includes: • End of month procedure (including emailing statements) (2 hours) • First supplier payment run (including ABA file generation) (7 hours) • Initial bank reconciliation (per bank account) (10 hours) • First GST batch run and BAS report (2 hours) • First monthly sales batch invoicing run (2 hours) • Entry of general ledger journal for brought forward balances (3 hours) • Balancing back to general ledger for key accounts (3 hours) • Financial reports (2 hours)	29 hours general ledger and financial support

Mobile App Implementation

Equipment review (2 hours "pay as you use" remote support)

Implement wireless warehousing and train warehouse manager (5 hours "pay as you use" remote support)

Implement delivery runs for one driver (3 hours "pay as you use" remote support)

Implement Salesforce integration for sales manager (10 hours "pay as you use" remote support)

Hardware Review and Configuration

Integrated EFTPOS implementation (5 hours "pay as you use" remote support)

3.3   Support Charges

3.3.1   "Pay As You Use" Remote Support

"Pay as you use" remote support (under 15 minutes)	FREE
"Pay as you use" remote support (15 minutes to 1 hour)	$84
"Pay as you use" remote support (each additional hour)	$84

3.3.2   "Pay As You Use" After Hours Support

"Pay as you use" after hours support (under 15 minutes)	FREE
"Pay as you use" after hours support (15 minutes to 1 hour)	$95.50
"Pay as you use" after hours support (each additional hour)	$95.50

3.3.3   General Ledger and Financial Support

General ledger and financial support (Charged in full hour increments)	$101
General ledger and financial support (each additional hour)	$101

3.3.4   On-Site Support

On-site support at customer site (call out) – 1st hour included	$163
On-site support at customer site (per hour)	$95.50

3.3.5   Readysell Support Service Agreement

Readysell support service agreement (5 included hours/month)	$355
Readysell support service agreement (10 included hours/month)	$710
Readysell support service agreement (20 included hours/month)	$1420

3.4   Training Services

Remote telephone training pre-implementation	FREE
Remote telephone training post-implementation (per hour)	$95.50
On-site training in Readysell office (full day)	$929

3.5   Custom Programming

Custom programming level 1 (per hour)	$218
Custom programming level 2 (per hour)	$320

4   Rate Changes

4.1   Annual Fee Increase

All Readysell rates will increase on the 1st of August each year based by 3% or the Consumer Price Index (CPI) - whichever is greater.

4.2   Other Rate Changes

Notice of any other changes to Readysell rates will provided with 60 days' notice as per clause 9.2 of the Readysell Software Licence Agreement.