

Accounts Receivables Premium	
Description	Provider will deliver Services assistance through implementation of the account receivables premium features
Assumptions	Enterprise application is already in use by Customer Customer is proficient with Enterprise Account Receivables basics (payment plan, invoicing, payment collection) and all features are already deployed. AR Premium implementation will focus on advanced features listed in the below Build section only. Customer has a resource dedicated during setup that is a power user that will be the main point of contact
Kick Off	Provider responsibility: Internal handover and preparation Prepare for and hold a remote kickoff meeting to align project plan and milestones between involved parties Customer responsibility: Ensure key project resources and stakeholders attend kick off meeting Ensure project scope is accurate and fully aligns to all business requirements Raise any risks, black out periods for software release and resourcing plan
Discovery	Provider responsibility: Up to four 90 minute remote requirements gathering meetings with preparation and write-up Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements
Design	Not applicable
Build	Provider responsibility: Billing groups (up to 5) AR vouchers AR & Cash journal entries Payment plan journal entries GL inquiry / GL transaction inquiry GL reconciliation / AR reconciliation GL budgeting, Event GL budgeting Finance spreadsheet (assistance with one sample spreadsheet, cells conditions & data retrieval) Multi GL distribution and Multibook GL setup assistance. Customer will remain responsible for configuring the multibook GL as per the Customer's classification.
Training	Provider responsibility: Up to 8 hours of training with Customer's key users to introduce new accounts receivable screens and procedures Training is scheduled to be completed in 1 week Customer responsibility: Ensure appropriate users are selected and attend all training sessions All users will be expected to complete the designed curriculum in the Provider's Learning Center
Testing	Provider responsibility: Provider will perform unit testing A 30 minute remote meeting to introduce an example test plan and the process to raise issues Up to two 30 minute remote meetings to review and resolve any issues Provider will maintain the issue log to track status and progress of issues raised. Customer responsibility: Customer is responsible for preparing for and executing user testing, including creation of test plans, test cases, and test scripts. Ensure key resources attend all meetings Raise any issues found (that are within the scope of the SOW) via the issue log Complete UAT in no more than 2 weeks
Launch & Post Launch	Provider responsibility: Up to two 30min post launch support meetings as required (should correspond to a month end / quarter end) Project closure & handover Post Launch activities will be completed in 1 week Customer responsibility: Ensure key resources attend all post launch support review meetings Complete customer satisfaction survey Post Launch activities will be completed in 1 week
Project Management	Provider responsibility: Weekly 30 minute project review meeting through launch activities Creation and maintenance of project plan Weekly project status report to be sent out detailing progress, budget review, issues/risks, next steps Coordination of resources, activities, meetings in alignment with timelines and milestones Ownership of issues log and delegation of tasks Customer responsibility: Nominated project lead Ensure key resources attend all weekly project review meetings to provide updates Coordination of activity and resources on customer side to align to project plan and schedule
Exclusions	Custom reporting is excluded Multi-currency GL not part of this scope GL Exports are excluded
Estimated length of project: 6 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	