

Non-Event Orders	
Description	Provider will deliver Services assistance through use of non-event specific service orders, also known as fulfilment orders
Assumptions	Customer has already implemented Provider Enterprise with event service orders processes Customer has identified business cases for non event specific ordering needs
Kick Off	<p>Provider responsibility: Internal handover and preparation Prepare for and hold a 30 minute remote kick off meeting</p> <p>Customer responsibility: Ensure key project resources and stakeholders can attend kick off meeting Ensure project scope is accurate and fully aligns to all business requirements Raise any risks, block out periods for software release, resourcing plan</p>
Discovery	<p>Provider responsibility: A 1 hour remote discovery to review non event orders requirements</p> <p>Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements of non event orders</p>
Design	Not applicable
Build	<p>Provider responsibility: Resources & Price list management Non-Event order windows configuration Non-Event order process (order, work order) Payment Plan / Invoice</p>
Training	<p>Provider responsibility: A 1 hour administrator training with application administrator and key users</p> <p>Customer responsibility: Ensure appropriate users are selected and attend all training sessions</p>
Testing	<p>Provider responsibility: Consultant will perform unit configuration testing Up to 1 hour of testing support</p> <p>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 testing meetings The testing phase will be no more than 1 week in duration</p>
Launch & Post Launch	<p>Provider responsibility: Internal handover Project Closure Post Launch activities will be completed in 1 week</p> <p>Customer responsibility: Raise any issues found (that are within the scope of the SOW) via the issue log template Complete customer satisfaction survey</p>
Project Management	<p>Provider responsibility: Creation and maintenance of project record Project closure</p> <p>Customer responsibility: Nominated project lead Coordination of activity and resources on customer side to align to project plan and schedule</p>
Exclusions	Custom reporting is excluded from the scope of this service Amendments to existing custom integrations (CRM, POS, Finance, Existing payment gateways, etc.) are not included in the scope of this service Multi-currency management is not included in the scope of services
Estimated length of project: 4 weeks	
Note: This is an estimate and is dependent on Customer cooperation, timely responses and availability of necessary resources.	