Financials as a Service - Mentorship	
Description	Provider will train Customer on master table maintenance, Financials process training, reconciliation tools, month, quarter and year-end closing tools and reporting.

Assumptions	Financials modules have been implemented with building block configurations in place
	
	Customer primary financial contact has taken the Financials Learning Center Course Curriculum
	Chain of Command Established
	   Specific Customer Representative to make and enforce decisions
	   If a Power User does not exist, one should be created
	   Customer Support tickets will be added by the Customer
	Customer will complete End User Testing during Upgrades/Patches and internal Financials process updates
	
	Client will conduct own accounting services including reconciliations, bookkeeping tasks (i.e. posting, journal entries), and accounting management
	
	At no time will Provider provide general accouting services including reconciliation/bookkeeping or purging/deleting data for Customer.

Limitations	Not applicable
Kick Off	**Provider responsibility:** A 1 hour remote kick off meeting for introductions, review scope, understand current challenges, set project goals and establish cadence of meetings. **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, blackout periods for resourcing plan
Discovery	**Provider responsibility:** Up to eight 1 hour sessions to review customer setup and processes in preparation for delivering this service **Customer responsibility:** Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements
Annual Administrative Support	**Provider responsibility:** Introductory workshop covering existing configuration building blocks for Financials Training workshop in Financials products Scheduled check-ins **Customer responsibility:** Designated Financials application admininstrator to mentor Coordination of activity and resources on customer side Create test scripts for each change Perform UAT against test scripts
Exclusions	Custom development unless specified above Integration services not specifically defined in the scope above
This is an annual service Up to 40 hours, each year, are included with this Service.	