

Financials as a Service - Premium	
<b>Description</b>	Provider will consult Customer on master table maintenance, Financials process training, reconciliation tools, month, quarter and year-end closing tools and reporting.
<b>Assumptions</b>	<p>Financials modules have been implemented with building block configurations in place</p> <p>Customer primary financial contact has taken the Financials Learning Center Course Curriculum Chain of Command Established</p> <p>Specific Customer Representative to make and enforce decisions</p> <p>If a Power User does not exist, one should be created</p> <p>Customer Support tickets will be added by the Customer</p> <p>Customer will complete End User Testing during Upgrades/Patches and internal Financials process updates</p> <p>Client will conduct own accounting services including reconciliations, bookkeeping tasks (i.e. posting, journal entries), and accounting management</p> <p>At no time will Provider provide general accounting services including reconciliation/bookkeeping or purging/deleting data for Customer.</p>
<b>Limitations</b>	Not applicable
<b>Kick Off</b>	<p><b>Provider responsibility:</b> A 1 hour remote kick off meeting for introductions, review scope, understand current challenges, set project goals and establish cadence of meetings.</p> <p><b>Customer responsibility:</b> 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</p>
<b>Discovery</b>	<p><b>Provider responsibility:</b> Up to ten 2 hour sessions to review customer setup and processes in preparation for delivering this service</p> <p><b>Customer responsibility:</b> Ensure key resources can attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
<b>Annual Administrative Support</b>	<p>This package serves clients who are licensed to Invoicing/Payments, Standard AR &amp; GL Export, Standard Purchasing, Standard AP &amp; Basic Inventory, Premium Purchasing &amp; AP, Fixed Assets and potentially extensions and custom integrations</p> <p><b>Provider responsibility:</b> Master table maintenance Resources, RTTs, AR configuration, credit card gateway configuration, payment schedules, Purchasing/AP configuration, Bank Accounts, PO Approvals, Voucher Approvals, GL Accounts/Distribution Schemes, Report/Account Analysis Codes, Financial Template Documents, Inventory, Fixed Assets</p> <p>Financials process training</p> <p>On demand assistance - AR reconciliation, GL Export, AP Reconciliation, Provider's software Spreadsheet review, 1099 processing, GL reconciliation, month-end close, assistance with existing integrations and extensions (i.e. POS, ticketing, expense reporting, AP automation)</p> <p>Dashboards and Reporting</p> <p><b>Customer responsibility:</b> Coordination of activity and resources on customer side Provide Admin to mentor Create test scripts for each change Perform UAT against test scripts</p>
<b>Exclusions</b>	<p>Custom development unless specified above</p> <p>Integration services not specifically defined in the scope above</p>
<p>This is an annual service Up to 120 hours, each year, are included with this Service.</p>	