

Financials as a Service - Standard	
<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</p> <p>Chain of Command Established</p> <ul style="list-style-type: none"> <li>Specific Customer Representative to make and enforce decisions</li> <li>If a Power User does not exist, one should be created</li> <li>Customer Support tickets will be added by the Customer</li> </ul> <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 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 eight 1 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</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 Financials process training On demand assistance - AR reconciliation, GL Export, AP Reconciliation, Provider's software Spreadsheet review, 1099 processing Dashboards and Reporting</p> <p><b>Customer responsibility:</b> Coordination of activity and resources on customer side Designated Financials application administrator 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 80 hours, each year, are included with this Service.</p>	