Registration as a Service - Basic	
Description	Provider will work with Customer on reviewing and updating existing configurations, new registration configurations, the registration management process, on-screen reporting configuration, and standard web skins.

Assumptions	Registration modules have been implemented with building block configurations in place
	
	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
	Customer will conduct own accounting services including reconciliations, bookkeeping tasks (i.e. posting, journal entries), and
	
	At no time will Provider deliver general accounting services including reconciliation/bookkeeping or purging/deleting data for Customer.

Limitations	Not Applicable
Kick Off	**Provider responsibility:** Internal handover and preparation A 30 minute remote kick off meeting. Provider will meet with the Customer for introductions and to establish a cadence of check in **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:** Provider will review the Customer's database and processes in preparation for delivering this Service. **Customer responsibility:** Provide an understanding of business processes, data and requirements
Design	Not Applicable
Annual Administrative Support	**Review and Update Existing Registration Configurations** Default configurations Component Configurations Provider process training On demand assistance - AR reconciliation, GL Export Dashboards and Reporting Resources, Price Lists, Custom Fields **New Registration Setup Configurations** **Registration Management Process Review** **On-Screen Reporting** Dashboard optimization Standard system views Window Layout (Themes) **Standard Web Skins** **Scheduled Check-Ins and Status Meetings** **Customer responsibility:** Provide Registration Admin for mentoring
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.	