

Registration as a Service - Standard	
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	<p>Registration modules have been implemented with building block configurations in place</p> <p>Chain of Command Established</p> <ul style="list-style-type: none"> 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 <p>Customer will complete End User Testing during Upgrades/Patches and internal Financials process updates</p> <p>Customer will conduct own accounting services including reconciliations, bookkeeping tasks (i.e. posting, journal entries), and accounting management</p> <p>At no time will Provider deliver general accounting services including reconciliation/bookkeeping or purging/deleting data for Customer.</p>
Limitations	Not applicable
Kick Off	<p>Provider responsibility:</p> <p>Internal handover and preparation</p> <p>A 30 minute remote kick off meeting. Provider will meet with the Customer for introductions and to establish a cadence of check in meetings and review the scope</p> <p>Customer responsibility:</p> <p>Ensure key project resources and stakeholders can attend kick off meeting</p> <p>Ensure project scope is accurate and fully aligns to all business requirements</p> <p>Raise any risks, blackout periods for resourcing plan</p>
Discovery	<p>Provider responsibility:</p> <p>Provider will review the Customer's database and processes in preparation for delivering this Service.</p> <p>Customer responsibility:</p> <p>Provide an understanding of business processes, data and requirements</p>
Design	Not applicable
Annual Administrative Support	<p>Review and Update Existing Registration Configurations</p> <ul style="list-style-type: none"> Default configurations Component Configurations Provider process training On demand assistance - AR reconciliation, GL Export Dashboards and Reporting Resources, Price Lists, Custom Fields <p>New Registration Setup Configurations</p> <p>Registration Management Process Review</p> <p>On-Screen Reporting</p> <ul style="list-style-type: none"> Dashboard optimization Standard system views Window Layout (Themes) <p>Standard Web Skins</p> <p>Scheduled Check-Ins and Status Meetings</p> <p>Customer responsibility:</p> <p>Provide Registration Admin for mentoring</p>
Exclusions	<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 100 hours, each year, are included with this Service.</p>	