

TERMS & CONDITIONS OF IMPLEMENTATION & SUPPORT FOR SAP BUSINESS ONE STARTER PACK

1. Payment Terms

- i. Payment for annual license cost and one time implementation fee to be made 100% in advance.
- ii. SAP Business One license and CBS cloud charges to be paid annually, in advance.

2. Delivery Terms

- i. After successful payment for SAP Business One starter Package, customers are required to submit a duly filled and signed copy of SAP End User License Agreement.
- ii. Activation of license/ licenses will be within 7 working days from payment and submission of signed End User License Agreement.

3. SAP B1 Starter Pack Features & Reports

The SAP Business One Starter Package comes with robust features for below mentioned business functions and a set of ready to pull MIS reports.

Management & Administration	Accounting & Financials	Purchasing & Operations
<ul style="list-style-type: none"> 1) User Administration 2) Authorization 3) Multiple Currencies 4) Exchange rate 5) Posting Period 6) Multiple branches 7) Data Import & Export 8) Opening balance 9) Mobile interaction 10) Recurring transactions 	<ul style="list-style-type: none"> 1) Chart of accounts 2) Journal entries 3) Posting templates 4) Recurring postings 5) Financial reports 6) Cost accounting 7) Incoming payments 8) Outgoing payments 9) Bank statement processing 10) Checks & credit cards 11) Account reconciliation <p>Reports:</p> <ul style="list-style-type: none"> 1) Balance sheet 2) Trial balance (Branch wise) 3) Profit and loss (cost center wise) 4) Aging 5) GSTR 1 and GSTR 3B Reports 	<ul style="list-style-type: none"> 1) Purchase orders 2) Goods receipt POs 3) Goods returns 4) A/P Invoice 5) Down-payment Invoice 6) Down-payment request 7) Cancel Marketing Documents 8) A/P credit memos <p>Reports:</p> <ul style="list-style-type: none"> 1) Purchase Analysis 2) Last Price report with different Selections

Sales	Inventory & Distribution	Mobile App
<ol style="list-style-type: none"> 1) Sales Quotation 2) Sales order 3) Opportunity & Pipeline Management 4) CRM 5) Delivery Note 6) Returns 7) Sales Invoice 8) Credit Note 9) AR down payment 10) Gross profit calculation <p>Reports:</p> <ol style="list-style-type: none"> 1) Back Order 2) Sales Analysis 3) Monthly Customer Status 	<ol style="list-style-type: none"> 1) Item management 2) Item lists 3) Price lists 4) Goods receipts 5) Goods issues 6) Inventory transactions 7) Transfers 8) Serial number mgmt 9) Batch number mgmt. 10) Special prices 11) Period and volume discounts 12) Recurring transactions 13) Inventory Tracking 14) Inventory Counting <p>Reports:</p> <ol style="list-style-type: none"> 1) Inventory Audit report 2) Inventory in warehouse 3) Batches and Serials 4) Inventory Audit Report 	<ol style="list-style-type: none"> 1) Activities 2) Sales Quotation 3) Sales order 4) Customer 5) Items 6) Delivery 7) Invoices 8) Alert

4. Implementation Scope

Defined below are the standard implementation activities and their ownership for a step by step smooth implementation process.

Activities	Responsibility
License delivery (within 7 days of payment)	CBS
Activation	CBS
Walk through (Master data template Explanation)	CBS
Configuration	CBS
Master Data (Customer / Vendors / Items / GL / Taxes etc)	Customer
Master Data import	CBS

User Training (Including OB Training)	CBS & Customer
UAT	CBS & Customer
Opening Balances	Customer
Go Live	CBS & Customer
Handholding Support	CBS
Remote Support (* Refer detailed support document)	CBS

5. Assumptions

The implementation process will be carried out based on standard assumptions as mentioned below;

- i. Master data to be provided in standard template shared by CBS
- ii. Above effort is for one legal entity
- iii. We will share the questionnaire about Customer Business and inputs to those needs to be provided by Customer
- iv. In case of multiple Legal Entities can increase based on the requirements
- v. The project scope outlined is a single phased project with a single Go-live
- vi. We are offering standard application and functionality available can be configured based on the requirements. Customisation to business processes or any modules or functions not mentioned may not be possible in this package.
- vii. Master Data to be provided by the customer within 1 week from the project start date and opening Balances within 2 weeks from the start date.
- viii. Templates like Invoice, PO etc will be industry standard only customer logos and address will be changed.
- ix. Complete implementation & activation process will be done offline / remotely

6. Out of Scope

Following are a list of activities that are out of scope of the package and may attract additional costs;

- i. Hardware and network support at client end
- ii. Any business process not listed in the Implementation Scope Section
- iii. Data extraction, cleansing or reconciliation
- iv. Support for Third Party Applications
- v. Loading of Historical Transactions
- vi. Once the configuration and master upload is done, any further reconfiguration and master upload will be charged additionally
- vii. Data parsing from any application & software will be out of scope

7. Application & infrastructure Support

Below mentioned is the scope of support that will be extended by CBS to all customers purchasing SAP Business One starter Package;

7.1. Support Mechanism

Following will be the touch points between the Parties for logging issues, resolving them and any other communication required in this regard:

- i. Online Portal/E-mail for web-based support.
- ii. Direct phone lines & cell-phone based support.
- iii. Remote tools

7.2. Ticket Type

Support issues / queries raised by the Customer will be categorized as per following levels

- i. Level 1: Queries related to day to day working on production systems which include administration issues which might result in a stoppage of transactions. These can be queries related to the training issues, set up issues or any other issues which do not require more than one day man efforts.
- ii. Level 2: Queries related to the general setting, GL code determination, Administration or any other query which requires more than one day effort will be charged at INR 6000/man day. Effort requiring less than one man day will be part of scope.
- iii. Level 3: Any issues which requires support from SAP

Name of Scheme	Services
Basic	<ul style="list-style-type: none">i. Email and phone based support.ii. This contract is limited to 2 issues maximum in a day.iii. Initial response time within the next working day for Non Critical tickets and within 4 hours for critical tickets.iv. 99% uptime to log in to SAP Business One excluding the Scheduled maintenance which will be done once a monthv. Resolution time for an issue covered under this contract would not be more than 2 working days (except for issues escalated to SAP Business One support or any other issues which need more time for which timelines will be mutually decided)

7.3. AMC Scope

- i. Support will be provided for Single legal entity with multiple branches, provided master data should remain same for all multiple branches.
- ii. Handshaking for query logging and resolution management process
- iii. Production Support – user query resolution & troubleshooting for Level 1 and Level 2 queries
- iv. Ensuring SAP application uptime from offshore using touch points.
- v. Reporting on product bugs to SAP & following up for solutions.
- vi. Unlimited Online Support for 15 days & training during this tenure.
- vii. Migration to new product patches/updates once a year

7.4. Terms & Conditions

- i. The service provider shall be responsible for the following:-
 - i.a. fix any errors in the implemented solution.
 - i.b. Incorporating hot fixes/patches (as required) that are released from time to time.
- ii. The service provider shall provide offsite support on normal working hours (09:30 AM to 6:00 PM) from Monday to Saturday, except 2nd & 4th Saturday.
- iii. The service provider shall attend to the calls raised by the customer within the timelines specified in the AMC scheme opted by customer. This shall be the 1st level of support. Should any of the support issues not get resolved by CBS, the same shall be escalated by the service provider to the support team of Indian operations of SAP Business One support as 2nd level of escalation. In case an issue is identified by CBS to be immediately escalated to SAP, the same would be escalated on immediate basis. Issues for which CBS needs assistance from SAP, they being of nature of bugs etc., will be escalated to SAP not later than 2 days of the issue being reported by the customer.
- iv. Should more locations be rolled out by the customer as part of the expansion plan or should there be a requirement of new functionalities to be incorporated, the implementation for the same can be provided by the service provider at the man-day rate of Rs. 6,000. The effort estimate (man-days) required to do the same shall be given by the service provider beforehand to enable the customer budget for the same.
- v. The scope of services provided under this contract shall be restricted to the implemented solution and shall by no means include a) modifications of any setups or changes in any implemented functionality effort for which exceeds 1 days or b) any data entry work or c) execution of data reconciliation or d) maintenance of third party software or e) maintenance of hardware or network at the Customer's premises.
- vi. It is recommended that the customer does not make any attempt to make changes (by himself or through a third party) to the functionalities of the implemented solution, in which case the service provider shall not be responsible for occurrence of any errors and shall not be liable to rectify the same.

7.5. Out of Scope (AMC)

- i. Any Support on any 3rd party add-on/application.
- ii. Onsite Support is not a part of the contract
- iii. Technical customizations or integration with any Third party software, add-ons etc.
- iv. Network or hardware related issues at client end
- v. User specific training requirements.
- vi. Data Entry, Data Matching, Data Cleansing or Historical Transaction Data Uploading
- vii. Master Data or Opening Balance Upload
- viii. Re-Configuration of the application