

Financials as a Service - Basic	
Description	Provider will consult Customer on master table maintenance, Financials process training, reconciliation tools, month, quarter and year-end closing tools and reporting.
Assumptions	<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 If a Power User does not exist, one should be created 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 Customer will conduct own accounting services including reconciliations, bookkeeping tasks (i.e. posting, journal entries), and accounting management At no time will Provider deliver general accounting services including reconciliation/bookkeeping or purging/deleting data for Customer.</p>
Kick Off	<p>Provider responsibility: A 1 hour remote kick off meeting for introductions, review scope, understand current challenges, set project goals and establish cadence of meetings.</p> <p>Customer responsibility: 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>
Discovery	<p>Provider responsibility: Up to eight 1 hour sessions to review customer setup and processes in preparation for delivering this service</p> <p>Customer responsibility: Ensure key resources attend all discovery sessions Provide an understanding of business processes, data and requirements</p>
Annual Administrative Support	<p>This package serves customers who are licensed to Invoicing/Payments, Standard AR & GL Export</p> <p>Provider responsibility: Master table maintenance Resources, RTTs, AR configuration, credit card gateway configuration, payment schedules Financials process training On demand assistance - AR reconciliation, GL Export Dashboards and Reporting</p> <p>Customer responsibility: 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>
Exclusions	<p>Custom development unless specified above Integration services not specifically defined in the scope above</p>
<p>This is an annual service. Up to 50 hours, each year, are included with this Service.</p>	