TrueERP Additions Contract

Additions Contract Guideline.

This document is used if you require an addition or a change to the software functionality, as outlined and accepted by you in the TRUEERP & ERP Software License Agreement (“Licence Agreement”). By executing this contract, your obligations to the Licensee pursuant to the License Agreement remain unchanged.

The 4 steps outlined are;

1. Specifying Requirements,
2. Programming Cycle,
3. Beta Testing and
4. Completion.

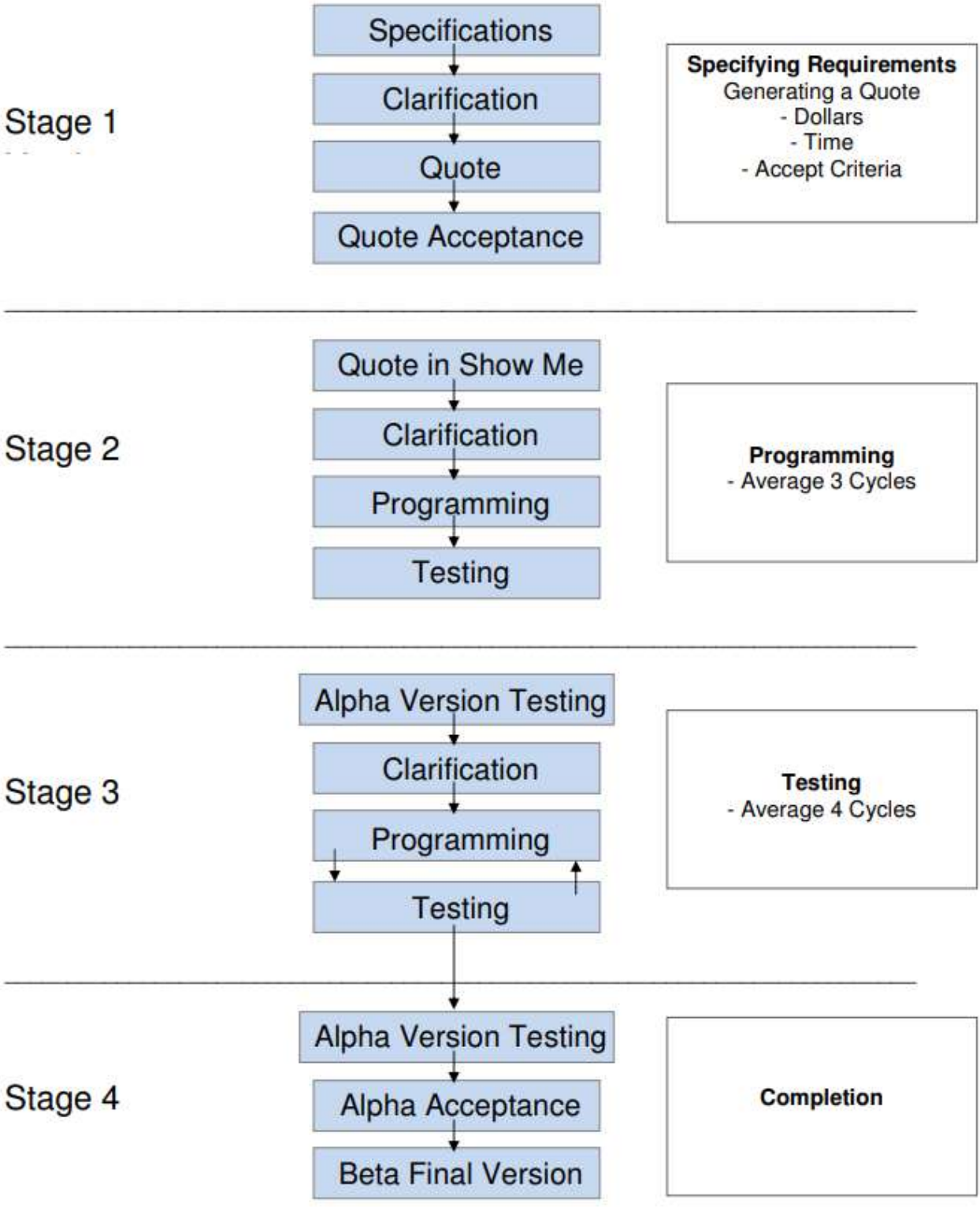
These steps will explain the various processes and potential time frame involved.

It is important that Additions are referenced in line with the TrueERP screen of the relevant module. This will allow programmers to easily relate to the module and potential change / requirement. Each screen shot, should not need more than 4 lines of text to explain the intended addition / change. If it does, we will need another screen shot taken to reference against this.

If you are requiring additions and you are new Customer of TrueERP. You will need a prioritised list, to reference at what stage you will go live with the additions. Please indentify what are "Must Have" additions critical to go live and which are would be "Nice to Have" addition.

The following page will show you the general flow of the request for Software Additions and the processes involved.

Software Additions Process



TrueERP Additions Contract

Customer Name:_____

This TrueERP Additions Contract ("Additions Contract") does not supersede the Licence Agreement and its terms and conditions, executed by the Licensor. By executing this Additions Contract, the Licensee acknowledges and accepts:

1. That it is bound to the same terms and conditions set out in the Licence Agreement.
2. That any payment due to the Licensor pursuant to the Licence Agreement, cannot be withheld pending the completion, rectification, errors or amendments of the software resulting from this or any further additions the Licensee may require.
3. The Licensee will use all its endeavours to ensure that any additions are implemented as quickly as possible. However, the Licensor cannot provide a timeframe, warranty or indemnity with respect to the implementation of any amendments requested by the Licensee. The completion/go live date contained in the License Agreement will be varied as a result of the execution of this agreement.
4. The Licensee does not warrant that the software will function in the same nature with the same functionality displayed prior to any additions being implanted.
5. Should additions be required in addition to those sought pursuant to this agreement, the Licensee will be asked to sign off on screenshots provided by the Licensor. A further Additions Contract will not be executed;
6. The go live date provided by the Licensee following the execution of this agreement will not be varied or extended further, in the event that further additions are required. and
7. The Licensee will be asked to list its additions by way of priority for completion. The Licensee will provide the Licensor with a go live date which will be effective at the completion of one of those additions.

Stage 1

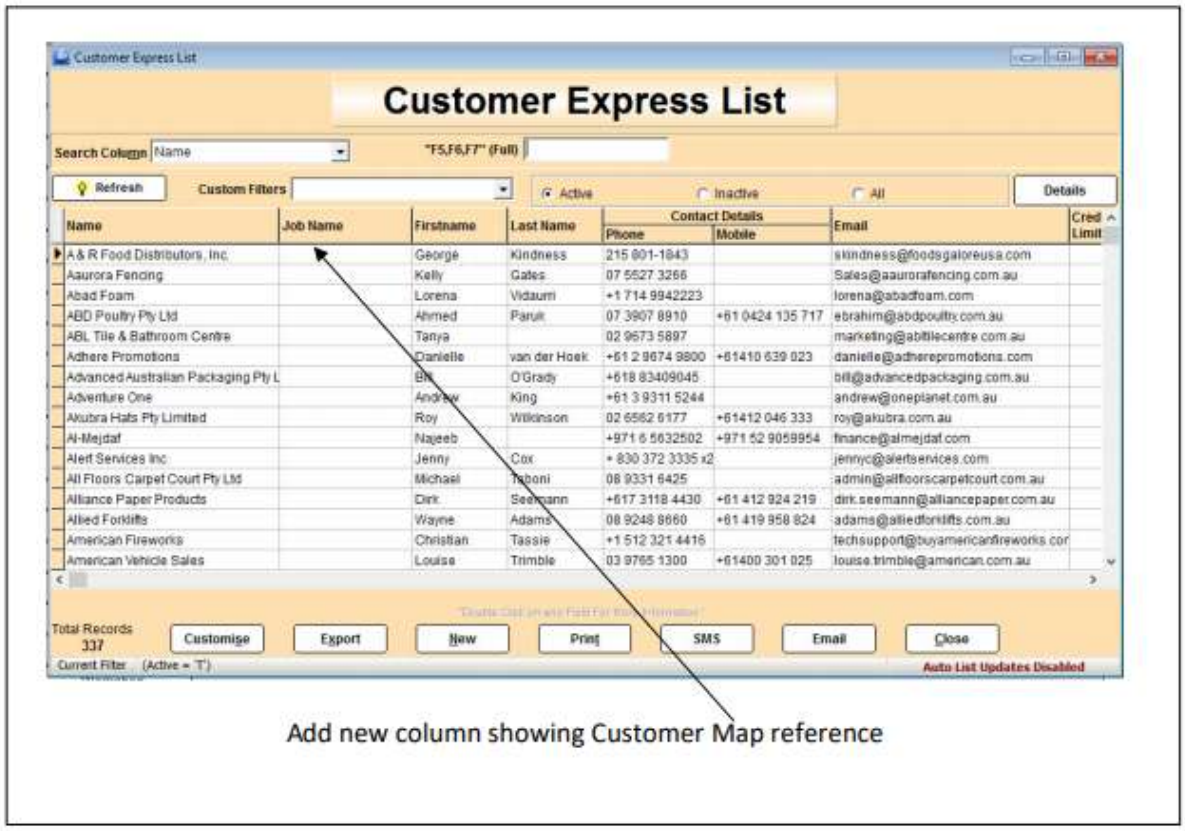
Specifying Requirements

The document should always start with the goal.

For Example: What we are trying to achieve is the ability to make individual products come into individual departments, from when raising a Purchase Order. Stock to each department will be automatically adjusted to suit.

The images that you need should be screen shots from within TrueERP or by making simple drawings from MS Office programs. Top of every page must include; Date, ERP Version, Company Name

There should be no more than 4 lines of text per image. See below example;



The finished screen shots must be confirmed with your Project Manager (PM). In most cases we recommend that your PM actually does the specifying with you, to ensure that clarity for our programmers is achieved and TrueERP doesn't already have a similar solution.

If you are new customer, your Additions request must reference “Will go live at this point with addition/s”. Eg “You might specify 3 Additions, but after the first addition, we will go live once we have the first addition working”. If it doesn't, TrueERP will send it back to the Customer and PM, to ensure this is clearly labelled and marked on the additions screen shots.

Every page of images and text must be signed and returned to TrueERP for quoting and confirmation. Typically this is done via email.

Quote accepted

1. Clarification may be required on the images supplied
2. A quote with the specifications will be sent from TrueERP back to Customer
3. Once the signed quote and specs are returned to TrueERP and paid for. The Addition is booked into the Show Me, ERP Version History List in your TrueERP database.

Stage 2

Programming Cycle

The accepted quote will be booked into the programming cycle, ready for commencement. Time for when the programming is commenced will depend largely on the amount of work booked before the accepted quote, but in simple terms the order of work.

1. Bugs and Issues
2. Specification adjustments
3. Paid Additions
4. Free Additions

Once programming commences, there may be a number of calls back to you to clarify any unknowns with specifications. On completion by the programming team, the work is passed to the basic testing department. Initial testing is done by this area to identify obvious flaws. Any obvious flaws are handed back to the programmers for reprogramming---The process repeats. This cycle is repeated an average of 3 times.

Stage 3

Alpha & Beta Testing

Basic testing is performed by TrueERP programmers. Alpha & Beta Testing is done at the company office.

Alpha and Beta Test Versions Are Not to be used on any live files or active databases. Alpha and Beta Versions get released onto a Test Server environment only.

The Alpha and Beta versions is what has been interpreted by the programmers, so the accuracy of the Specifying Requirements is critical. As this will determine how through the programmers have made the relevant changes in line with your expectations .

You must at this stage confirm that what you have specified, has been completed. Any changes you require to the Alpha or Beta Version will be put back into the programming cycle, any additions must again, be quoted and added on the programming cycle. This cycle is repeated an average of 4 times.

Stage 4

Completion

If all additions (customisation) are completed as required and been fully tested on your Test Server, the Alpha and Beta version is then added to the finished full version of TrueERP. This is updated and reflected in Show Me, Changes, ERP version History List. This shows you the version and the changes made in that particular release of an Alpha and Beta version.

At no stage can TrueERP or any of its staff, associates or partners approve for your Live Database to go onto an Alpha or Beta version release of the software. You alone must make this decision and take full responsibility for this decision, irrelevant of any recommendations from any staff member, associate of partner working with TrueERP.

Your Name: _____

Company Name: _____

Date: _____