

# WLM SOFTWARE SUPPORT CONTRACT

iVend Retail & Sage One Package Customers

## Purpose

This document serves to highlight the terms and conditions for payments done through EFT & Debit Orders with the necessary forms to be completed for support to clients on the above mentioned product.

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## OVERVIEW

As described in the Sage One iVend Retail Start-up guide, you have the option for free support on the service provider's website, or you can opt in for direct support from WLM Software at a standard Service Level Agreement with set support hours and costs.

This document will discuss the terms and conditions for the direct support for the Sage One iVend Retail Package, the different options in terms of hours and costs and the support that is available.

Included in this document is the forms for both the Debit Order and Electronic Fund Transfer options available.

## DIRECT SUPPORT TERMS & CONDITIONS

1. The direct support will be at a cost as chosen by the customer below and will be debited from the customer's account through a Debit Order or, the client will pay the cost through an EFT payment each month.
2. This support does not include Sage One Accounting Support. Support for Sage One will have to be done through the Sage One website.
3. All prices shown in this document will be exclusive of VAT.
4. If you so which to cancel your Sage One iVend Retail support contract, notification has to be submitted to [sale@wlmscs.co.za](mailto:sale@wlmscs.co.za) 30 days in advance.
5. All support through email and telephone will be billed in increments of 15 minutes.
6. Out of bundle support will be billed at R 650.00 per hour in increments of 15 minutes.
7. To confirm that the client is using Sage One as described in the Sage One iVend Retail Package Terms & Conditions, the Sage One login details needs to be completed in all forms.

## PAYMENTS TERMS & CONDITIONS

1. All support contracts will be billed on a month to month basis in advanced for the next month or an upfront payment for the annual support contract.
2. Debit Orders will be set for the first day of the next calendar month after the month this document is received by WLM Software.
3. If the client needs any support before the first payment is scheduled, an invoice will be send to the client for a pro rata amount for all the support hours used during the current month. This invoice must be paid before any other support will be given to the customer.
4. When any payments are behind and fall outside the grace period as described below, no support will be given to the client.
5. If payments are behind for more than 2 months, the contract will be seen as cancelled by the client and no support will be given to the client from that date onwards.

## MONTHLY DEBIT ORDERS

1. All clients that opted for a debit order method of payment needs to fill out the Debit Order Form attached to this document.
2. All debit orders will have a handling fee of: R 20.00
3. Debit orders will run on the 1<sup>st</sup> day of each month.

4. The first debit order will run the next month after this document has been received by WLM Software.
5. If payment is not received by WLM Software on or by the 10<sup>th</sup> of each month, no support will be given to the client.

## MONTHLY EFT (ELECTRONIC FUND TRANSFER)

1. All clients that opted for an Electronic Fund Transfer method of payment needs to fill out the EFT Form attached to this document.
2. Invoices will be sent on the 28<sup>th</sup> of each month to the client's email address as specified in the EFT form attached to this document.
3. EFT Payments needs to reflect in WLM Software's bank account on or before the 7<sup>th</sup> of each month.
4. If payment is not received by WLM Software on or by the 7<sup>th</sup> of each month, no support will be given to the client until all amounts are up to date.

## ANNUAL PAYMENT

1. If the annual payment option is chosen, WLM Software will send an invoice to the client for the chosen monthly SLA amount multiplied by 12.
2. Payments for the follow up year must be done 15 days before the anniversary of the contract.

## SERVICE LEVEL AGREEMENT OPTIONS

The below are the support options available. Please select the option within the payment form below.

Support Description	Cost
<b>1 Hour a month Telephone, Email &amp; Remote Support</b>	R 299.00
<b>3 Hour a month Telephone, Email &amp; Remote Support</b>	R 799.00
<b>8 Hour a month Telephone, Email &amp; Remote Support</b>	R 1 299.00

Please fill in the form below, select the support option, initial all pages, sign at the end of the document and send it back to support@wlmscs.co.za

## ELECTRONIC FUND TRANSFER FORM

### A. SUPPORT CHOICE

Support Description	Choice
1 Hour a month Telephone, Email & Remote Support	
3 Hour a month Telephone, Email & Remote Support	
8 Hour a month Telephone, Email & Remote Support	

I \_\_\_\_\_ (Full Name) the \_\_\_\_\_ (Position)  
of \_\_\_\_\_ (Company Name) hereby acknowledge that an Electronic Fund Transfer  
will be completed **monthly** to the account holder **WLM Software Consulting Services (PTY) Ltd.** to the amount  
of \_\_\_\_\_ (**Inclusive of Vat**) and will be paid into the following bank account:

WLM Software Consulting Services Bank Account Details	
Bank:	ABSA
Branch Code:	63 2005
Branch Name:	North Towers
Account Number:	4081 3494 65
Account Holder Name:	WLM Software Consulting Services (PTY) Ltd.
EFT REF #:	8309 546

### B. BILLING INFORMATION FOR INVOICE PURPOSES

Invoice Information	
Registered Company Name	
Company Registration Number	
VAT Number	
Address	
Primary Contact Person	
Primary Email address for invoicing	
Secondary Email address for invoicing	

### C. SAGE ONE REGISTRATION CONFIRMATION

Sage One Login E-Mail

Sage One Login Password

## D. ACKNOWLEDGEMENT

I acknowledge that the amount as stated above is correct and that I have the authority to sign this document on behalf of the above mentioned company. I have read, understood and approved the terms and conditions within this document.

## DEBIT ORDER FORM

### A. SUPPORT CHOICE

Support Description	Choice
1 Hour a month Telephone, Email & Remote Support	
3 Hour a month Telephone, Email & Remote Support	
8 Hour a month Telephone, Email & Remote Support	

### B. COMPANY DETAILS

Client Name (*name of Accountholder*) \_\_\_\_\_  
 Company Name \_\_\_\_\_  
 Company Reg Number \_\_\_\_\_  
 Physical Address (*Address, Town, Code*) \_\_\_\_\_  
 \_\_\_\_\_

### C. ACCOUNT DETAILS

#### FROM BANK ACCOUNT

Bank Name \_\_\_\_\_ Branch Code \_\_\_\_\_  
 Branch Name \_\_\_\_\_ Account Number \_\_\_\_\_  
 Type of Account (***delete that which is not applicable***) Current (cheque) / Savings / Transmission  
 Account Name \_\_\_\_\_

#### TO BANK ACCOUNT

To (*name of beneficiary*) **WLM Software Consulting Services (PTY) Ltd.**  
 Beneficiary's Address **Unit 18C, Miracle Retail Park, Cnr of Old Johannesburg Road and Lenchen Avenue, Centurion, 0046**

Amount \_\_\_\_\_

Debit Order Date \_\_\_\_\_

**1<sup>st</sup> day of each month**

## D. AUTHORITY

This signed Authority and Mandate refers to our contract dated \_\_\_\_\_ ("the Agreement"), between me and service provider \_\_\_\_\_ (Service Provider Name) with quote number \_\_\_\_\_

I/We hereby authorise you to issue and deliver payment instructions to your Banker for collection against my/our above-mentioned account at my/our above-mentioned Bank (or any other bank or branch to which I/we may transfer my/our account) on condition that the sum of such payment instructions will never exceed my/our obligations as agreed to in the Agreement and commencing on \_\_\_\_\_ and continuing until this Authority and Mandate is terminated by me/us by giving you notice in writing of not less than 20 ordinary working days, and sent by prepaid registered post or delivered to your address as indicated above.

The individual payment instructions so authorised to be issued must be issued and delivered as follows:  
\_\_\_\_\_ (monthly, bi-monthly, three monthly, six monthly, annually, weekly, bi-weekly)

In the event that the payment day falls on a Sunday, or recognized South African public holiday, the payment day will automatically be the very next ordinary business day. Furthermore, if there are insufficient funds in my account to meet the obligation, you are entitled to track my account and represent the instruction for payment as soon as sufficient funds are available in my account. Payment Instructions due in December may be debited against my account on \_\_\_\_\_

I/We understand that the withdrawals hereby authorised will be processed through a computerized system provided by the South African Banks. I also understand that details of each withdrawal will be printed on my bank statement. Such must contain a number, which must be included in the said payment instruction and if provided to me should enable me to identify the Agreement. This number must be added to this form in Section H before the issuing of any payment instruction.

## E. MANDATE

I/We acknowledge that all payment instructions issued by you shall be treated by my/our abovementioned Bank as if the instructions have been issued by me/us personally.

## F. CANCELLATION

I/We agree that although this Authority and Mandate may be cancelled by me/us, such cancellation will not cancel the Agreement. I/We shall not be entitled to any refund of amounts which you have withdrawn while this Authority was in force, if such amounts were legally owing to you.

## G. CONTACT DETAILS

The contact details below can be used for sms/emial confirmations of debit order payments.

Contact Person \_\_\_\_\_ Email address \_\_\_\_\_  
Mobile Number \_\_\_\_\_ Preference SMS Email

## H. AGREEMENT REFERENCE NUMBER

This Agreement reference number is \_\_\_\_\_

## I. SAGE ONE REGISTRATION CONFIRMATION

Sage One Login E-Mail	Sage One Login Password

## J. ASSIGNMENT

I/We acknowledge that this Authority may be ceded or assigned to a third party if the Agreement is also ceded or assigned to that third party, but in the absence of such assignment of the Agreement, this Authority and Mandate cannot be assigned to any third party.

## YEARLY CONTRACT PAYMENT INFORMATION

If you have opted for the yearly support payment option, please fill in the details that will be on the invoice send to you.

### A. COMPANY DETAILS

Invoice Information	
Registered Company Name	
Company Registration Number	
VAT Number	
Address	
Primary Contact Person	
Primary Email address for invoicing	
Secondary Email address for invoicing	

### B. SAGE ONE REGISTRATION CONFIRMATION

Sage One Login E-Mail	Sage One Login Password



## ACKNOWLEDGEMENT

I acknowledge that the amount as stated above is correct and that I have the authority to sign this document on behalf of the above mentioned company. I have read, understood and approved the terms and conditions within the WLM Software Payment Method document.

Signed at \_\_\_\_\_ on this \_\_\_\_\_ day of \_\_\_\_\_

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Signature)