



## Software Subscription Details

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The Cetec ERP monthly user subscription includes monthly software upgrades and maintenance, online training documentation, and unlimited email support. See pricing page online at [cetecerp.com/pricing.html](http://cetecerp.com/pricing.html) for details.

Cetec ERP also offers a priority phone support plan at a low monthly rate, see above pricing page for additional details.

## Service Offerings

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Your company may require additional assistance for expert support, consulting, training, and data migration. Cetec ERP offers the following expert in-house service offerings at our hourly rate:

- Data migration
- Consulting (implementation, business process, etc.)
- User training

## Billing Details

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Inexperienced companies may struggle to enforce discipline of process needed to ensure a successful ERP implementation. Cetec ERP assumes the customer will adapt to best business practice and process the system was designed to accommodate. Here are a few examples of these kinds of foundational best practices:

- Physical process matches system process, i.e. NO retroactive system processes! For example:
  - An item is received physically at your receiving dock; a receipt must be performed immediately in the system.
  - An item is physically pulled off the shelf (i.e. “picked”) for production; the item must be picked immediately in the system.
  - Raw material is transformed into a subassembly; the subassembly work order must be “invoiced” (via internal invoice) in the system immediately to register the transformation of raw into finished.
  - An item is packed up and goes out on a truck for shipment; the item must be shipped/invoiced immediately in the system.
- Untimely report of issues (bug, error, training issue, data issue)
- User ineptitude / inexperience. For example:
  - A user creates an incorrect manual ledger entry which impacts financial statements, and needs help repairing.

Please be advised that above practices may necessitate expert assistance, technical help, data repair, etc., which will be billed at our hourly rate.

## Sign Off

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I have read and understood the above

x\_\_\_\_\_ Date\_\_\_\_\_ Title \_\_\_\_\_

## Monthly Recurring Credit Card Authorization Form

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I agree to pay the total amount according to the card issuer agreement.

I authorize Cetec ERP (this is the name that will appear on your credit card statement) to charge my credit card monthly for payment of products and/or services. If Cetec ERP is unable to process my monthly payment I will be responsible for an alternate payment arrangement and any resulting processing fees that may be incurred. This authorization is in effect until I notify them otherwise in writing. I understand that the amount billed monthly may fluctuate up or down from month to month based on the number of my active users for each such month and any time and material services that are incurred from time to time on my behalf for each such month. I also understand that all expenses will be charged on my behalf and these may include additional charges from any previous months.

By signing this authorization, I acknowledge that I have read and agree to all of the above information and warrant all information provided is true and correct.

This agreement remains in effect until canceled by the applicant with written notice. This agreement may be cancelled by the applicant by providing Cetec ERP written notice at least 30 days in advance of the cancellation date.

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 Card Number \_\_\_\_\_ Type \_\_\_\_\_ Expiration Date \_\_\_\_\_ CCV \_\_\_\_\_

\_\_\_(\_\_\_)\_\_\_\_\_  
 Phone Number Associated With This Card \_\_\_\_\_ Date \_\_\_\_\_

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 Exact Billing Address As It Appears On The Credit Card Statement (Including City, State, and Zip Code) \_\_\_\_\_

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 Applicant's Signature \_\_\_\_\_ Printed Name As It Appears On This Credit Card \_\_\_\_\_

**Refund Policy:** Cetec ERP may refund the cost associated with a product and / or service paid by mistake or in excess of that required. A change of purpose after the payment for a product and / or service does not entitle a party to a refund. Cetec ERP will not refund amounts of \$25.00 or less unless a refund is specifically requested (in writing) and will not notify the applicant of any such amounts. Refund for a product and / or service paid by credit card will be issued as a credit to the credit card account to which the product and / or service was charged.

Your personal information will not be shared with any other third parties, except as necessary for the express purpose of payment processing for your purchases of any product and / or services made to Cetec ERP, unless we are required to do so by law or a governmental regulatory authority. We will not give or sell your nonpublic personal information provided on this form to any other company, individual or group.