

Order Form - ServiceM8 Packages

1. Customer Information

Company Details

Business Name		NZBN/ABN	
Address			
Suburb/Town		Postcode	
Country			

Authorised Representative

Full Name		Position	
Phone		Fax	
Email		Mobile	

Partner Connect Program: The Partner Connect Program is a system created by ServiceM8 which allows Certificated Partners to offer support to ServiceM8 customers. To enable us to provide you with support, a Partner Invitation will be sent to your primary ServiceM8 login account (the email address you first used when signing up for ServiceM8). Once accepted, this will provide us with the ability to check and modify setting, upload templates and/ or provide training.

<input type="checkbox"/> I am a new customer	<input type="checkbox"/> I am an existing customer	Primary ServiceM8 Email Address*:
--	--	--

2. Scope of Work

As an accredited ServiceM8 Partner, we offer a three (3) different Setup & Training Packages:

Starter Package Business Essentials Premium Package

Each package offers of the following services:

- Initial consultation to discuss your requirements
- Professional setup & customization of your ServiceM8 account
- Integration with your accounting system
- Template Customisation
- A variety of training modules (from basic to advanced)

We can also provide some Additional Services, which are not included in the three standard packages, as follows:

- Annual Support Plans
- Forms and Template Customisation
- Ad-Hoc Consulting

Please read through the Packages and Additional services we offer and select the items that you would like, by ticking the appropriate box(s).

* Important Notes regarding our Setup & Training Packages

1. These packages may not be suitable for companies who have unique and/or complex implementation requirements, which may require a greater degree of analysis, design, customisation and training, to get ServiceM8 working suitably for them. In these situations, we would provide a custom quotation.
2. Package prices below and custom quotations are based upon the information we have received from you regarding your needs and current systems. The actual fee may vary if any of your requirements change during the engagement, or if we discover that our initial understanding of your requirements were inaccurate at the time of quoting, or if any additional work is required to bring your systems into line with ServiceM8's requirements. These may include such items as: assisting you with correct setup of your inventory lists, upgrading your accounting system to a version compatible with ServiceM8, assisting with any local PC or general IT issues, etc.
3. Each training module is designed to run for a maximum period of 2 hours each. If at the conclusion of the allocated time, you feel that more time is needed to complete your understanding, then we are happy to continue, subject to our availability and your acknowledgment that additional fees will accrue at our standard consulting rate.
4. Up to five (5) users may participate in any training course. In our past experience, more than five participants create an unmanageable training environment, which becomes counter-productive to you. If more than 5 staff need to be trained in a particular topic, additional sessions will be required, at our standard hourly consulting fee.
5. Correspondence & training will be done remotely via phone, email and Skype. Dunedin based businesses will have on-site training at your office location. Anyone outside of Dunedin, may choose to have on-site training &/or work in which case you will be quoted a travel amount to be covered in addition to the package / hourly price.

3. Customer Authorisation

Letter of Engagement

YES, I agree to be bound by the Fees & Charges for the service(s) that I have selected on this form
I have read, understand and agree to the ServiceM8 Terms and Conditions on page 4, and accept them in full. I am 18 years or older and enter into this agreement as the Customer, or on behalf of the customer, as their authorised representative.
I understand by signing and submitting this Order Form, it shall become legally binding, and that the terms shall apply to all current and future work.

Full Name		Position	
Signature		Date	

Order Form - ServiceM8 Packages

4. Setup & Training Packages

Please select from one of the three Packages below:

Packages are a great way to save money by combining Setup, Implementation & Customisation together with a number of Training Modules. We offer the following packages, which are designed for companies who require a standardised implementation. (See important notes - Pg 1)

Tick	Description	Price
Package #1: Starter Package (\$1,175 value – 15% off)		\$995
<input type="checkbox"/>	<p>If selecting this package, proceed to Section 5 to select any "Additional Services". Then complete Section 6 - "Payment Details" and return to Kenzie Consulting.</p> <p>This entry-level package is designed to get you up and running with a quick and basic setup, by having us setup your ServiceM8 account and configure all the basic back-end settings. Additionally, we will customise one invoice and one quote template with your company logo and assist with setup of your accounting system integration. This is a good package for those customers who have the time to learn ServiceM8 at their own pace, as we only provide 2hrs of basic introductory training.</p> <p>What's Included:</p> <ul style="list-style-type: none"> Initial consultation to discuss your requirements Basic back-end configuration of ServiceM8 account Setup staff and assign security roles Setup Accounting system integration Customise 1x quote, 1x invoice, 1x email template Up to 2 hours of basic / introductory training 	
Package #2: Business Essentials Package (\$2,350 value – 20% off)		\$1,995
<input type="checkbox"/>	<p>If selecting this package, select any of the 3 training modules below. Then proceed to Section 5 to select any "Additional Services", and complete Section 6 - "Payment Details" and return to Kenzie Consulting.</p> <p>This Business Essentials package offers all the initial setup and customization provided in the Starter Package, but also provides a flexible training option. You get to choose any three (3) of our training modules, as detailed in the package options info. This is a great package for those companies who don't need all that is offered in the Premium Package, but still need some training assistance to hit the ground running.</p> <p>What's Included:</p> <ul style="list-style-type: none"> Initial consultation to discuss your requirements Professional customization of your back-end ServiceM8 Setup staff and assign security roles Assist with import of clients and inventory records Setup Accounting system integration Customise 1x quote & 1x invoice template Customise 2x email templates (Quotes and Invoices) Up to 2hrs support within the first month Select any 3 Training Modules below: <ul style="list-style-type: none"> <input type="checkbox"/> ServiceM8 Settings for productivity <input type="checkbox"/> Dispatcher Training – Getting the Basics <input type="checkbox"/> Dispatcher Training – Advanced <input type="checkbox"/> Accounts Training <input type="checkbox"/> Field Worker Training 	
Package #3: Premium Package (\$3,450 value – 25% off)		\$2,750
<input type="checkbox"/>	<p>If selecting this package, proceed to Section 5 to select any "Additional Services". Then complete Section 6 - "Payment Details" and return to Kenzie Consulting.</p> <p>The Premium Setup Package is designed for businesses who want it all, but don't have the time to do it themselves. One of our qualified ServiceM8 staff will setup your account, configure all your back-end settings, customise your quote, invoice and email templates with your company logo, setup integration with your accounting system & provide training in all modules required to get you proficient in using ServiceM8.</p> <p>What's Included:</p> <ul style="list-style-type: none"> Initial consultation to discuss your requirements Professional setup/configuration of your account Setup staff and assign security roles Assist with import of clients and inventory records Setup Accounting system integration Customise 1x quote & 1x invoice template with your logo Customise 2x email templates (Quotes and Invoices) Training Modules Included: <ul style="list-style-type: none"> - ServiceM8 Settings for productivity - Dispatcher Training – Getting the Basics - Dispatcher Training – Advanced - Accounts Training - Field Worker Training Up to 5hrs support within the first month 	

Order Form - ServiceM8 Packages

5. Additional Services		
Tick	Description / Fees	Fees
5.1 Initial Consultation – ServiceM8 for New Customers <i>(included in all packages)</i>		\$205
<input type="checkbox"/>	<p>Prior to commencing any ServiceM8 Packages, we highly recommend that all prospective ServiceM8 customers, undertake an Initial Consultation. The purpose of this consultation is to:</p> <ul style="list-style-type: none"> • Determine the suitability of ServiceM8 for your business • Verify the compatibility of your current accounting system and mobile devices • Conduct an analysis of your current business work flows • Determine how ServiceM8 can best integrate into your business • Determine which inefficient practices will be replaced by ServiceM8 • Document your needs for custom fields, templates and/or forms • Assess your current method of recording inventory and advise on requirements to prepare for integration with ServiceM8 • Discuss/document any additional customer requirements, including Security Roles, Add-on features, etc. 	
5.2 Template Customisation		\$150 each
<input type="checkbox"/>	<p>If you'd like a more professional looking quote or invoice, or need more information to appear such as terms & conditions, custom fields, or have any other changes you required, we've got you covered with our template customisation service.</p> <p> <input type="checkbox"/> Invoice <input type="checkbox"/> Quotations <input type="checkbox"/> Service Reports <input type="checkbox"/> Work Orders </p>	Total Number of Templates <input type="text"/>
5.3 Form Customisation		POA
<input type="checkbox"/>	<p>Forms for every industry: If you're concerned with occupational health and safety compliance or need the ability to create documents that help protect your staff and your business, then you need ServiceM8 Forms. Choose for any one of the many forms below.</p> <p>Need a Quote? Just fax or email through a sample of your form (preferably completed), and we'll let you know the cost</p> <p>FORMS Customisation can be provided for any of the following:</p> <ul style="list-style-type: none"> • Risk Assessment • Safety Certificate • Authority to Proceed • Dial before you dig • Job Site Analysis (JSA) • Inspection Report • Pre-start Checklist • Authority to Enter • Certificate of Compliance • Incident/Injury Report • Vehicle Safety Inspection • And many others 	Total Number of Forms <input type="text"/>
5.4 Ad-Hoc Consulting Services <i>(Pre-purchased in hourly, half or full day blocks)</i>		
<input type="checkbox"/>	<p>For those times when you just need a little bit of help</p> <ul style="list-style-type: none"> • Generally used by existing users of ServiceM8 who already know the basics. Can be used at any time when you just need a small amount of help, training or support • Great for when new staff have started and you don't have the time to show them the ropes 	<input type="checkbox"/> Hourly (\$99/hr) <input type="checkbox"/> Half Day (\$360) <input type="checkbox"/> Full Day (\$750)
5.5 Annual Support Plan		\$800/yr
<input type="checkbox"/>	<p>This is a support plan offered to Clients to provide a priority support line to assist with the general day-to day running of the ServiceM8 system. Support includes answering general or specific questions, addition of new staff to the portal, explanation of new features and their potential benefits and providing helpful tips and guidance to use the system in the most productive way, however it is not to be used as a comprehensive or regular training forum. Support is provided either via telephone or via remote login, to satisfy a "rapid response" level of service.</p>	

6. Payment Details				
<ul style="list-style-type: none"> • Prices are quoted in New Zealand Dollars • Prices shown are based on remote training. On-site training is available but will incur travel time charges and accommodation (if applicable) • All payments are required in advance. We accept EFT and Credit Card payments (a 2.5% surcharge applies to all Visa or Mastercard & 3% for Amex) 				
6.1 Payment Method				
<input type="checkbox"/> Pay on invoice; OR		<input type="checkbox"/> Pay by Credit Card (please debit the credit card below)		
6.1 Credit Card Details				
Card Type		Cardholder Name		
Card Number		Expiry Date	/	CVN/CVV
Cardholder Signature				

Order Form - ServiceM8 Packages

ServiceM8 Terms & Conditions

Definitions:

Client – the entity that engages our services. The entity may be an individual, partnership, trust or incorporated body.

Partner – the entity that has received Partner Accreditation from ServiceM8 as an Accredited Partner and is suitably qualified to provide assistance with setup, training, customisation and support of the ServiceM8 solution. Hereafter a reference to a Partner is a reference to Kenzie Consulting or Kyla Robinson.

Services – includes all services, products and solutions provided by the Partner to the Client.

Site – refers to the ServiceM8 portal at www.servicem8.com and its associated mobile Apps

Annual Support Package – is a support plan offered to Clients to provide a priority support line to assist with the general day-to day running of the ServiceM8 system. Support includes answering general or specific questions, troubleshooting issues, addition of new staff, explanation of new features and their potential benefits and providing helpful tips and guidance to use the system in the most productive way, however it is not to be used as a comprehensive or regular training forum. Support is provided either via telephone or via remote login, to satisfy a “rapid response” level of service.

Ad-Hoc Fees: \$99/hour \$360/Half day \$750/day

As a client, you agree to pay our charges for the Services we provide to you, which are based on a fixed hourly fee, half day or full day fee as above plus a call out fee (if applicable).

Alternatively, we may provide a fixed price quote, which provides details of the entire scope of work. Please note that the monthly subscription fee paid to ServiceM8, is unrelated to any fees which we charge.

Bug Fix Fees: Any time incurred by us in troubleshooting a Client’s issue within the ServiceM8 platform, even if ultimately found to be due to a Bug within the ServiceM8 system, the time spent will be chargeable to the Client at our fixed hourly rate, unless you are covered by our Annual Support Package (described above). We remind Client’s that, as an Accredited Partner of ServiceM8, we do not control the ServiceM8 system, or have access to its code and nor are we responsible for the smooth running of the system.

Annual Support Fees: (Optional): \$800 p.a.

You acknowledge, that our Annual Support Package is optional and that the annual fee will include support for all reasonable requests to change, modify, and/or troubleshoot the ServiceM8 back-end, but excludes forms or template design or customisation, staff training, and support for any ServiceM8 Add-Ons. Any support request not covered under our Support Package is separately chargeable at our fixed hourly rate.

Non-Payment: You agree that we may cancel, suspend or withhold support to you, or remove any customised documents or templates from your ServiceM8 platform, if, at any time, you have not paid all fees that you owe to us, by the due date. Strict adherence to payment terms must be observed by the Client. In the event we are unable to collect the fees you owe us, we may take any other steps we deem necessary to collect such fees from you, and that you will be responsible for all costs incurred by us in connection with such collection activity, including collection fees, court costs and legal fees. Any amounts not paid when due, shall bear interest at the rate of one and one half percent (1.5%) per month, or the maximum legal rate, if less.

Notice for Termination of Support Package: The Client or Partner may terminate the Support Package, at any stage by providing 60 days written notice to the other party, except where the Partner terminates due to non-payment.

Data Availability/Data Loss:

As we are only an Accredited Partner, we do not make any representations or warranties about protection of your data nor guarantee data availability whatsoever. You expressly agree that your use of the Site and our Services is at your sole risk. Our services are provided on an “as is” and “as available” basis. We expressly disclaim all warranties of any kind, whether express or implied, including, but not limited to, any warranties of merchantability, fitness for a particular use or purpose, non-infringement, title, operability, condition, quiet enjoyment, value, accuracy of data and system integration. We make no warranty that the site and/or services will meet your requirements, or that the site and/or services will be uninterrupted, timely, secure, or error free; nor do we make any warranty as to the results that may be obtained from the use of the site or services, or that defects in the site or services will be corrected. You understand and agree that any material or information downloaded or otherwise obtained through the use of the site or services is done at your own discretion and risk and that you will be solely responsible for any damage to your computer services or loss of data that results from the download of such material and/or information. No advice or information, whether oral or written, obtained by you from us through the site, services, or otherwise will create any warranty, representation or guarantee not expressly stated in these terms of use.

Limit of liability

You acknowledge and agree that we are only willing to provide access to the Services if you agree to certain limitations of our liability to you and to third parties. You understand that to the extent permitted under applicable law, in no event will we or our officers, employees, directors, parent companies, subsidiaries, affiliates, agents or licensors be liable for any indirect, incidental, special, consequential or exemplary damages, including but not limited to, damages for loss of revenues, profits, goodwill, use, data, lost opportunities, or business interruptions or other intangible losses (even if such parties were advised of, knew of or should have known of the possibility of such damages, and notwithstanding the failure of essential purpose of any limited remedy), arising out of or related to your use of or access to, or the inability to use or to access, the site, the services or your backed up data, regardless of whether such damages are based on contract, tort (including negligence and strict liability), warranty, statute or otherwise.

If you are dissatisfied with any portion of the Service(s), your sole and exclusive remedy is to discontinue use of our services. Our total liability to you for all claims arising from or related to the Site or Service(s) is limited, in aggregate, to the greater of (i) the amount of fees actually paid by you for use of our services in the month prior to the date the claim arose; or (ii) ten dollars (AUD \$10.00). Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages. Accordingly, some of the above limitations and disclaimers may not apply to you. To the extent that we may not, as a matter of applicable law, disclaim any implied warranty or limit liabilities, the scope and duration of such warranty and the extent of our liability will be the minimum permitted under such applicable law. Without limiting the foregoing, under no circumstances WILL WE be held liable for any delay or failure in performance resulting directly or indirectly from acts of nature, forces, or causes beyond our reasonable control, including, without limitation, Internet failures, computer equipment failures, telecommunication equipment failures, other equipment failures, electrical power failures, strikes, labour disputes, riots, insurrections, civil disturbances, shortages of labour or materials, fires, floods, storms, explosions, acts of God, war, governmental actions, orders of domestic or foreign courts or tribunals, OR non-performance of third parties

Indemnification: You agree to indemnify, defend and hold harmless the Partner, our parent company, subsidiaries, affiliates, officers, directors, co-branders and other partners, employees, consultants and agents, from and against any and all third-party claims, liabilities, damages, losses, costs, expenses, fees (including reasonable legal fees and court costs) that such parties may incur as a result of or arising from (i) any of your Content or Backed up Data, (ii) your use of the Site or Services, (iii) your violation of these Terms of Use, (iv) your violation of any rights of any other person or entity, or (v) any viruses, trojan horses, worms, time bombs, or other similar harmful or deleterious programming routines input by you into the Site or Services.