

ERS Sales Terms & Conditions

Special Notes:

This quotation is divided into various sections providing a detailed pricing breakdown for the purchaser.

All Support, Service Level Agreement, Warranty, Web access and Software prices are quoted for a specific period only. The purchaser will have access to the service for the quoted period only after which the service will be cancelled or suspended if not renewed by the purchaser.

All RENTAL quotations will include all items listed in the quotation including the Service Level Agreement if selected as well as access to the selected Software for the period stipulated ensuring that the system is operational for the full rental period.

DEVICE and INSTALLATION Accessories Section

The Device price includes:

- The ERS Bio device/s as described in the quotation
- Operational manual in electronic format
- One RF ID card
- 1,000 SMS alerts and unlimited Email alerts (based on fair use policy)
- Any special tools

Installations Accessories include:

- Mounting box with all mounting fixtures
- All internal wiring and connectors
- 3.2amp 12v Power store with 12v 7.2amp battery

Mobile Accessories include:

- All weather carry case
- Lithium battery pack and charger Device fitted in Carry case

Additional SMS alerts can be purchased at a cost of 35c (excl) per SMS if required. The SMS alerts can be ordered directly from the ERS Accounts department.

Please take into account the time it will take employees to Exit/Enter when calculating the number of devices required. For Free flowing Time & Attendance allow 30-45 seconds per 10 employees. For controlled Access Control allow 45-60 seconds per 10 employees.

INSTALLATION CHARGES Section

The standard installation for Time and Attendance solutions will usually be indoors at a convenient location for all staff to ensure easy access to the device.

The device will be fixed at a specific height against a wall as per our recommendation. Care must be taken when selecting the position to ensure that the location is correct, avoiding passages, steps or on a corner, etc. When ascertaining your device positioning, always take left handed employees into consideration.

Our installers are experts in pointing out the best location for the device to be mounted, they will consider all aspects like finger placement, wiring, power, security and recommend the correct location to you.

A dedicated 220volt 3.2 Amps standard wall plug must be provided by the purchaser within 5 meters from the installation location.

The price includes:

- All labour to complete a standard installation
- 5 Meters of surface mounted conduit
- 5 Meters of power cable
- All fixture accessories
- Travelling within a 75Km of an ERS office

Any deviations from the standard installation as specified above will be for the account of the purchaser. If the deviations are not on the Job card then the purchaser must issue an Official Order to our installation team before they can commence with any deviations.

TELEPHONIC SUPPORT, DATA COSTS & OPTIONAL SLA with EXTENDED WARRANTY

Payment of this service is in advance, either Yearly on invoice, or Monthly by Debit order.

TELEPHONIC SUPPORT & DATA COSTS service includes:

- Telephonic Device and Web support during office hours
- Web Access and all Hosting fees
- Total back-up of all data for 60 months
- Unlimited system users
- All Data and GPRS costs

Failure to pay for this service will result in all Support, Access to the Web as well as Device communication being suspended.

ON SITE SERVICE LEVEL AGREEMENT with EXTENDED Warranty service includes:

This extends the Telephonic Support to include ON SITE service/repair of the Device as well as extended warranty for up to 48 months.

The SLA includes (free of any charges):

- ON SITE service/repair of any malfunction on a device
- Device Warranty extended to 48 months
- Service turn-around time of 48 office hours once a support call was logged
- Full SWAP-OUT of any faulty devices

Any malicious damage or damage due to any act of God to the device becomes an insurance claim and will be for the account of the purchaser.

All batteries are EXCLUDED from this warranty.

This service must run continuously and once interrupted it cannot be re-instated without effecting the warranty period and price.

It is explicitly stipulated that this Service Level Agreement is only on the ERS Bio device and excludes all other services, goods or equipment.

WEB SOFTWARE Including Telephonic SUPPORT

Payment of this service is in advance, either Yearly on invoice, or Monthly by Debit order.

This service includes:

- Access to the Web software module/s as listed on the quotation
- Number of Employees are limited to the quantity as listed on the quotation
- Access to the software is limited to the period as quoted
- Telephonic Software support during office hours
- Web Access and all Hosting fees
- Total back-up of all data for 60 months
- Unlimited system users

Failure to pay for this service will result in all Software Support as well as Access to the Web being suspended.

TRAINING BREAKDOWN

Training is split into either on-site training conducted at the client premises or in-house training which will be conducted at one of the ERS Offices which have been equipped to do training.

Training will be conducted as per the quotation breakdown and can range between 2 and 4 days dependent on the solution purchased.

Training does not include setup assistance unless quoted for, the purpose is to enable you to setup your own account.

The Evaluation portion of the training allows you to determine whether your administrator/s are competent to use the system.

The purchaser will be asked upon completion to signoff a confirmation document ensuring that all aspects of each training session were covered.

Onsite Training

This training session cannot be split, it must be carried out consecutively. The interactive training will be conducted on the clients PC, please ensure that the necessary venue is provided for if multiple trainees are involved and hardware and internet connectivity is in place for an uninterrupted training session.

In-house training

This training will be conducted between 09:00 and 15:00 from Monday to Thursday according to a fixed schedule (for specified weeks only). Training can be split over two weeks where you can send employees for Monday and Tuesday of one week and Wednesday and Thursday of the next.

ERS will provide the necessary hardware for trainees to work on during the training session and will provide a lite snack and refreshments as part of the program.

Booking Rules:

- All Training Sessions are subject to confirmation.
- ERS reserves the right to cancel any training sessions should acceptable number of seats not be filled.
- Notice will be given by ERS Bio on the Wednesday prior to the training week should the minimum number of seats not be booked and cancellation occur.
- Bookings can only be made for full day attendance.
- Clients who have not submitted their schedules by Thursday 12:00 the preceding week will not be added to the list.
- Each company can book a maximum of 2 seats per company per session, Extra people may be booked subject to availability.
- A cancellation fee of R 250.00 per seat will be charged to your account for any cancellations within 48 hours before a session.

Training Sessions will not be disrupted with personal phone calls or work. The ERS facilitator has the right to excuse you from the session should this happen

Evaluations have individual pass rates; should the delegate fail their first attempt they will only be allowed one rewrite. Should they fail a second time, it will be recommended that they receive additional training.

In-house bookings includes for two seats in a week training session, we recommend that a second employee be trained on the system as a back-up if ever required.

Basic Device & Enrollment training is done on the day of installation, if requested.

Please ensure that all employees involved in the operation and implementation of the solution are present in the training session. This must include the IT, HR, Security and management departments.

ERS Bio DEVICE Training includes the following:

- Device functions and interface
- How to enrol an employee and upload a finger template
- Placement of fingers
- Device care and maintenance
- Power supply and battery maintenance
- Trouble shooting

ERS will not upload the purchasers' complete workforce but will assist with the uploading of about 5 sets of fingers to ensure that they understand the upload process; this is conducted by the technician on day of installation.

The purchaser will be asked upon completion to sign off confirmation document ensuring that all aspects were covered.

WEB Training includes the following modules and will be conducted over two days:

- Employees:
 - o Capturing of employee details (Active and Terminated)
 - o Employee Setup (Groups, Extra Fields and Departments)
 - o Employee system access (System users added and access allocated)
- Access control:
 - o Access management
 - o Time zone access (If Required)
- Report & Business rules:
 - o Automation of Actual clocked reports
 - o Business rule triggers created
- Web setup and Devices:
 - o Alert notifications regarding device power and communication
 - o Additional alert notifications
 - o System settings
 - o Company contacts
 - o Web Device functionality

TIME & ATTENDANCE Training includes the following modules and will be conducted over two days:

- T&A Setup:
 - o Time types
 - o Settings
 - o Manage holidays
 - o Setup auto importer
- Shift Management:
 - o Manage shifts
 - o Shift allocation
 - o Shift target hours
 - o Manage shift allowances
 - o Allowance allocations
- Schedule:
 - o Daily Scheduling
 - o Bulk Scheduling
 - o Work Cycle management
 - o Leave management
- Process:
 - o Importing clocking information
- T&A Reports:
 - o T&A software reports
- Export File
 - o Export setup

Bureau Service Training includes the following module and will be covered during the Time & Attendance Training (If Purchased)

- Enforcer setup
- Enforcer report
- Predefined comments

ACCESS CONTROL Training includes the following module and will be covered during the Web Training (If Purchased)

- Access Management
- Time zone access
- Device access report

JOB COSTING Software Training includes the following modules (If Purchased):

- Setup Job Codes
- Allocating of Job Codes
- Job Costing Reports

Implementation

Implementation is an on-site and/or off site service that is offered to our new and existing clients where an ERS Consultant will assist in the full implementation of the ERS Time & Attendance and Access Control Solution as per the hours quoted for. If additional time is required then it will be billed at the going hourly rate at the time.

The Client will be required to provide the ERS Consultant with the necessary information in order for him/her to setup the account by completing the supplied Information documents.

The cost for Implementation is charged per Hour or Part thereof according to the Employee Pack as well as the Modules required.

After completion of the Implementation plan, the relevant documents will be signed off by the client and ERS stating: The project has been concluded and successfully implemented.

On Completion of the implementation the client will be handed over to the ERS Support Department.

The ERS Consultant will assist with the setup of the following Modules:

WEB

- Employees – Setting of groups, extra fields, creating employee details and user access
- Access control – Access management and time zone access (If Required)
- Report & Business rules – Automation of Actual clocked reports and individual alert triggers
- Web setup and Devices – Alert notifications, system settings and company contacts

TIME AND ATTENDANCE (If Purchased)

- T&A Setup – Settings, fill-ups, manage holidays and auto importer
- Shift Management - T&A shifts rules, allocation, target hours and allowances
- Schedules (If Required) – Daily, bulk, work cycles and leave management
- Process – Operational module, how to amend and edit employee clock records
- T&A Reports - T&A software reports (Including Automation)
- Export File (One Payroll Import Test)

BUREAU SERVICE (If Purchased)

- Enforcer Setup
- Enforcer Pre-defined Comments

JOB COSTING (If Purchased)

- Setup Job Codes
- Clocking using Job codes

ACCESS CONTROL (If Purchased)

- Setup Time Zones
- Allocate Employees

ADDITIONAL Item Section

These Goods and Services are classified as BUY-OUT Items. The Seller is not the supplier/manufacturer and can only warrant the goods/service for the same period as provided by the supplier, and falls outside of the onsite SLA with Extended warranty.

The quoted price includes all labour required to ensure the Buy-Out items operate and are integrated.

TRAVELLING Cost Section

Our INSTALLATION and TRAINING rates include travelling charges within a 75KM radius from our offices. (Pretoria, Johannesburg, Cape Town and Durban)

Additional Travelling and Accommodation costs will be charged for travelling over the above limit and for any additional expenses incurred if required to sleep over to perform the required work.

SALES PROCESS

If you are ready to sign with ERS and you would like to purchase the solution **CASH** then the following will be required:

- 1) Sign the Quotation Acceptance page and forward it through to your sales consultant or directly to sales@ersbio.co.za for processing.
- 2) You will be contacted by our sales admin department to collect more information for invoice purposes. Additional documents required:
 - Cash sales application
- 3) A Proforma Invoice will be sent through for a 50% deposit there after arrangements will be made for the installation and training which will take place within 7 – 10 days unless a complex access control installation is required which will require proper planning. In the event of Buy-Out items forming part of the quotation then 100% of the Buy-out Item will have to be paid prior to installation.

If you would like to purchase the solution on a **RENTAL** then the following will be required:

- 1) Sign the Quotation Acceptance page and forward it through to your sales consultant or directly to sales@ersbio.co.za for processing.
- 2) You will be contacted by our sales admin department to collect more information in order to submit your application through to a Finance House for approval. Additional documents required:
 - FULLY COMPLETED CREDIT APPLICATIONFORM
 - Copy of ID documents of all directors, member (cc) or owners
 - Cancelled Cheque
 - VAT number
 - Letterhead

If it is a PTY

CM1 - Certificate of incorporation CM9 - Name change (if applicable) CM29 - List of Director/s
CM46 - Certificate to commence business

If it is a CC

CK1 & CK2

The Finance House might require a copy of the latest audited financial statements. The statements must not be older than 6 months.

- 3) The Finance House will process the application within 2/3 working days, if the application was successful then a contract will be drawn up and delivered for signature.
- 4) Once the contract is signed and a copy thereof received then arrangements will be made for the installation and training which will take place within 7 – 10 days unless a complex access control installation is required which will require proper planning.