

# SaphetyDoc

## EDI & Electronic Invoicing

### SaphetyDoc Advanced Services – Specialized Support

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# Price list

Platform	Product Code	Product's name	Service cost + VAT (current legal rate)
SaphetyDoc	P35438	Support Portal SaphetyDoc	80
SaphetyDoc	P54669	Communication system instalation/reinstalation	250
SaphetyDoc	P54670	Certificate configuration	80
SaphetyDoc	P54671	Special Requests	Under quotation
SaphetyDoc	P63695	4 hour bag	280
SaphetyDoc	P63473	8 hour bag	500
SaphetyDoc	P63696	24 hour bag	1200
SaphetyDoc	P63472	75 hour bag	3000
SaphetyDoc	P63471	150 hour bag	6000
SaphetyDoc	P54662	Urgency fee	100

# SaphetyDoc support platform

The SaphetyDoc support service is carried out remotely, in real time, addressing a user.

This service consists of the platform functional support, query handling and action monitoring, namely: invoice creation process.

**The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- Support for one User;
- Maximum time of the support service 1 hour;
- The equipment used must have the TeamViewer software installed, in the version recommended by Saphety;
- The client must indicate the date/time intended for the support at the time of subscription;
- The support performance is subject to scheduling confirmation by Saphety's customer support service;
- Service delivery SLA, after formal procurement/payment: up to 3 business days;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price:** 80€ + IVA (current legal rate).

# Installation/reinstallation of communication systems

The service consists of installing/reinstalling Saphety communication system (Saphetybox or Communicator).

This service is subject to prior validation and acceptance by Saphety.

**The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- 1 installation/reinstallation per order;
- The equipment used must have the TeamViewer software installed in the version recommended by Saphety;
- The user has the necessary permissions/access to the actions to be performed;
- The client must indicate the date/time intended for the support at the time of subscription;
- Submission of the necessary documentation for request validation (if applicable);
- The support performance is subject to scheduling confirmation by Saphety's customer support service;
- Service delivery SLA, after formal procurement/payment: up to 3 business days;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price:** 250€ + IVA (current legal rate).

# Certificate setting

The service consists of configuring/changing the certificate associated with Saphety's computer invoicing platform.

This service is subject to prior validation and acceptance by Saphety.

**The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- 1 Setting per order;
- The equipment used must have the TeamViewer software installed in the version recommended by Saphety;
- The user has the necessary permissions/access to the actions to be performed;
- The client must indicate the date/time intended for the support at the time of subscription;
- Submission of the necessary documentation for request validation (if applicable);
- The support performance is subject to scheduling confirmation by Saphety's customer support service;
- Service delivery SLA, after formal procurement/payment: up to 3 business days (from 11am to 5pm);
- Usually, no certificate interchanges are performed on Fridays;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without the obligation to return the amounts paid.

**Price:** 80€ + IVA (current legal rate).

# Special requests

This service consists of actions not foreseen on the platform or excluded from the support scope (free or advanced services).

All applications will be subject to technical, procedural and legal feasibility analysis, and in case of acceptance, they will be object of commercial proposal.

**The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- Request subject to prior analysis and confirmation of execution by Saphety's Client Support Service;
- Not applicable to requests that compromise the development management plan of the product, or behavior of the features available on the platform;
- Not applicable to legal support;
- Submission of applicable documentation to request validation (if applicable);
- Conditions and deadline for the service delivery will be subject to presentation of a commercial proposal;
- Service delivery SLA: agreed during the procurement process;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price:** to be estimated on a commercial proposal.

# Pack of hours

This service is intended for the prior acquisition of a pack of hours for technical interventions within the client's project, in order to streamline the process of development, through the reduction of the time related to the commercial process (preparation of commercial proposal, procurement and service payment).

Applications that do not change the project logic may be framed in this service's technical specifications, in particular configurations, configuration changes, minor developments, data/status update.

All applications will be subject to technical, procedural and legal feasibility analysis, and in case of acceptance, they will be object of commercial proposal.

## **The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- Each individual order placed in the pack of hours (small developments/manual interventions) will be subject to feasibility and confirmation of execution acceptance by Saphety;
- Before proceeding with the action, the client must formally accept the service conditions (conditions, term, hours to be cashed in the pack of hours);
- Not applicable to requests that compromise the development management plan of the product or the behavior of features available on the platform;
- Not applicable to legal support;
- At the end of the year, an hour pack consumption report is displayed. At the end of the tax year, the hours that were not consumed are carried over to the following year;
- Service delivery SLA: agreed during the procurement process;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price list:**

- 4 hour bag - 280€ + IVA (current legal rate);
- 8 hour bag - 500€ + IVA (current legal rate);
- 24 hour bag - 1200€ + IVA (current legal rate);
- 75 hour bag - 3000€ + IVA (current legal rate);
- 150 hour bag - 6000€ + IVA (current legal rate).



# Urgency rate

This service is intended to anticipate the expected delivery date of support service (free or advanced).

The subscription of the urgency fee assumes the prioritization of the request and the solution in a shorter period of time than the one expected within the standard service (free service) or the immediate processing (advanced service).

This service is subject to prior validation and acceptance by Saphety.

## **The purchase of this service assumes acceptance of the following conditions:**

- Prepaid service;
- The date/time requested requires validation and confirmation of acceptance by Saphety's customer support service;
- The urgency rate is applicable to the anticipated delivery of lower support service than the SLA subscribed. It can be charged under free standard support, or cumulatively, in connection with the Advanced Services subscription;
- The conditions and deadline for service delivery are subject presentation of a commercial proposal;
- Service delivery SLA, after formal procurement/payment: up to 3 business days;
- The service price does not include VAT at the legal rate in force.

In case of failure to comply with the indicated assumptions, the support service will be suspended without obligation to return the amounts paid.

**Price:** 100€ + IVA (current legal rate).

# saphety

[saphety.com](https://saphety.com)

