**Implement Schedule & Supports**

**PNP Corporation**

**(iCloudERP-Accounting)**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Task** | **Duration** | **Start date** | **End Date** | **Comment** |
| 1 | Initial payment when quote is confirmed and signed | 1-day |  |  |  |
| 2 | Information collection.  Customer needs to provide   * Chart of Accounts * Item master data * Customer master data * Supplier master data * Financial opening balance   Others | 3-day |  |  |  |
| 3 | Study current process with Reports & Forms | 2-day |  |  |  |
| 4 | Develop additional requirement (reports & forms) | 3-day |  |  |  |
| 5 | Installation & Import data into system | 2-day |  |  |  |
| 6 | Project implementation | 2-day |  |  |  |
| 7 | Training users | 7-day |  |  |  |
| 8 | Support & Maintenance 1 Year **(L1)** |  |  |  |  |
|  | **Total Working Day** | **20-day** |  |  |  |

We provide three Levels of supports:

* **(L1)** support will cover simple functional and technical support, no code changes.
* **(L2)** support will cover complex functional scenarios and simple code change such as reports, filters, etc.
* **(L3)** support will cover complex technical and architecture challenges.

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| **Support Team** | | | | | |
| **No** | **Support Team** | **Position** | **Phone** | **Email** | **Escalation** |
| 1 | Mr. Ong Rothana | Software Supervisor | 010 669 127 | ong.rathana@cloud--net.com |  |
| 2 | Mr. Mot Sochin | Software Supervisor | 096 657 7371 | [mot.sochin@cloud--net.com](mailto:mot.sochin@cloud--net.com) |  |
| 3 | Mr. Sophon Kakada | Software Supporter | 086 28 88 03 | Sophon.kakada@cloud--net.com |  |

Prepared by: Agreed and Accepted By

Mr. Sophon Kakada Customer's Signature

T: Software Supporter