Statement of Work

GRAINGER PLC

END OF TENANCY - TRAINING MATERIAL

Version 1.0
December 1, 2023

Contents

1   STATEMENT OF WORK

1.1   OVERVIEW

Grainger PLC will be rolling out the new End of Tenancy process to the business during December 2023/January 2024. While Grainger PLC are taking ownership of the change management process, including user training, Open Box proposes to assist by providing training material in the form of a user guide.

1.2   OBJECTIVES

The objective of this engagement is to deliver a user guide for the Salesforce *End of Tenancy* (EOT) functionality.

1. The user guide will be a single document which aims provide a high-level overview of the following EOT functionality:

   a. The overall EOT process in Salesforce.

   b. Where each of the teams' responsibilities lie within the EOT process.

   c. How to create an EOT.

   d. How to find which tasks need to be completed.

   e. How to start and complete a task (within Salesforce).

   f. Delays & overdue tasks.

   g. How to cancel or close an EOT.

   h. Updates to other Salesforce objects (unit, tenancy) triggered by the EOT process.

   i. Reports relevant to most end users.

   j. Functionality for EOT owners:

      i. Identifying EOTs at risk

      ii. Approving a request to cancel or close an EOT.

      iii. Void cost & KPI report.

2. Training material will be delivered in an editable format (e.g., a Word document) which Grainger PLC can update if required.

1.3 EXCLUSIONS & LIMITATIONS

1. The user guide will **not** include:

    a. Information about what steps need to be taken for an EOT task to be considered complete.

    b. How to complete tasks beyond updating the task in Salesforce. Including, but not limited to, how to update Qube, FSI, other related systems in order to complete an EOT task.

    c. Generic Salesforce functionality (e.g. how to filter a report).

2. All work will be completed by Open Box offsite.

1.4 RESPONSIBILITIES

1. Open Box will be responsible for:

    a. Providing the documentation described in the Objectives.

2. Grainger PLC will be responsible for:

    a. Conducting all user training.

    b. Any other change management-related communications to business.

2 PROJECTED COST AND TIMELINES

Open Box will provide the following services:

- 5 days (40 hours) of Business Analysis time to create a user guide, at a cost of £630/day.

- i.e. the total cost will be £3 150.

- The work is expected to take 6-8 working days from sign-off on this Statement of Work.

This quotation is valid until 8th December 2023.

All amounts are quoted in GBP (£) and exclude VAT, if applicable.

Project costs will be billed monthly, in arrears.

3   ACCEPTANCE

The parties hereto, each acting under due and proper authority, have executed this Agreement as of the day, month and year first written below.

For and on behalf of Open Box Software

For and on behalf of Grainger PLC

Signature: *Sam Duncan*
Sam Duncan (Dec 4, 2023 11:30 GMT+2)

Signature: *Jon Pitt*
Jon Pitt (Dec 4, 2023 09:15 GMT)

Name: Sam Duncan

Name: Jon Pitt

Position: Salesforce Director

Position:

Date: 12/04/23

Date: 12/04/23