



SERVICES WORK ORDER

This Services Work Order ("Work Order or SOW") is subject to all terms and conditions of the Software Services Agreement between **INFOR (USA)**, ("Infor") and **SNS**. ("Services Partner") with an Effective Date of December 12th, 2014

Effective date of this Work Order: December 12th, 2014 Work Order Number:

Prepared By: Gloria Quevedo Approved By: Mitchel Lafrance

Project Name:	Grupo GAL
Objective:	FIX WMS issues
Project Scope	
<u>Scope:</u> WMS issues to be fixed	
Project Deliverables	
Weekly Report from the activities delivered in this week	
Project Assumptions	
Project Exclusions	
<ul style="list-style-type: none">• INFOR will not be responsible for any problems that may be attributed to Hardware and Database, such as products or equipment deficiencies or quality and functionality thereof.	
Infor Responsibilities	
<ul style="list-style-type: none">• INFOR agrees to support the execution of the work regarded in this proposal.• INFOR agrees to coordinate both their own and the outsourced resources assuming the role of primary supplier.• INFOR will not be responsible for waiting times in the delivery of products, equipment and / or software base, or response times of the authorized channels of support from the suppliers.• INFOR will not be responsible for the quality and / or accuracy of the data loaded into the system as these will only be transferred as opening balances of clients and suppliers' portfolios, inventories, scales, backorders of sales, purchases and manufacturing to a new repository.• INFOR does not assume Operating System Management and / or users and backup Databases responsibilities, and application management in general or any of its components, as these responsibilities belong to the Grupo GAL Systems Department.• INFOR is not responsible for third party developments or errors caused by them.	

Services Partner Responsibilities

- Allocate the resources for the project
- Provide all documentation in the dates defined in the work plan.

Services Fee Estimates

ROL	Hours	RATE	TOTAL
Remote Support	40	\$ 100.00	\$ 4,000.00
On site support	40	\$ 112.50	\$ 4,500.00
			<u>\$ 8,500.00</u>

- Rate net of taxes

Comercial Conditions

Our Work Order is based on the following conditions and restrictions:

Project Time determined and Time & Materials

Invoices should be paid to **SNS** with a maximum of 30 days after the date of receipt of the invoice and must be paid in U.S. Dollars

In this Work Order are not including travel expenses required in the project according to the estimates in the same day.

In case there is any change we considered in the work plan worked **SNS** , if required add new functionality or when a substantial variation of this Task Order is anticipated, both parties must agree in writing additional work and amend this Work Order correspondingly by request change control.

***All amounts are in US Dollars unless otherwise specified**

Estimated time and costs listed in this Work Order represent an estimate only. Actual project time and cost may vary from the estimates provided. Where a substantial variation from this Work Order is foreseen, both parties must agree in writing to the additional work and amend this Work Order accordingly. All services are provided on a time and materials basis and are billed [weekly]. Billing and payment are not dependent or conditioned on delivery of deliverables contemplated herein or any other deliverables. Travel and living expenses are not included in the rates or estimated fees stated herein. Such travel and living expenses are in addition to such fees.

THE PARTIES have executed this Work Order through the signatures of their respective authorized representatives.

INFOR (US)

Signature: _____
Printed Name: _____
Title: _____
Address: _____
Address: _____
Signature Date: _____

Invoices MUST be mailed to:

Company Name: _____
Contact Name: _____
Address: _____
Address: _____
Phone: _____
Email Address: _____

LICENSEE: SNS

Signature: _____
Printed Name: _____
Title: _____
Address: _____
Address: _____
Signature Date: _____

**Delivery Address:
If different from above**

Company Name: _____
Contact Name: _____
Address: _____
Address: _____
Phone: _____
Email Address: _____

Licensee Site Addresses:

SERVICES ENGAGEMENT SET UP – INTERNAL USE ONLY	
Engagement Manager:	Gloria Quevedo
CLARITY USERS	
Time Approver:	Alternate Approver:
Item Class:	Product: