

Fees for E-Commerce related support & services

updated 5:30pm EST June.29.2015

Attention all e-Commerce customers

Please note you may need e-Commerce **support** including programming services. **These services are at a charge and not included in your monthly managed service fees.**

Your monthly fees include the following services only:

1. A license of the RMS instance hosted on MHS Servers
2. An instance of the database synchronization on MHS Servers
3. Use of the Server and SQL database also hosted on the same server
4. Data synchronization services
5. Database back-up
6. Program maintenance and upgrades
7. Security and Internet resources on the Servers
8. Hosting services as a store (with the optional extra services if hosted as a HO and additional user licenses for access from anywhere. This could be your second-HO)
9. Agreed to limits of the number of items and historical data storage

All other requirements (such as **SSL certificates, 3rd party services and licenses**) are the responsibility of the end-user customer.

For all **E-Commerce support** and/or software programming services between MultiFlex RMS programs and **Multiflex e-Commerce or 3rd party e-Commerce** (such as Shopify, Magento, etc), following service and / software programming **fees apply**:

1. **Open plan**: This is for a customer who does not want to have a support-plan and rather use our services if/and when necessary. Charges are **\$150 per hour (minimum 1 hour)**, paid in advance of any estimate or service extended. *NOTE: service availability has to be scheduled & may take a few days.*
2. **2-Hour plan**: This plan reserves 2 hours of support and/or software programming services. Charges are **\$125 per hour (minimum 1 hour)**, paid in advance of any estimate or service extended. A **min. of 30 minutes** is charged to the plan every time you request support and/or software programming services. An email will be sent to you when services are completed, stating the fees and the remaining funds on your account. *Services are available on high priority*
3. **5 hour plan**: This plan will reserves 5 hours of support and/or software programming services. Charges are **\$100 per hour (minimum 1 hour)**, paid in advance of any estimate or service extended. A **min. of 30 minutes** is charged to the plan every time you request support and/or software programming services. An email will be sent to you when services are completed, stating the fees and the remaining funds on your account. *Services are available on high priority*

The reading and responding to e-mail relating to e-Commerce support will be measured and billed accordingly.

Following are the Items for above e-Commerce support and/or software programming services:

1. CSS changes: billed on a 1 hr basis for each group of "**uninterrupted**"* tasks/requests.
2. Shopify trouble shooting.
3. MultiFlex e-Commerce trouble shooting.
4. API trouble shooting:
5. SSL renewal: 1 hr flat. Could be longer if the customer is addressing dependencies, such as domain verification requests. Billed in 1 hr blocks.
6. Payment Processor updates (password or other API user changes): 1 hr flat, longer if customer information provided is invalid or any other dependencies; billed in 1 hr blocks.

"**uninterrupted**"* tasks mean: the customer is responsive on parts that they need to participate in, and they do their part in a timely manner as required.

Important Note:

Having an [SSL Certificate](#) is not optional. The SSL (Secure Socket Layer) Certificate provides security without which the site should not be used by customers. Our policy is non-engagement, if no SSL. SSL therefore is a default action.

As part of our **e-Commerce agreement for MultiFlex eCommerce program**, we bill customers when we renew SSL certificates. The fee is the SSL cost + 1 hr installation and setup. Fees may escalate if the customer is un-responsive in confirming identity of the domain name during the setup process.

The type of SSL is ALWAYS Standard SSL UCC (which normally comes w/ USD \$100,000 warranty from GoDaddy, subject to change by GoDaddy). We don't buy it from anyone else. We don't get any other kind of SSL. Customer has a choice to extend it for 1 year or longer. We recommend 3 years to save the customer the 1 hr fee at our end (or longer) and the savings that come from GoDaddy.

Order Confirmation:

Please confirm your order by selecting one of the above options.
Also please sign, date and fax this back to (905) 470 1336 attention Anita.

Check Selected plan: 2 Hour Plan 5 Hour Plan Open Plan

Charge this to Credit Card Type: Name on the Card:

Credit Card Number: Expiration Date:

Amount authorized: Invoice# (if issued):

Authorized name and signature: