

## Standard Initialization Fee Explanation

### Project Methodology

DataServ utilizes a Rapid Initialization Methodology to ensure that Client's project is delivered in a quality and timely manner. This methodology has been designed based on 20+ years of experience in delivering accounting solutions and providing consulting to organizations. The methodology is comprised of nine phases that guide DataServ and Client through the entire initialization process.

### Planning Meetings

The first phase of the Rapid Initialization Methodology is Planning. DataServ utilizes kick-off meetings involving staff from the Sales Team to the Solution Delivery team to initiate the internal transition. Next, a kick-off meeting with the Client organization is scheduled to review the project at a high level, provide a demonstration of the software if team members have not experienced the Solution before, review the project methodology, outline a high-level timeline, set Client expectations and identify next steps.

### Sponsor Meetings

DataServ will regularly schedule meetings with client sponsors for the project. These meetings are designed to keep sponsors informed about the progress of the project and to provide a forum to discuss any issues, risks or changes to the scope of the project.

### Best Practices

DataServ has developed Best Practices for delivering Accounting solutions based on 20+ years of experience. We share these Best Practices with the Client throughout the project, and we will work with Client to identify the optimal way to tailor the DataServ Solution.

### Rapid Adoption Kit (Change Management)

The Rapid Adoption Kit is a communication roadmap to help clients generate the optimal level of understanding and commitment within their organization. It provides detailed, proprietary information and resources on specific best practice methods to communicate business process changes in the Accounts Payable environment. It also offers planning outlines, timetables and message templates to aid leaders in organizing a systematic change management message to all affected stakeholders: AP users, managers, buyers, coders, approvers and vendors.

### Core Solution

The Client will receive the Core Solution within three (3) weeks of the project kick-off. The Core Solution provides the Client with a production environment that can be used immediately. This enables Client's vendors to begin sending invoices directly to DataServ very early in the project.

**Tailoring Meetings (Options Selection)** The Options Selection process is designed to identify

each of the tailorable items within Client's Solution. The Solution Delivery team will walk Client through each of the options and discuss the best choices for the Client's organization. Tailoring Meetings also include DataServ's Best Practice recommendations.

### Tailoring Work

DataServ will "tailor" the Solution to meet the requirements that were identified in the Option Selection process. This includes configuring options such as workflow, initial routing, approval matrix and AutoVouch™.

### Digital Mailroom Optimization

DataServ will facilitate meetings and collaboration with Client and the DataServ Digital Mailroom.

### User Testing

DataServ will create test case scenarios and assist and guide Client through the User Testing phase. This process includes two (2) rounds of User Testing with a re-work step after each round, as needed. DataServ works with Client to maintain an Issues Log to ensure tracking and resolution of any issues that arise.

### User Training

Training is an important part of the Initialization. DataServ will work with Client to determine the best delivery method for training. Training options include on-site classroom training, virtual training via a video conference meeting, or "Train the Trainer" sessions. DataServ also has an online Resource Center that contains training videos.

### Test Environment

DataServ provides Client with an environment to test the DataServ Solution, tailoring configuration and related data interfaces without impact to production processes. The Test Environment is available for the duration of the project.

### Infrastructure Planning

For each new client, DataServ evaluates the infrastructure required to deliver the DataServ Solution. Our goal is to maintain an infrastructure that allows us to consistently provide a Solution that performs at an optimal level for each client.