

HRP Project Go-Live Delay Policy

Microsoft Dynamics 365 Business Central HR & Payroll

1. Purpose:

To establish a consistent approach for billing and resource management when HRP (Human Resource & Payroll) implementation projects experience payroll-related delays in their go-live dates.

2. Resource Planning and Scheduling

Delays in go-live dates impact onboarding capacity and resource allocation. To mitigate this:

Customer/Partner-Initiated Delays: If the live date is pushed for reasons unrelated to payroll product issues or our implementation efforts/availability:

- **Resource Availability:**
Resource assignments are subject to availability and may change when project timelines are significantly adjusted.
- **Grace Period:**
If resources are not booked, they may remain assigned to the project for an additional 30 days without penalty.
- **Rescheduling Impact:**
If resources are booked or implementation slots are full:
 - The customer will be rescheduled based on availability.
 - If a delay results in the project being rescheduled more than 60 days beyond the original go-live date, the customer may be required to pay an **additional** rebooking fee of \$1,000 to secure new implementation slots. Please note that rescheduling after a 60-day delay will be subject to resource availability, and there is no guarantee that the same resources or preferred timeframes will be available.
 - These fees are intended to offset the cost of lost onboarding capacity and resource disruption.
- **Quarterly Capacity Forecasting:**
Each quarter, available resource capacity hours are reviewed by Integrity Data and adjusted to forecast potential project go-live delays.

Integrity Data-Initiated Delays: If the live date is pushed related to payroll product issues or our implementation efforts/availability:

- Every effort will be made to accommodate customer requests for resources, & rescheduling timing.

3. Subscription Billing During Implementation

Customers subscribing to Integrity Data HRP begin paying a monthly fee from the subscription start date, regardless of their go-live status. To align our billing practices with this model and ensure fair compensation for implementation efforts, we offer two billing options during the implementation period:

Option 1: Annual Subscriptions

- If a customer delays (pushes) the project go- live date after implementation work has begun, Integrity Data will impose additional start fees for each month of delay.
- If the customer delays (pushes) the project go-live date prior to implementation work beginning, start fees will only be applied to the new project start period.

Option 2: Monthly Subscriptions

- When a customer delays (pushes) the project go- live date, the base fee will continue through the push period without adjustment.

Subscription Pauses

Pausing subscription billing may be granted on a case-by-case basis at Integrity Data's discretion. This process will pause all subscription billing activities related to a monthly or annual subscription. Subscription pauses are meant to be limited in use and apply when there is a indeterminate delay on project timelines. No system access will be granted and no project work will be performed while a subscription is paused.

4. Communication and Agreement

- Customers will be informed of these policies during the onboarding process.
- Any deviation from the standard billing or scheduling policy must be documented and is to approval at Integrity Data's discretion.