

# Fitrix Customer Expectations



Our goal as your ERP software vendor is to meet or exceed your expectations. ERP implementations can be very challenging and an accurate and realistic set of expectations is essential to proper planning and ultimate success. Your ERP implementation will be a challenging time for your team and your business; but upon completion, you will be rewarded with a system that will serve and support your business well into the future.

## 1. The top keys to a successful ERP implementation:

- Recognize that your ERP implementation will be challenging and will take a significant effort from your team to execute and plan for this.
- Make sure you have the right members on your implementation team and make sure they have the time and resources to succeed.
- Make sure you have an adequate budget and some contingency budget to complete the project at the level desired.
- Spend the time needed up front to:
  - Understand how Fitrix works and how Fitrix will work in your business
  - Identify any of your business requirements that are not supported by Fitrix out of the box
- Take a very disciplined approach to “Feature Creep” if you are customizing the software. Feature Creep is the enemy of every go live deadline and budget. The more customizations that are being made, the greater the temptation to add ‘One more feature or refinement.’ Save the non mission critical features for Phase II or later.

## 2. New ERP software implementation projects tend to grow and you should reserve some contingency budget for this.

It is very difficult to keep these projects on time and on budget; but it is not impossible. While most ERP implementation projects go over the original timeframe and budget, a few do not and a few come in under, the primary reasons for going over are:

- Unrealistic goals
- Inadequate staffing
- Not enough planning time

- Not enough needs analysis
- The customer relying on Fourth Generation to identify every feature and requirement (this has to be a joint effort)
- Increase in scope of custom features needed (scope creep), including:
  - Features not identified
  - Features included in scope; but whose complexity increases beyond the initial scope.
- Data conversion effort complexities emerge and/or your team needs more support from FGSS than planned.
- Additional implementation assistance if your team wants or needs more assistance than planned (some customers rely more on FGSS for support than others, this varies widely by customer)

**3. There are many things you can do to reduce your implementation cost and shorten your timeframe, the significant areas are:**

- Make sure you have a strong and complete team in place
- Make sure you assign a strong project manager that has time to do this job.
- Sufficient planning time improves the quality of every other part of the effort
- Do a thorough needs analysis up front
- Set milestones that can be measured and checked off to keep your project on track.
- Document all special requirements carefully before making requests
- Conduct your own training ahead of or in place of a paid training class.
  - Have users read all of the relevant Fitrix user guides and other documentation
  - Have users try out all of the software operations independently
  - Have each user do a self study of the training guide for each module they will use, including practicing all lab exercises using the Fitrix training login
- Keep your data conversion effort to a minimum
- Do not make or request any customizations that are not mission critical, save these until after you are live on the software.

- Come prepared to all meetings with FGSS, table any internal policy and design decisions that don't need our input for a follow-up meeting.
- Conduct user acceptance testing and a parallel test to avoid costly surprises during and immediately after go-live.

**4. The success of any fully vendor supported ERP implementation depends equally on you and on your vendor**

- A fully supported ERP implementation is one where the vendor has been fully engaged to provide the complete range of implementation services
- If both parties do not take equal responsibility for the many steps of this process, it will not meet expectations.
- Even when Fourth Generation has been fully engaged to support your ERP implementation, there are many aspects of the project that are out of our control that can lead to budget and timeframe overruns (most of these are covered in expectations elsewhere in this document)

**5. The success of any partially vendor supported ERP implementation depends primarily on you.**

- A partially vendor supported ERP implementation is one where the customer is managing the project and engaging the vendor only for specific areas of the implementation.
- Fourth Generation is glad to participate in this way but can only take responsibility for each individual task we are asked to perform and not for the project as a whole.

**6. Your team is critical to success and must include the following roles and proficiencies:**

- Project manager (see details below)
- Data conversion
- I.T. / Systems administration
- Training coordinator
- Testing coordinator (for any customizations)
  - Testing team to include key users from each department

## **7. The Fourth Generation Project Manager:**

- We strongly recommend that you budget for engaging a Fourth Generation project manager (we will require this for any project with which we are significantly involved). For a typical ERP implementation we recommend budgeting about 10% of total services for the Project Manager. This will be the most effective money you spend on the project, as it will make the other 90% of the services, as well as your own team, more efficient.
- We bill for 100% of your project manager's time involved with your project. For a fully vendor supported ERP implementation typical duties include:
  - Internal customer project turn over meeting. Your Fourth Generation project manager will meet with the rest of your Fourth Generation project team to review the overall project plan and roles and begin coordination of tasks at the initial launching of the project.
  - Customer project launch meeting. Your Fourth Generation project team will meet with your project team to review the major tasks involved in implementing your software and to begin assigning roles and target dates.
  - Project and task reviews. Your Fourth Generation project manager will review all tasks, plans, budgets, and deadlines on an on-going basis and will notify you and/or take corrective actions where needed. Depending on the size and complexity of the project this may be monthly, weekly, or even daily.
  - Coordination of your questions and issues with the rest of the FGSS team.
  - Emails and phone calls covering project status and coordination of resources and project planning
  - Generation of periodic project budget reports including an overall summary of the entire project that shows what was approved, actual costs to date and projected costs to complete your project.
  - Periodic project status and planning meetings with your team. Depending on the size and complexity of your project this can range from a 30 minute call once a month to a 2 hour weekly conference call with the key team members from Fourth Generation and your company

## **8. You must assign a project manager from your team**

- For your ERP implementation to be successful you will need to assign a project manager from your team to manage your part of the project and oversee the entire project.

- Even if you have engaged Fourth Generation in a full support role you will still need a strong project manager, as there are many aspects of the project that you are fully responsible for and many others which you will share responsibility with Fourth Generation.
- Your project manager needs to meet the following requirements:
  - Must have the time needed to manage the project. Normally this ranges from 1/2 of their time to all of their time during the implementation cycle.
  - Must take responsibility for the success of the project
  - Must have a good general understanding of your business and be able to bring in experts from your team to cover all areas to be automated.
  - Must have good communication skills, both written and oral
  - Must be detail oriented

**9. Fitrix (as any ERP system) may not have every feature you need or want out of the box.**

There are several ways to address missing features

- Add the feature as a custom feature
- Add the feature as a Feature Program Feature (Fourth Generation will add the feature to the Fitrix Product on your schedule at a greatly reduced and fixed cost if we agree that it improves the product for everyone)
- Develop a manual work-around for the feature

**10. A sufficient amount of Needs Analysis is essential to a successful ERP implementation**

The amount and levels of needs analysis required will vary greatly for different customers. A thorough needs analysis is very important to ensure that the mission critical features required for go-live are identified. Fourth Generation can assist with the needs analysis if you do not have the time or proper resource to perform this, but your active involvement in this process is always a requirement for success. There are several levels of needs analysis including:

- High level needs analysis
  - This is conducted by Fourth Generation and you during the sales process and is intended to determine whether or not Fitrix is a fit for your business at a high level. Some areas of additional feature and implementation assistance requirements will be determined at this step. Fourth Generation does not

charge for this as it is part of the sales process.

- Your team needs to review the Fitrix software product to determine the level of fit, just as Fourth Generation is reviewing your business requirements.
- Basic needs analysis
  - This is a requirement for any successful ERP implementation
  - Fourth Generation or your team should conduct a basic needs analysis process where all ERP processes and documents are reviewed to determine how they will be implemented in Fitrix.
  - If your team is conducting the basic needs analysis they will need to learn and study the Fitrix software to determine its ability to support your needs and any additional features required. Fourth Generation will be glad to supply software documentation and a trial copy of Fitrix for this purpose if you want to do this before making a purchase decision. Any support or training required from Fourth Generation would be fee based.
  - This process usually takes between 1 and 5 days when conducted by Fourth Generation, longer when conducted by you as you are learning the Fitrix software at the same time.
  - This process should identify any significant feature areas that will need to be addressed, but will not identify every feature issue or implementation issue.
  - In smaller and less complex implementations this may be a sufficient level of needs analysis
  - This is a fee-based service if FGSS is involved.
- Detailed needs analysis
  - This is required for larger and more complex systems and especially when moving from a highly customized system
  - The detailed needs analysis is an attempt to review every ERP software process and every ERP document in full detail to determine exactly how each process and each document will be implemented in Fitrix and develop a list of features and/or procedures or workarounds needed in detail.
  - This process will typically take 5 days or more if conducted by Fourth Generation and longer if conducted by you.
  - Even the most complete detailed needs analysis will not identify every feature

or software issue that needs to be addressed to use the software. A successful detailed needs analysis will identify between 80% and 90% of these, the remainder will come to light later in the implementation and go-live processes. (see exception below for highly customized systems)

- Any project that is experiencing significant increases in scope should stop and conduct a detailed needs analysis before continuing.
- This is a fee-based service if FGSS is involved.

**11. Fourth Generation cannot determine all of your implementation assistance requirements up front.**

- Much of this depends on the capabilities, style and availability of your team.
- We are available to help you set an initial budget for implementation assistance.

**12. ERP systems and your unique business requirements are, by definition, very complex. Our goal is to deliver to you a live functioning system to meet your defined requirements, but this complexity makes it impossible for Fourth Generation to fully guarantee that we will address every aspect of your short-and long-term business needs at a pre-agreed cost or timeframe.**

- We have a very good track record of quoting and delivering individual tasks and features once they are identified and defined.
- A successful implementation depends on you to identify and define your unique business requirements in detail and confirm that any designs or plans made by us will address these requirements.
- Customers sometimes expect that, if we meet you and get to know your business, that we have taken responsibility during that time to fully identify all requirements for features and even support of your team so that we can provide a final cost and timeframe. While it is important for us to learn as much about your business and team as possible and point out requirements and issues that we see, we will never know your business or team at the full level of detail that you know it and it is up to you to make sure that all of the features and support has been identified and quoted by us where you want our assistance.
- An excellent way to make sure customizations are successful are for your team to develop a collection of “use cases” that are critical for your business. These are the situations in your day-to-day operations that must be addressed and handled correctly by any customizations. If identified up front, we can make sure these are included in the design scope and quote appropriately.

### **13. Address only your Mission Critical customizations before go-live:**

We strongly recommend that, before going live on your Fitrix software, you make only the customizations without which you cannot operate your business and that you keep a strong discipline around this goal. Only when you begin using your Fitrix software will you fully understand where it meets and does not meet your business requirements. You will find that some wish list customizations you thought you needed are not needed because the system addresses the issue in another way. You will also discover areas of your business that Fitrix does not fully address that you will want to address with customizations. If you address these non-mission critical customization requirements before going live, you will spend your time and money less wisely and delay your go live, which typically is where you will achieve the greatest gain. Fitrix is designed to be easily customized for the life of the software; you will have the full ability to add customizations after going live.

### **14. Custom Feature Scope Creep**

If you decide to implement a customized software solution, there will be no limit to ideas for customizations and improvements. If you do not measure each of these against the “mission critical” test you may delay your go-live indefinitely and completely lose control over your deadlines and budget as you chase after the perfect system and then attempt to further perfect that!

### **15. Data Conversion recommendations**

- Your data conversion effort can range from simple conversions of a few key tables and current activity only, to large projects where most of the data is converted - including history. Some data areas become much more difficult to convert as issues are discovered, such as inconsistent data or complex differences between your current system and Fitrix, requiring complex data mapping. It is a good idea to re-evaluate your data conversion effort as you go to make sure that you are not exceeding your budget and return on investment if the conversion becomes more difficult in some areas of the data.
- Fourth Generation provides a data conversion planning guide to help you determine and plan your data conversion effort. It may be more cost effective to retain your legacy system for a few years for accessing history than to convert the data to Fitrix.
- You can always convert history later if you decide you need it, the cost is about the same.
- If you can easily re-key a dataset, don't implement an automated conversion process for it.

**16. Fourth Generation cannot estimate the cost of your data conversion, but we can help you set an initial budget.**

There are many uncertainties with your data conversion:

- How much clean up does your data require?
- How closely does it map to Fitrix?
- How much support will your team need in using the Fitrix data import utilities?
- How large is your data?
- How difficult will it be to get your data out of your current system?

Fourth Generation will work with you help you determine an initial budget for support from us for your data conversion effort; but we cannot provide a final estimate of the time required as the exact scope can rarely be established clearly up front.

**17. Software Updates and Upgrades:**

We are constantly improving and extending the Fitrix software. These improvements are made available to our customers in two ways:

1. We are continuously publishing patches for bugs and new features for the current version, and for critical bugs in the prior version. (Updates).
  2. Major version releases, typically every 18 to 36 months (Upgrades)
- Updates include bug fixes and non-invasive new features.
    - These are released on a continuous basis as they become available.
    - We recommend that you apply all of our updates at least annually and you may prefer to apply these quarterly or even monthly.
    - Occasionally we will release a high priority bug fix that we recommend be applied to your system(s) as soon as possible to avoid or correct a serious issue with your software.
    - Updates are released as separate patches but new updates may build on past updates and therefore all updates need to be applied to your system in the order they were released. It is possible to apply only specific updates but this will require a programmer to understand the update and adjust it if necessary to be applied as a standalone update.
    - Your Fitrix maintenance agreement provides you with access to the update

media at no extra charge but does not include installation of the updates onto your system(s). Customers that have an I.T. staff with Fitrix VDT and Genero 4GL programming expertise will typically use their I.T. staff to apply these updates.

- You may contract with Fourth Generation to apply your updates, this is a billable activity and we will provide you with a quote. It typically takes between 4 and 10 hours to apply all updates to a system with no customizations each time a large block of updates are applied. (i.e. 10 hours if done only once a year, or 4 hours each quarter if done quarterly). For customized systems, a programmer will need to analyze the impact of each update on your customizations and make program code adjustments where this impact occurs. The effort for customized systems is typically 2 or 3 times that for a non-customized system, depending on the nature and quantity of customizations.
- The reason that FGSS charges you for applying updates rather than including this in the maintenance fee is that the effort varies depending on your customization level, and some customers perform this service themselves.
- Updates during new implementations
  - When you are implementing a new Fitrix system you will need to determine the update schedule that meets your needs and budget for this.
  - When the software is initially installed, all updates should be applied
  - If it will be more than three months between installing Fitrix and going live on Fitrix you should consider 'revving up' all new updates before going live.
  - For a larger implementation and especially if Fourth Generation is building feature program additions for you (which are released as updates), you may need to budget for several update 'rev up' during your implementation.
- Upgrades are new versions of Fitrix:
  - Fourth Generation releases Upgrades (new versions) approximately every 18 to 36 months
  - Upgrades include all previously released updates
  - Upgrades also include new technologies and features that are not easily delivered as Updates.
  - Upgrades require that you install the entire new version of Fitrix on your server (beside the existing version of Fitrix or on a new server) and then migrate your customizations and data to the new version of Fitrix.

- Your Fitrix maintenance agreement provides you with access to the Upgrade media at no extra charge but does not include installation of the Upgrade onto your system(s). Customers that have an I.T. staff with Fitrix VDT and Genero 4GL programming expertise will typically use their I.T. staff to install the Update and perform the migration
- You may contract with Fourth Generation to install your upgrade, this is a billable activity and we will provide you with a quote.
  - ◆ It typically takes between 15 and 20 hours to install an update for a system with no customizations
  - ◆ For a customized system, add another 10 hours plus 15% to 35% of the original effort that was required to create the customizations. A VDT/Genero programmer will need to reapply all of your customizations to the new version, which usually requires some code changes to your customizations, and all customizations will need to be retested. This can vary widely depending on the nature of your customizations.

#### **18. Optional Fitrix services:**

When we provide a proposal for Fitrix software, we attempt to list common optional services so you will be aware that these services are available but have not been included in the price of the proposal. Please review these and discuss them with us so that you understand what they are for and can decide if you need them and who will install/implement them. If you want Fourth Generation to perform any of these services, let us know and we will adjust your Fitrix proposal to include them or prepare a supplemental quote for these.

#### **19. Billable Services**

- All T&E (time and expense) services are billed at actual cost, if there is a service in your proposal that you complete on your own or for any reason don't need, as long as we don't perform the service you will never be billed for it as no time will be logged towards this service.
- Our T&E billing to you is based on the actual timesheet entries of all team members, which is then reviewed by your project manager and our professional services manager.
- All T&E services are estimates; we do our best to estimate within 25% (+-25%) of actual costs (occasionally we may indicate a wider range). You will be billed actual cost and we will notify you in the event it looks like we are going to exceed 125% to give you the opportunity to redefine the project, approve an extension of the budget, or cancel the project (we cannot refund the work done if cancelled).

- Our commitment to you is to staff your project with highly qualified professionals that are fully trained in the core competencies, technologies, and products we are offering to you. In most cases we use only senior level professionals with 10+ years in the business and 5+ years with our technologies and products.

**20. The Software Development Cycle – why we charge you for fixing bugs in your custom software:**

- The way we develop custom software is as follows:
  1. Determine the requirements (needs analysis)
  2. Prepare a design document based on the requirements
  3. Refine the design document and get approvals
  4. Coding – develop the feature per the design
  5. Bench testing – the coder will test for bugs during and immediately after coding
  6. Unit testing – the tester or designer will test the code for conformance with the design and bugs
  7. System testing – the tester or designer will test the code with any other custom code and also with the related packaged code for conformance with the design and bugs.
  8. The software will be delivered to you for inspection and approval.
  9. If the software is a small modification the next two steps will not apply
    - a. User acceptance testing – you will test the software with your users for conformance with the design and bugs and also to confirm that the design as approved works “in the real world”
    - b. Parallel testing – you will test the software in live use for conformance with the design and bugs and also to confirm that the design as approved works “in the real world”
  10. During each of the above steps, as bugs or any issues are found, they are addressed
  11. Live use
  12. Most bugs and issues will have been identified and addressed before the live use step but a few will not be found until this point. These will be addressed and the software updated.

13. There are some types of bugs and issues that are very difficult to test for and identify before live use. For example issues that require a heavy load on the system, or issues that are based on rare circumstances or a chain of events that no one considered testing for, or very complex or very invasive features.

- While it is impossible to ever be completely sure that all bugs and issues have been found before live use, the more testing that is done in the earlier steps, the fewer bugs and issues that will come out during live use. There is a trade off here in that at some point it becomes less costly to experience a few bugs and issues during live use and address them including any data cleanup than to keep testing against the “law of diminishing returns”
- All of the steps above, including finding and fixing bugs during live use and cleaning up any data issues caused by the bugs are required for developing custom software and comprise “the software development cycle.”
- We include time for all of these steps in our estimates and we bill 100% of the actual time it takes to design, develop, deliver and fully stabilize custom software.

#### **21. Standard Billing Rate:**

Fourth Generation offers a single ‘standard’ billing rate for most projects. Rather than charging a different rate for every person and role involved in your project, we bill a standard rate that is an average of these rates. This allows you to easily engage our entire team for your project, using the right team member for each facet without the need for constant approvals and complex quoting. In rare cases where the Fourth Generation services are skewed heavily towards a higher or lower cost team, we will quote and charge individual rates. As Fourth Generation’s team is heavily slanted towards senior level staff, it is very unusual for the individual rates to result in a lower cost for a project.

#### **22. Midrange software requires I.T. support:**

- Fitrix is a midrange software product intended for businesses with 5 to 100+ users with complex business requirements and the need to process large amounts of data and scale. Fitrix requires far less I.T. support than most other midrange ERP packages; but there are still duties and I.T support is required. Fourth Generation can be hired to perform many of these duties for you if you have limited staff or for duties that it makes more sense to outsource.
- There are duties that either do not occur or can be performed by end users on mass market pc products but require I.T. staff support on midrange systems. Such duties include:
  - Applying software patches

- Repairing data caused by user errors (rather than reverting to a backup and rekeying data)
- Repairing data caused by software bugs or issues (rather than reverting to a backup and rekeying data)
- Database performance tuning and maintenance
- Database expansion
- Other miscellaneous I.T. duties

**23. Fourth Generation does not support hardware, operating systems, or hardware devices such as printers:**

- Fourth Generation will provide complete support (maintenance and professional services) for the entire software stack that comes with Fitrix including the Informix database, the Genero 4GL and tools, the Fitrix tools, the Fitrix application software, and all scripts, utilities, and anything else that we supply on the Fitrix complete media.
- You will need to provide qualified I.T. staff or third-party contractors for all hardware, network, and operating systems issues; and must make sure that you have the ability to meet the hardware, network ,and operating system requirements that we publish on our website for Fitrix.
- We do make an exception and offer a service to install and configure certain Linux pre-requisites for Fitrix.

**24. You are responsible for final testing of any software customizations we create for you:**

- Fourth Generation will perform “bench testing,” “unit testing,” and “systems testing” of all customizations we create for you; but we will not and cannot conduct any field testing. Field testing requires actual users of the software to test each area of the software to confirm results and identify any shortcomings.
- You are also responsible for identifying any bugs or issues in the software during parallel testing and confirming that every area of the software is operating properly.
- Fourth Generation can be engaged to assist you with the planning and execution of these steps, but final confirmation and approval that the software is functioning properly is your responsibility.

## 25. User Acceptance Testing

- We strongly advise you to conduct user acceptance testing of your Fitrix software before attempting to go live.
- You should have your users perform 100% of their business processes using the Fitrix software before going live so they can learn how Fitrix works, confirm how they will use Fitrix, and identify an areas that need addressing through customizations, features, workarounds, or procedures you develop.

## 26. Parallel Testing

- We strongly advise you to perform a successful parallel test of Fitrix for a minimum of one week before going live on Fitrix. One week is the minimum recommendation, many companies will run a parallel for up to one month, and some even longer).
- This is the only way to confirm that your users and the software are ready.
- Parallel testing will identify your readiness in every area including
  - Training of your staff
  - Data conversion is accurate and complete
  - Your procedures for using Fitrix and how each of your business processes will be implemented are accurate and complete
  - Any missing features identified and determination of how they will be handled
  - Hardware, networking, and system performance are acceptable for live use.
- Most businesses will conduct several rounds of parallel testing before going live, each round will identify a set of issues to be addressed.
- Parallel testing means that you involve all of your users in processing 100% of your data and business processes for the duration of the parallel in Fitrix, while continuing to fully operate your current software.
- Often the first parallel test will be for one day or even just part of one day only, subsequent tests may be longer until you are ready for your final parallel test.
- If you run a successful parallel test for a week or more and everything is running smoothly, simply stop using your old system and you will be live on Fitrix with a minimum of disruption and surprises.
- The ideal parallel process is to process 100% of your data through Fitrix for one full month so that all month-end processes can be confirmed and balanced.

- While it is always best to conduct a full parallel test, it is also possible to parallel different areas of Fitrix at different times so that your entire staff is not doing double duty at the same time. Even so, the final parallel needs to be everyone at once, if it goes well, just keep going, otherwise stop the parallel, address the issues and try again.
- It will always cost less, take less effort, and be less disruptive to your business to go through the parallel process than to skip it and just cut over and deal with the surprises.

## **27. Addendum for highly customized systems:**

If you are coming from a highly customized software system or are planning a Fitrix implementation that is highly customized, you will need to read and sign the document "Fitrix Customer Expectations – Addendum for Highly Customized Systems."

## **28. Help desk hours of operations**

- The Fitrix help desk is available from 8:30 AM to 5:30 PM ET
- A 24x7 help desk service level is available at additional cost, please contact your Fitrix sales representative for details.
- For full details, see the "Fitrix Software Maintenance Agreement"

## **29. Fitrix Professional Services personnel hours of operation and after hours work**

- Your Fitrix professional services team is available from 8:30 AM to 5:30 PM ET when working remotely from our offices, or for your standard business hours based on an eight-hour work day plus a lunch break when working from your offices.
- At times, your Fitrix professional services team members may continue working after 5:30 or may work outside of the standard hours of operations at their own discretion and, if so, the standard hours rate will continue to apply; but the team member(s) are under no obligation to perform this unscheduled, after-hours work.
- If you need access to your Fitrix professional services team after hours, please schedule this with your Fitrix project manager or sales representative. Scheduled after-hours work must be approved in writing and will be billed as follows:
  - Regular non-business hours: 1.5 times regular hourly rate
  - Holiday: 2 times regular hourly rate
  - Double shift (more than 8 hours straight work): 2 times regular hourly rate

- Triple shift (more than 16 hours straight work): 2.5 times regular hourly rate.
- Please note that, even if your Fitrix team member(s) have provided you with personal contact information, they are under no obligation to provide after-hours services or support that has not been scheduled previously during regular business hours and includes a written confirmation.

**30. On-Call after hours support**

- If you if have a project that may require after-hours support and would like to have a Fitrix team member on-call, please contact your Fitrix project manager or sales representative to schedule this.
- You will be billed at the after-hours rate for all after-hours on-call services; and you will be billed a minimum of one hour per on-call day.
- All after hours services will be billable, even services such as help desk or Fitrix base product issues that would not be billable if addressed during normal business hours.
- Your Fitrix team members do not provide their personal contact information, you will be given a method for contacting your on-call team member,

**I have read and understood the contents of this document:**

\_\_\_\_\_

Signature

\_\_\_\_\_

Printed Name

\_\_\_\_\_

Title

\_\_\_\_\_

Company Name

\_\_\_\_\_

Date