



ECLECTIC INNOVATIVE
— SOLUTIONS —

ELECTRONIC BANKING

Services Agreement

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OVERVIEW

The Services Agreement defines the relationship between the Client and Eclectic Innovative Solutions, LLC (hereafter referred to as “EIS”). It is a contractual agreement enables the purchase of services from EIS, identified below.

SERVICES

1. **Electronic Banking Setup**, includes the following:
 - a. **Installation and Configuration:** Includes the installation and configuration of the Acumatica Electronic Banking customization. EIS will help you establish connectivity between Acumatica and each of your financial institutions. Will also help configure options for bank statement reconciliation.
 - b. **Training:** Includes training on how to use Electronic Banking, including how to both automatically and manually download transactions from the financial institution, how to establish connections to a bank, how to configure.
 - c. **Testing and Initial Data Download:** Includes testing of Electronic Banking Setup to confirm data is being downloaded successfully as well as configuring the system to start downloading transactions as of a specified date (subject to date ranges available from your financial institution).
 - d. **Troubleshooting:** Includes assistance with troubleshooting initial accounts established during setup, such as connectivity issues or missing account or transaction issues with your financial institution.
 - e. **Advanced Expense Management:** If purchased at the same time as the Electronic Banking Setup, configuration also includes:
 - i. Linking up to (3) Corporate Cards and training on how to setup additional Corporate Cards.
 - ii. Determining and configuring corporate card structure (i.e. individual or master/child accounts).
 - iii. Training on setting up matching rules to include/exclude credit card transactions from generating expense receipts
2. **Additional Services** - available upon request. Additional services include, but are not limited to: Configuring Cash Accounts, Configuring Corporate Cards, Configuring Expense Management, Configuring Electronic Banking and purchasing/configuring Advanced Expense Management at a future date, Other Acumatica Configuration or Customization Services, etc.

PREREQUISITES

The following must be completed before installing Electronic Banking:

- Validate that your bank is supported by Plaid and is within the United States or Canada. Use this link to search for your bank (search by bank name or bank website address):
 - <https://plaid.com/demo/?countryCode=US&language=en&product=transactions>
- Setup Cash Accounts for each bank or credit card you wish to use with Electronic Banking.
- If purchasing or upgrading to Advanced Expense Management with Electronic Banking setup:
 - Configure all Cash Accounts to be used with Electronic Banking and Corporate Cards with the “Use for Corporate Cards” option
 - Add a Corporate Card for each corporate credit card you wish to link to Acumatica. Make sure at least the last 4 digits are entered in the Card Number field (entering the entire card number is optional). The Corporate Card must be assigned to at least one employee and linked to a Cash Account.
 - Setup a separate Employee record for the “admin” user and specify the Employee as the “admin” user’s Linked Entity. NOTE: This may already be configured – check the Users page and see if a Linked Entity is specified for the “admin” user.
 - Add the “admin” Employee as a delegate for each Employee having a Corporate Card you wish to use with Electronic Banking. You can do this each the Employee’s record on the Delegates tab.

At the time of installation, please note the following:

- You will be invited to a Microsoft Teams meeting for a screen share session. Remote control will be requested to complete the installation. The customer must be present during the entire install.
- The customer present during installation must have administrator rights and all bank credentials to complete setup. They must also have a login to Acumatica with the Administrator and Customizer roles.
- MFA (multi-factor authentication) is required to establish connection to your bank. The MFA device (e.g. email, cell phone, RSA Secure ID, fob, etc.) must be readily available during installation.

PRICING

At the time this document was written, the setup fee for Electronic Banking is \$600. Any additional services are \$195/hour, are available upon request, and are purchased in blocks of hours (discounts available).

NOTE: The Electronic Banking setup process usually takes 30-60 minutes. The person having the bank credentials (and access to the multi-factor authentication device used to authenticate to the bank – e.g. cell phone or email account) must be present during installation. If Advanced Expense Management is purchased at the same time as the Electronic Banking Setup, then the configuration of Advanced Expense Management with Electronic Banking is included as part of the Setup. If Advanced Expense Management is purchased separately (or is not ready to be configured at the time of installation), then there is an additional \$600 setup fee to configure Advanced Expense Management with Electronic Banking.