



EXHIBIT 1 – Custom Day-End/Month-End Proc

Customer Information (To be completed by Customer’s Owner or Key Operator):

Company Name: _____ Account #: _____

Contact Name: _____ Phone #: _____

Email: _____ Fax #: _____

Check all New Day-End Proc Upgrade Day-End Proc
that apply: New Month-End Proc Upgrade Month-End Proc

Service Terms:

- For New Automated Procedure Files (“Procs”), ECi DDMS will charge \$500 to write a Day-End and/or \$300 to write a new Month-End standard Proc, plus \$25.00 for every additional custom step added.
- For Upgrade Procs, ECi DDMS will charge a minimum of \$150.00 plus Shipping & Handling charges, for a standard ECi DDMS proc that meets current ECi DDMS specifications, plus \$25.00 for every additional custom step added.
- If the Customer’s original proc specified for an Upgrade does not meet current proc standards, ECi DDMS will charge \$500 to write a new Day-End and/or \$300 to write a new Month-End standard proc file, plus \$25.00 for every additional custom step added.
- There is a _____ to _____ week processing period for all Proc requests.
- Customer may request priority for standard Procs for an additional \$ _____ each. Priority requests will be delivered in _____ weeks.
- Customer will have 30 days of support from the received date of the Proc. Customer agrees to install and implement the Proc, and report any errors in a timely manner. After 30 days, Customer will be billed for support at ECi DDMS standard rates.
- If the Proc does not work correctly due to incorrect or incomplete keystrokes, incorrect passwords or other inaccurate information provided by Customer’s representative, ECi DDMS reserves the right to re-code the Proc for an additional charge.
- ECi DDMS provides Activities Scheduler software at no charge. Customer accepts responsibility for ensuring that all Procs are launched through the Activities Scheduler at the appropriate times. Customer understands that ECi DDMS takes no responsibility for misuse of the Activities Scheduler.
- The charge for supporting Procs that were not created by ECi DDMS is \$125.00 per hour, with a one-hour minimum charge.
- The charge for re-coding of a Proc is \$125.00 per hour with a one-hour minimum charge.
- ECi DDMS is not responsible for the failure of Procs due to items outside of ECi’s control, such as improper use, inadequate space on systems, bad tapes, electrical problems, or operator error.
- Customer accepts responsibility for any problems caused by Procs that were not created by ECi DDMS or that were created by ECi DDMS and later modified by Customer, Customer’s employees, or any third party.

I, the undersigned, am requesting that ECi DDMS write the day-end and/or month-end Proc file(s) as indicated on this Form. I certify that I have been informed of all costs relating to these files and agree to the terms, as specified.

Customer Signature: _____ Date: _____

ECi Rep. Signature: _____ Date: _____

Please sign and fax this Agreement and Form to: **ECi Sales, DDMS Custom Reports & Procs Group**
Fax#: 682-831-9915

ECi DDMS Use Only	Job Start Date: _____	Completed Date: _____
	Customer Job #: _____	Tech # Assigned: _____
	# Of Est. hours for Completion: _____	Billed Amount \$: _____