

LEARNING MANAGEMENT SYSTEM AGREEMENT FOR BUSINESS PARTNERS & END USERS

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OVERVIEW

This document represents a Service Level Agreement (“Agreement”) between IQ Retail (“IQ Retail Software Service Provider”) and (“Business Partner, End user or client; now referred to as the *client*”) for the provisioning of the Learning Management System (LMS).

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders.

This Agreement outlines the parameters of all LMS consultation services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

REASON FOR ATTENDING OUR TRAINING:

- Training without the need for additional travel and accommodation
- Training without taking time away from your business
- Training in your own time and at your own pace
- Easy access to information
- Convenience and flexibility: the resources are available from anywhere and at any time.
- You have access to the LMS platform 24/7
- Support on email for LMS platform

PURPOSE OF AGREEMENT

PURPOSE

The purpose of this agreement is to ensure that the proper deliverables and commitments are in place to provide consistent LMS service support and delivery to the client by IQ Retail.

GOALS

The goal of this agreement is to obtain agreement for LMS service provision between the Service Provider and the Client.

OBJECTIVES

The objectives of this agreement are to:

- Provide clear reference to service ownership, accountability, roles and responsibilities
- Present a clear, concise and measurable description of service provision to the client
- Match perceptions of expected service provision with actual service support & delivery
- LMS will improve product knowledge and ensure that all content is on one central platform

STAKEHOLDERS

The following Service Provider(s) and Client(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this Agreement:

LMS Service Provider: IQ Retail CC

Primary Representative Role: Currently fulfilled by IQ Retail Training Team.

RESPONSIBILITIES:

- Managing the internal flow of tasks for implementation
- Internal distribution and assignment of work to the relevant resources
- Keeping the resources accountable to the accuracy and quality of delivery
- Following up on all tasks assigned to the resources
- Managing the monthly billing layout

SERVICE AGREEMENT

SOFTWARE AND CLIENT (INCLUDED BUT NOT LIMITED TO)

- Telephonic support
- Email support

SERVICE ADMINISTRATION (INCLUDED BUT NOT LIMITED TO)

- Invoicing
- Maintaining content on LMS

CLIENT REQUIREMENTS

Client responsibilities and/or requirements in support of this Agreement include:
(as managed by Primary Representative)

- Payment of invoiced amounts at the agreed interval
- Reasonable availability of client/BP representative(s) when resolving a service-related incident or request
- Manage and follow up with the people on the Client's side that has an influence on the delivery of work by the Service Provider

SERVICE PROVIDER REQUIREMENTS

Service Provider responsibilities and/or requirements in support of this Agreement include: (as managed by Primary Representative)

- Managing the internal flow of tasks for managing
- Managing the implementation resources assigned by Service Provider to the Client or BP
- Internal distribution and assignment of work to the relevant resources
- Keeping the resources accountable to the accuracy and quality of delivery
- Following up on all tasks assigned to the resources.
- Managing the monthly billing

BILLING STRUCTURE

The billing period is from the 1st day of each month to the end of the months. LMS training is compulsory for all Business Partners and need to be renewed on an annual basis. Existing Business Partners have the choice between Annual or Debit Order Payment methods.

New Business Partners and end users can perform a once off lump sum amount for annual contribution. Business Partners can have this fee deducted from their rebates, should there be sufficient funds to cover it and with approval from the Finance Department.

The contribution amount is subject to a 10% annual increase to curb inflation. The annual increase will incur on renewal of the contract period.

PAYMENT TERMS

Payment terms can be negotiated with IQ. Payments can be made via a.) lumpsum, or b.) monthly contribution. Monthly contribution will incur with 5% from the original lump sum amount. For monthly contributions the business partner would need to authorize a debit order instruction. Debit order instruction will be in effect for a 12-month period.

BANKING DETAILS:

Please use the following Banking Details:

Company Name	:	IQ RETAIL (PTY) LTD
Bank	:	HSBC Bank plc – Johannesburg Branch
Branch Code	:	587000
Account Number	:	121-031223-001
Swift Code	:	HSBCZAJJ
Ref	:	Your account number

Please send completed forms to:
iqsua@kerridgecs.com

Proof of Payment may be emailed to: igaccounts@kerridgecs.com

ALTERNATIVELY, PAYMENT METHOD

Please click [here](#) if you would like to pay with PayFast.

SERVICE MANAGEMENT

The Service Provider operates between 08:00 and 17:00 on Mondays to Fridays excluding public holidays and during office closure as communicated by the Service Provider to the Client. LMS onboard and support queries is subjected to 2-3 business days for feedback. The Service Provider is not available outside the above-mentioned business hours unless otherwise agreed.