



i-Reporter

ConMas i-Reporter Procedure for contract

~Cloud License Version~

2021.05

CIMTOPS

How to deliver the license

We will inform distributor by e-mail with information on how to connect to the i-Reporter cloud environment.

There are no documents to be delivered.

※Please refer to the Support WEB for the Cloud environment clause

Contract period

From the date of start opening for the cloud environment until the end of its month, the period until the end of the first month is free of charge.

※No refunds will be made in case of cancellation in the middle of contract

Delivery timing

**The cloud license will be delivered within 5 business days after receiving PO.
But delivery schedule will be different with migrating the data from trial license to actual operation.**

For details, please feel free to contact us.

Make an order

Please issue purchase order to CIMTOPS with the number of users and option you need by email.

※Quotation can be submitted before you order.

※No need to send original Purchase order

Payment

The invoice will be issued and sent within the end of the month of start cloud service. Due date for the payment will be at the end of the following month. Please make a payment by due date.

Renewing the contract

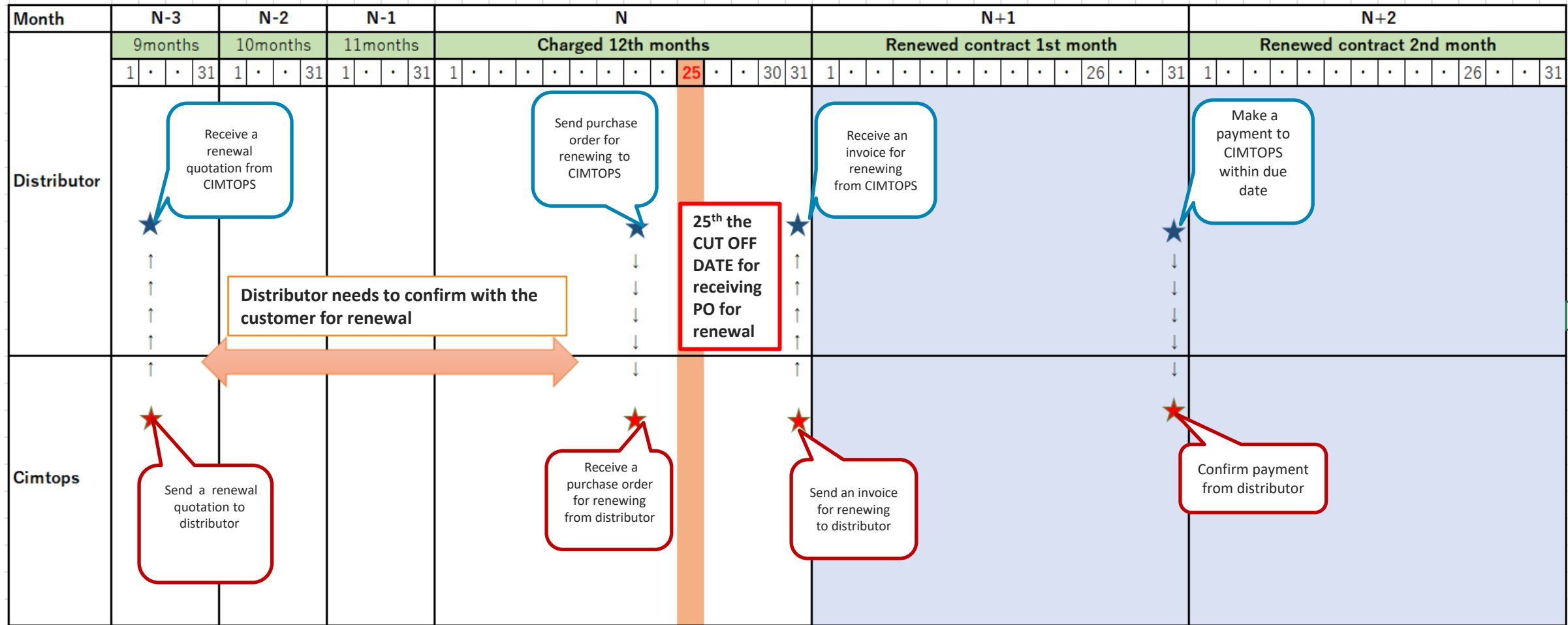
Approximately 2.5 months prior to the expiration of the current contract, the distributor will receive a quotation to confirm renew for the next year.

The distributor needs to confirm with the customers to see if they want to renew the contract or not.

Please send us purchase order (distributor → CIMTOPS) within the month before contract expires if they agree to renew.

Procedure schedule for renewing cloud environment

Renewing i-Reporter cloud service



Plan changing(add user license or option license)

It is acceptable to increase user license and option license to the initial order. Please ask us to issue the quotation.

Request for adding user license or option license will be accepted by 25th of each month with purchase order receipt, from distributor to CIMTOPS.

**New plan is applied from 1st day of the following month.
The usage fee of new plan will be charged from the month in which the plan change is initiated.**

Additional Licenses and Option

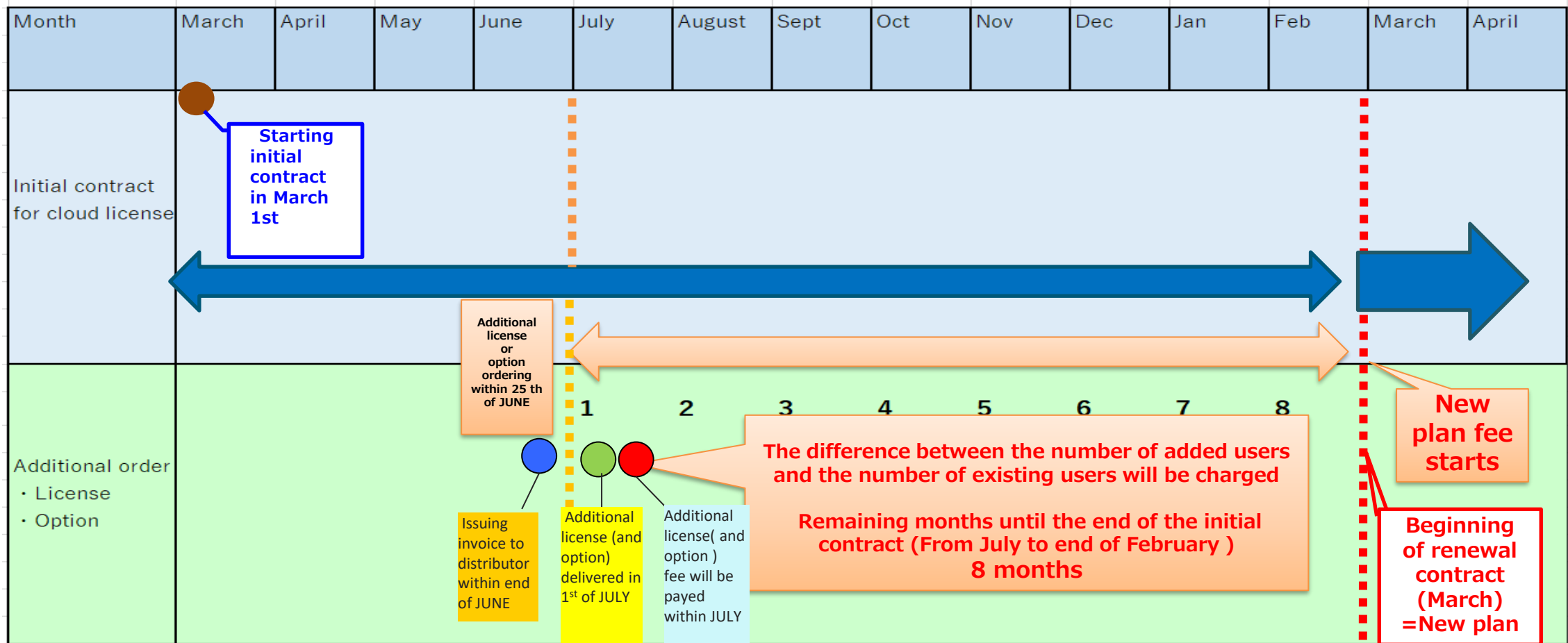
- **If the customer prefers to have additional user license or options at the timing of contract renewal, new plan fee will be charged at renewal timing.**
- **In case the customer prefer additional license or option to be delivered before the timing of contract renewal, the difference between the number of added users and the number of existing users will be calculated by monthly installment from the first day of month following the month in which the license or option is added by the ending date of the existing contract.**

※Free period for additional license or option does not exist.
We start to charge for them from following month of delivered.

Additional fee for contracts ~ Cloud Version

Adding user licenses or options during the contract period, the difference for the additional licenses will be charged by monthly installment up to the end of initial contract.

There is no free term for additional license or option. An invoice will be issued at the end of the month prior to new plan start. Payment must be made by the end of the month in which the new plan begins. When the contract is renewed, you will be charged for the new plan.



※Additional orders are due on the 25th of each month and will be applied from the 1st of the following month.
The detail for new plan will be notified by e-mail within the end of application month(2 to 3 days before starting new plan).

Cancellation of Contract

Please contact us.

The completion of the cancellation procedure will be closed on the 25th of each month, and the service will be suspended on the 1st of the following month.

