



**i-Reporter**

ConMas i-Reporter  
Procedure for contract  
~On-Premise subscription version~

2021.05

**CIMTOPS**

CIMTOPS CORPORATION

## Term of contract

**It is annual contract basis.**

**From the date of start opening for On-Premise subscription until the end of its month (the period until the end of the first month) is free of charge.**

**The fee will be charged from the first day of the following month of delivery.**

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

## Delivery Date

**On-Premise subscription license will be delivered within 5 business days after receiving purchase order.**

**But delivery schedule will be different with migrating the data from trial license to actual operation.**

**For details, please feel free to contact us.**

## Delivery items

- **Installer download URL**
  - **License Certificate (PDF)**
- sent by email**

## Make an order

**Please issue purchase order to CIMTOPS with the information for the number of users and options and send it by email.**

**※Quotation can be submitted before you order.**

**※No need to send original purchase order by courier.**

## Payment

**The invoice will be issued and sent by the end of the month of start On-Premise subscription license.**

**Due date for the payment will be at the end of the following month.**

**Please make a payment by due date.**



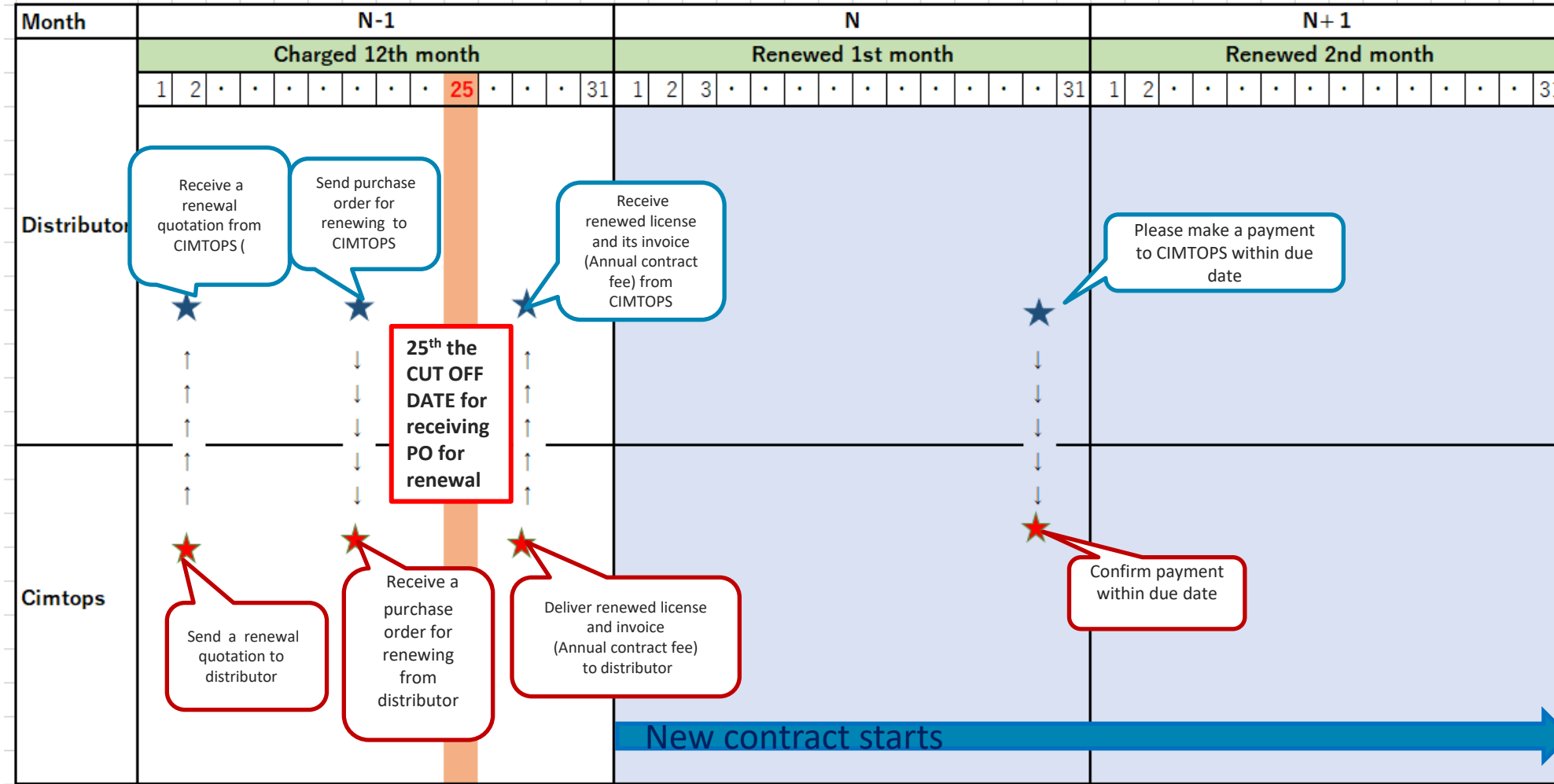
## Renewing the contract

**Before the current contract expires, the distributor will receive a quotation from CIMTOPS to confirm renew for the next year.**

**The distributor needs to confirm with the customer if they want to renew the contract or not.**

**If the customer agrees to renew, please send us purchase order (distributor → CIMTOPS) by due date which is the month before contract expires. upon receipt of purchase order for renewal, we will send you the license update file for renewing the license by email.**

## Renewing On-Premise subscription version



•If we don't receive PO for renewal by 25<sup>th</sup>, the service will automatically become unavailable at the end of the contract period.

## 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 1<sup>st</sup> 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

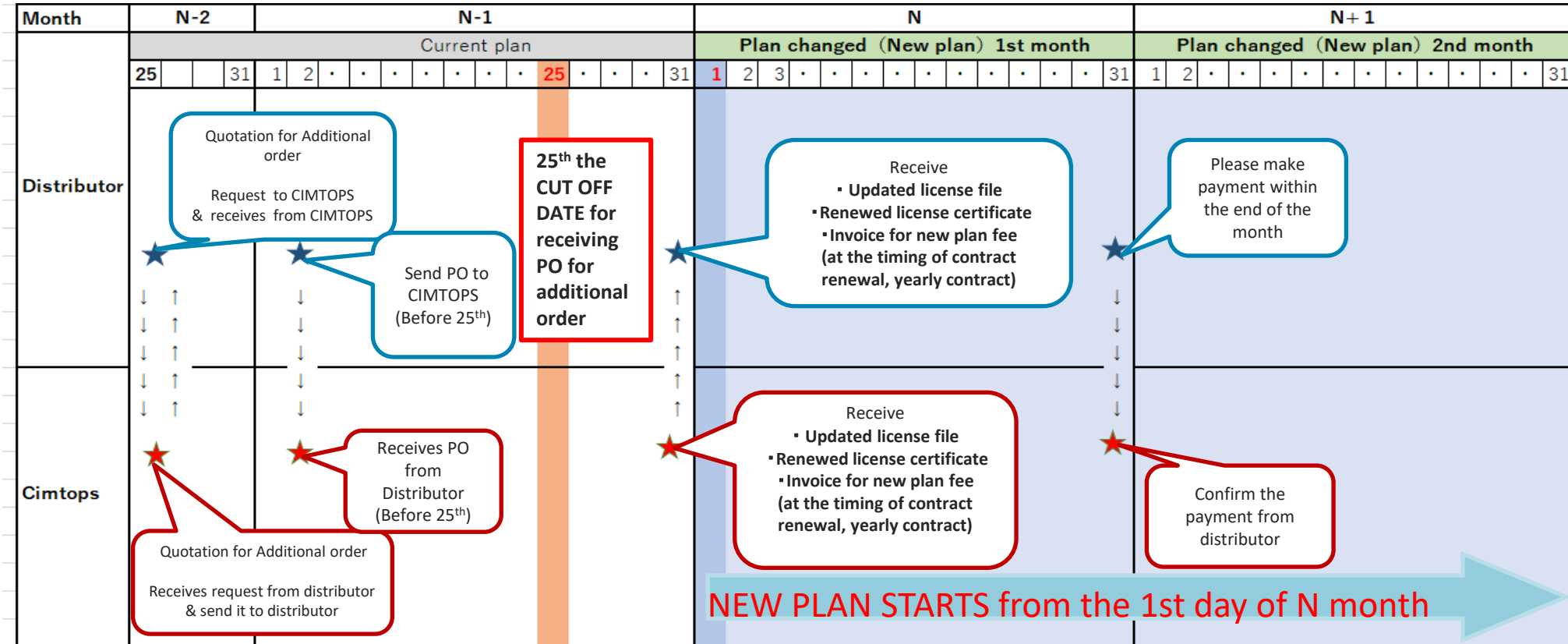
**If the customer prefers to have additional user license or options at the timing of contract renewal, new plan fee will be charged at renewal timing.**

**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.

## ① Plan changing(additional user license/options)

※At the time of contract renewal.



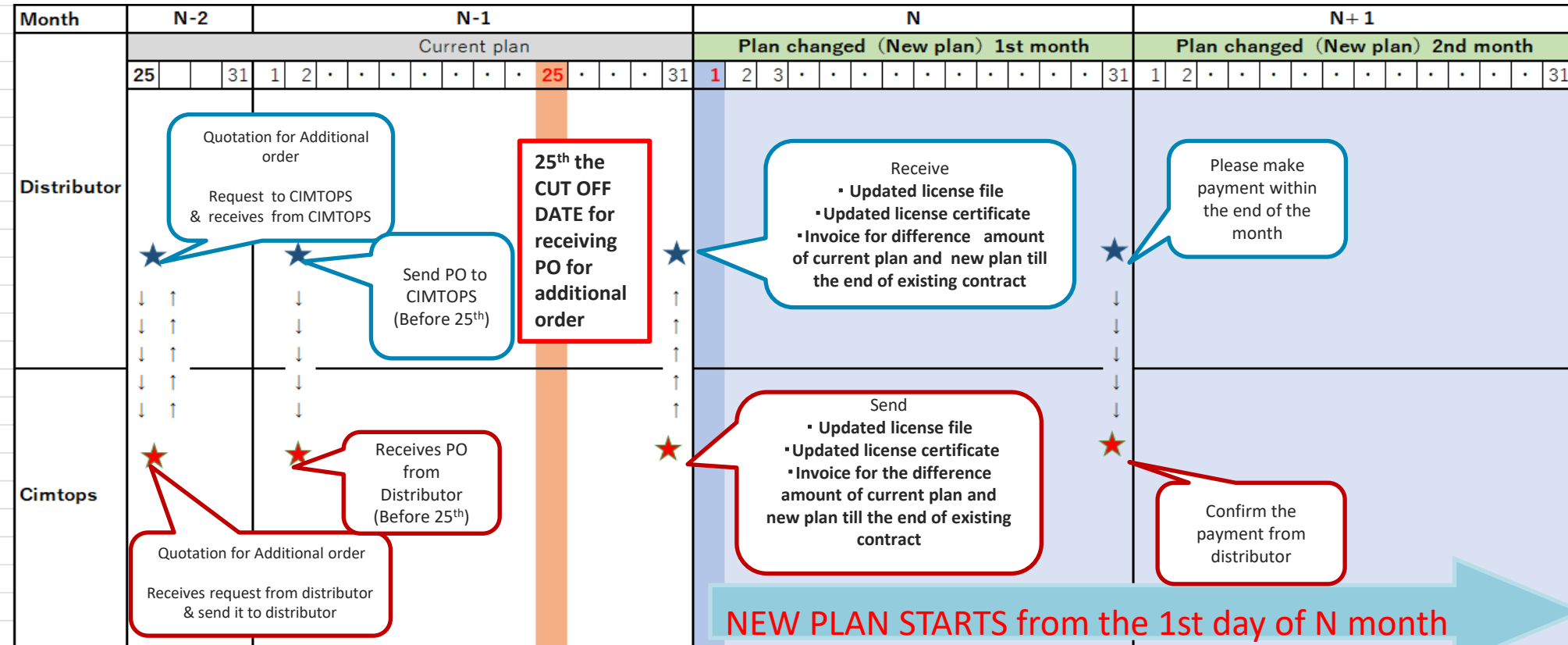
※CIMTOPS delivers <Updated license file> <Renewed license certificate> at the end of the month prior to new plan start.

•Request for adding user license or option license will be accepted by 25<sup>th</sup> of each month with purchase order receipt and new plan is applied on the following month.

•If we don't receive PO for renewal by 25<sup>th</sup>, the service will automatically become unavailable at the end of the contract period.

## ② Plan changing(additional user license/options)

※Timing in middle of contract



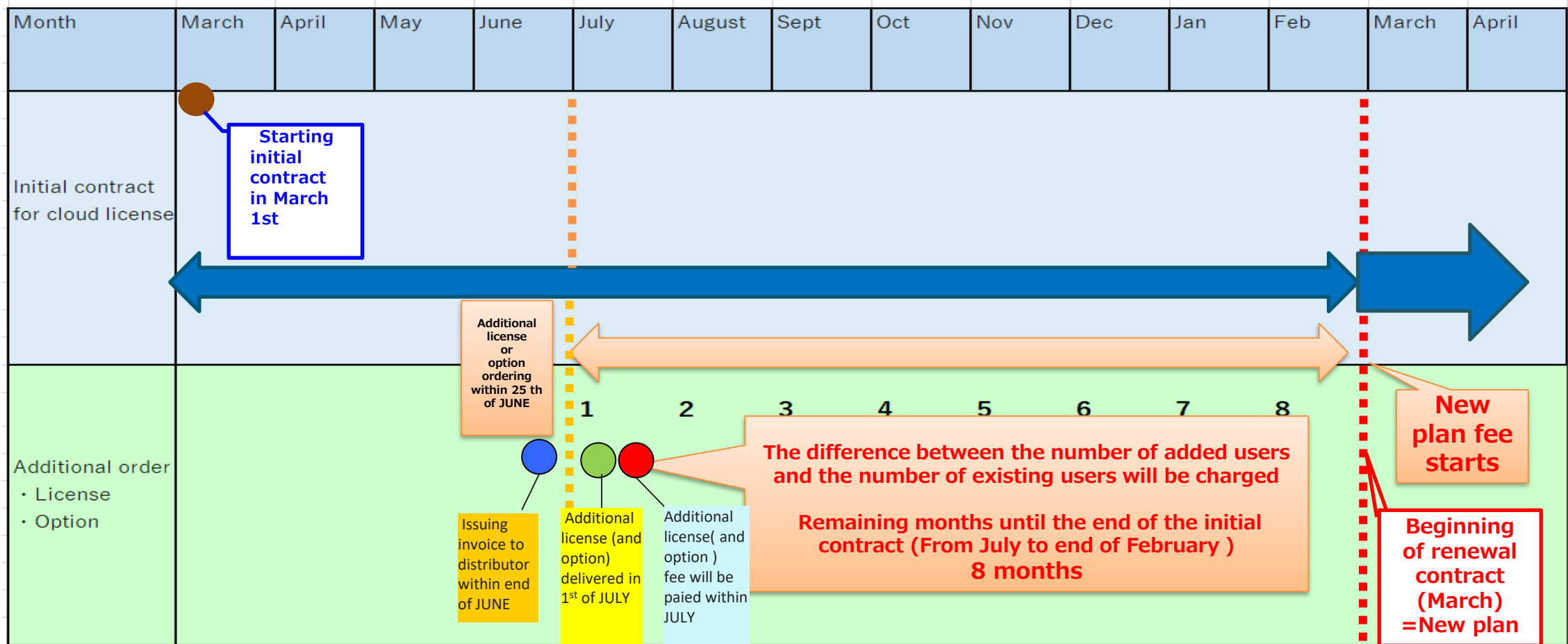
※CIMTOPS delivers <Updated license file> <Updated license certificate> at the end of the month prior to new plan start.

- If we receive PO **after 25<sup>th</sup> of its months**, new plan is applied on the first date of the month after month.
- The number of users and options cannot be reduced.
- You will be charged for the remaining months until the end month of your current contract for the difference in cost due to the plan change.
- If we don't receive PO for renewal by 25<sup>th</sup>, the service will automatically become unavailable at the end of the contract period.

# Additional fee for contracts ~ On-Premise subscription

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.**

