

Last updated: 27 January 2020

Introduction

This notice talks about the setup and training we provide and applies across all services we provide, including our online and mobile services, and any other apps or services we provide to You.

We may need to update this notice from time to time. Where a change is significant, we'll make sure we let You know - usually by sending You an email.

Definitions

"Core System" means a test or production version of Remit One's web-based application without any add-ons, third-party modules or integrations.

"Training Session" means an end-to-end walkthrough of the Core System demonstrating the creation of relevant entities and the transaction workflow to facilitate remittance.

System Setup Form

You will need to complete a System setup form as part of Your onboarding process, providing critical information allowing us to complete the configuration and setup of the System.

You will have ten (10) days to return Your completed System setup form to us, otherwise, we will set up the Core System without any custom branding, using GBP as the default currency, United Kingdom as the default sending country, and a random country as the default destination country. If You need these changed after the Core System has been set up, You may incur an additional Fee, and any existing data on the System will be lost.

Core System Setup

Once we have received Your completed System setup form, we aim to have Your Core System setup within ten (10) business days and we will email Your access credentials.

Introductory Call

In the above email, we will invite You to arrange an introductory call with our setup Project Manager where we will discuss Your readiness for training and schedule an online training session for You and Your key people.

Training

It is important that You have all Your key people on this training session, and that You have all read through the starter pack sent to You with the Core System setup confirmation email.

We will give You two training sessions lasting up to two hours each. An additional training session is available for Systems on our Enterprise Edition.

If You want to buy additional training sessions outside of Your allocated allowance, please contact our support team.

User Acceptance Testing

Once You have received your first training session You can begin User Acceptance Testing (UAT) and configuration of the System to meet your business use case. Thereafter, You can ask for a production (live) System which is Your confirmation that the test system is configured as per Your requirements; that You have completed UAT; and that You want the same implementation on a production system for You to begin trading.

Mobile Application Setup

Once Your Core System has been setup and You have performed User Acceptance Testing, You can request for the mobile applications to be deployed.

You will need to provide Your assets (images) in specific dimensions and Your terms and conditions in plain text.

For iOS application deployment You will need to enrol on to the Apple Developer Programme - this can take several weeks to be assed and approved by Apple. Once enrolled you will need to invite support@remitone.com as a developer and ensure You grant us the correct access as App Manager, with access to certificates, identifiers and profiles.

Once we have received Your assets, terms and conditions in plain text, and have been invited as a developer, we aim to deliver Your mobile application to You as soon as possible.

A maximum of two (2) branding updates will be included free of charge, any additional changes You request will be charged as a system re-configuration Fee listed in the Fee Schedule.

Introduction

This notice talks about the system updates (feature updates) we provide and applies across all Services we provide, including our online and mobile Services, and any other apps or Services we provide to You.

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Release Types

Release numbers are defined as "<major>.<minor>.<feature>.<bugfix>" for example: 9.1.3.2

Major

A major release does not occur very often, only when a fundamental change has occurred in the architecture of the system.

Minor

A minor release is generally delivered on a quarterly basis at our discretion depending on development cycles and progress, and contains all new features and fixes rolled up.

Feature

A feature release is available when a custom development item is delivered, and only affects the client's system requesting the feature development (but see note on Shared Code systems)

Bug Fix

A bug fix release is delivered as and when required.

Deployment

Once a release is ready, we will deploy it to Your test system and allow You twenty-one (21) days to complete User Acceptance Testing (UAT) and provide feedback. Thereafter, we will liaise with You to deploy the release to Your production system.

We will use our best endeavours to reduce and minimise downtime on Your production system, however there will be some downtime during the release which is outside the scope of our Service Level Agreement.

Systems on our Standard Edition are upgraded only when formal Releases are made, and involve an upgrade of multiple tenants together. Where an approved request for customisation or bespoke development of a Standard System is made, this development will be deployed after the next minor release.

You agree to provide us with a reasonable time frame within thirty (30) days of notification of the release deployment to Your test system to deploy the release on to Your production system. If we do not receive a reasonable time frame, we will assign a time and provide You with seven (7) days' notice of the planned release on to Your production system.

In the event of a major bug fix or security issue, we will deploy a patch as soon as possible, giving advance notification of the update and any anticipated downtime.