Introduction

This notice explains about the setup and training Remit One provide and applies across all Services Remit One provide, including online and mobile Services, and any other apps or Services Remit One provide to You.

Remit One may need to update this notice from time to time. Where a change is significant, Remit One will make sure to let You know - usually by sending You an email.

Definitions

"Core System" means a test or production version of Remit One's money transfer management software without any add-ons, mobile app, 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 setup form as part of Your onboarding process, providing critical information allowing Remit One to complete the configuration and setup of the System.

You will have ten (10) days to return Your completed setup form to Remit One, otherwise, Remit One 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 Remit One has received Your completed setup form, Remit one will aim to have Your Core System setup within ten (10) business days, and will email Your access credentials to You.

Introductory Call

In the above email, Remit One will invite You to arrange an introductory call with a setup team member where Remit One 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.

Remit One will provide You two training sessions lasting up to two hours each. An additional two-hour training session is available for Systems on Remit One's Enterprise edition.

If You want to buy additional training sessions outside of Your allocated allowance, please contact Remit One's support team at support@remitone.com.

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 format.

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

Once Remit One has received Your assets, terms and conditions in plain text, and has been invited as a developer with the corrects access, Remit One will 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 explains about the System updates (feature updates) Remit One provide and applies across all Services we provide, including online and mobile Services, and any other apps or Services Remit One 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 or when there have been many minor updates.

Minor
A minor release is generally delivered on a quarterly basis at Remit One's 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 generally only affects the client's System requesting the feature development, unless the System is part of a shared code cluster (see Shared Code).

Bug Fix
A bug fix release is delivered as and when required.

Deployment

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

Remit One will use best endeavours to reduce and minimise downtime to Your production environment, however there will be some downtime during the release which is outside the scope of Remit One's Service Level Agreement (where applicable).

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

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

Shared Code

Systems on Remit One's Standard edition are on a shared code cluster and are upgraded only when formal releases are made, and involves an upgrade of multiple tenants together. Where a request for customisation or bespoke development of a Standard edition System is approved and developed, this development will be deployed at the next minor release.