



InfoSend Service Agreement

This Agreement entered into as of _____, by and between **InfoSend, Inc.** having its main office at 4240 E. La Palma Ave, Anaheim, California 92807 and **The Village of Hanover Park**, "Client" having its main office at: 2121 Lake Street, Hanover Park, IL 60133. InfoSend's primary phone number is (714) 993-2690.

Section 1. Term of Agreement

The "Initial Term" of this Agreement shall be a period of thirty-six (36) months. Client may renew for subsequent twenty-four (24) month "Renewal Periods" Term by giving InfoSend, Inc., a written notice at least 30 days prior to the expiration date of the then term, unless InfoSend, at least 60 days prior to the expiration date of the Initial Term or subsequent Renewal Period, gives 60 days written notice of termination, via certified mail.

This Agreement automatically terminates any prior contracts, terms or agreements previously executed between InfoSend and Client to cover the services contained in this Agreement, unless specifically referenced herein.

Section 2. InfoSend Services

Subject to the terms and conditions of this Agreement, InfoSend will provide to Client, and Client will purchase from InfoSend, the services listed in Exhibit A ("Scope of Primary Services") to this Agreement for the pricing set forth in Exhibit B ("InfoSend Fees"). In the event Client requires other consulting, installation, development and/or customization services, InfoSend shall perform and Client may purchase such services in accordance with the provisions of Exhibit C ("Professional Services") of this Agreement.

Section 3. Termination

This Agreement and any future amendments to the Agreement may be terminated for cause as follows:

- (a) If either party breaches any material term or condition of this Agreement, other than for Client's failure to pay and other than a failure to perform due to the causes described in Section 7, "Force Majeure," and fails either to substantially cure breach within thirty (30) days after receiving written notice specifying the breach, or, for those breaches which cannot reasonably be cured within thirty (30) days, to promptly commence curing such breach and thereafter proceed with all due diligence to substantially cure such breach, then the party not in breach may, by giving written notice to the breaching party, terminate this Agreement in its entirety, or as it pertains to a particular Product, Deliverable, Service or Professional Service, as of a date specified in such notice of termination.
- (b) If Client fails to pay when due any payables owed hereunder within thirty (30) days of receiving written notice of such failure to pay thereof, InfoSend may, at InfoSend's option, terminate this Agreement in its entirety or only as it pertains to a particular Product, Deliverable, Service or Professional Service, by giving written notice to Client, as of a date specified in such termination notice.
- (c) In the event that either party hereto becomes or is declared insolvent or bankrupt, is the subject of any proceedings related to its liquidation, insolvency or for the appointment of a receiver or similar officer for it, makes an assignment for the benefit of all or substantially all of its creditors, or enters into an agreement for the composition, extension or readjustment of all or substantially all of its obligations, then the other party hereto may, by giving written notice thereof to such party, terminate this Agreement as of the date specified in such notice of termination.

Upon termination of this Agreement or any portion hereof for any reason, all rights for future delivery of products or services not then ordered granted to Client under this Agreement with respect to terminated Products, Deliverables, Services and Professional Services, will cease and Client will promptly pay to InfoSend any and all charges due, including but not limited to payables that are due pursuant to this Agreement

Client Initial  InfoSend Initial 

Section 4. Confidentiality of Information

All information and data relating to Client's business submitted by Client to InfoSend under this Agreement shall be treated as confidential by InfoSend and shall not, unless otherwise required by law, be disclosed to any third party by InfoSend without Client's written consent. InfoSend shall promptly notify Client should InfoSend be served with a summons, complaint, subpoena, notice of deposition, request for documents, interrogatories, requests for admission, or other discovery request or court order from any third party regarding this Agreement and/or the Services performed under this Agreement.

InfoSend takes great care in both data security and human resource security. InfoSend has a Human Resources policy that requires all new employees to pass a background check performed by an outside company. All new employees must pass a drug-screening test as well. These practices will remain in place for the duration of the Agreement.

Section 5. Limitation of Liability and Indemnification

InfoSend will not be responsible for actions or omissions resulting from receiving data and/or following instructions received from Client. No damages shall be assessed against InfoSend when any delay or breach on InfoSend's part is caused by failure of Client to perform Clients' responsibilities or Force Majeure as set forth in Section 7 below.

Notwithstanding anything to the contrary contained herein, InfoSend shall not be responsible for delays in receipt of Client information or processing Client information caused by Client, including Clients' failure to properly enter and/or transmit information.

Section 6. Invoicing and Payment

InfoSend will issue monthly invoices. Invoice terms are NET 30. Should Client dispute any invoiced charges it must do so in a reasonable time frame. The Illinois Prompt Payment Act shall apply to this Agreement as required by Illinois law.

Client acknowledges that past due invoices must be paid in a timely fashion to avoid service interruptions. The recurring nature of InfoSend's services result in a rapid rise in the Client's account balance if Client's accounts payable process is delayed. This is especially true if InfoSend is invoicing client for postage charges.

Section 7. Force Majeure

Neither party will be liable for any failure or delay in performing an obligation under this Agreement that is due to causes beyond its reasonable control, including, but not limited to, fire, explosion, epidemics, earthquake, lightning, failures or fluctuations in electrical power or telecommunications equipment, accidents, floods, acts of God, the elements, war, civil disturbances, acts of civil or military authorities or the public enemy, fuel or energy shortages, acts or omissions of any common carrier, strikes, labor disputes, regulatory restrictions, restraining orders or decrees of any court, changes in law or regulation or other acts of government authority, transportation stoppages or slowdowns or the inability to produce parts or materials. These causes will not excuse Client from paying accrued payables due to InfoSend through any available lawful means acceptable to InfoSend.

Section 8. Miscellaneous

The substantive laws of the state of Illinois shall govern this Agreement. Jurisdiction and venue for any action brought pursuant to or arising out of this Agreement shall be exclusively brought in the courts located in Cook County, Illinois. It constitutes the entire Agreement between the parties with respect to the subject matter hereof. No representations and agreements modifying or supplementing the terms of this Agreement will be valid unless in writing, signed by persons authorized to sign agreements on behalf of both parties. This Agreement is not intended to, and shall not be construed to, create or confer any right in or upon any person or entity not a party to it.

Village of Hanover Park

Name: [Signature]
Title: Village Manager
Signature: [Signature]
Date: 6/22/16

InfoSend, Inc.

Name: Russ Perez
Title: President
Signature: [Signature]
Date: 5/23/16

Exhibit A - Scope of InfoSend Primary Services

Client will select one or more of InfoSend's Primary Services from the list below by checking the box next to the Primary Service name. Any Primary Services not selected prior to the execution of this Agreement can be added at a later date via an Agreement Amendment. Optional Service Features can be turned on or off at any time without incurring a termination fee when turned off.

<input checked="" type="checkbox"/>	Data Processing, Printing and Mailing Service ("DPPM Service"): During the term of this Agreement, InfoSend will provide data processing, printing and mailing services. The Service consists of processing data, printing documents, mail preparation, applying postage (where applicable) and sending via the United States Postal Service. Document types include but are not limited to bills, postcards and letters.
<input type="checkbox"/>	InfoSend will provide eBusiness services (the "eBusiness Services"). During the term of this Agreement InfoSend can provide eBusiness Services. These services can include presenting bills online and/or accepting payment transaction information to facilitate ACH and/or credit card payments.

Section 1. Scope of DPPM Service:

Data Transfer and Processing

- Client to transmit data to InfoSend in an agreed upon format. Should Client make changes to data file format after initial setup is complete it agrees to pay for the professional services required to accommodate the new file format. See Exhibit C – Professional Services for information on initial setup and ongoing programming changes.
- A File Transfer Report will be emailed to the Client representatives who have opted-in to this email. A copy of this report is also available to download from the InfoSend website.
- Client will have access to an online Job Tracking application that shows the progress of each file as it is processed and becomes a batch of documents to be printed and mailed. Client can see both the original input file name and the InfoSend-assigned "Job Code".
- InfoSend will process the mailing addresses and perform the following functions:
 - Apply CASS-certified address validation
 - Comply with USPS requirements to obtain pre-sort automation rates
 - InfoSend will stay current with all USPS regulations required to mail presorted first class mail
- InfoSend will provide proofs of the final print-ready PDF files to Client to be reviewed and approved before printing begins (if requested).

Document Printing and Mailing

- Batches are printed by InfoSend using a high-speed production process onto the agreed upon forms.
- Printed documents are put through a quality control process and then released to the mailing department to be inserted into outgoing envelope. The return envelope and any applicable inserts are included as well.
- After a batch of mail is completed in InfoSend's system it will be marked as such in the online Job Tracker and a Process Confirmation Report will be emailed to the Client representatives who have opted-in to this email. A copy of this report is also available to download from the InfoSend website.

Exhibit B - InfoSend Fees

Section 1. Price Escalations to InfoSend Fees and Notification

InfoSend Fees can be adjusted for subsequent renewal terms applicable following the initial term to account for increases in the cost of materials, labor, and other overhead costs. InfoSend reserves the right to increase InfoSend Fees on a renewal term basis (starting with the first renewal of the Agreement). The Client will be notified by InfoSend, in writing, at least 60 days before the expiration of the then term and prior to a proposed price increase applicable to a renewal term. An amendment to this Agreement will be required if the Fees are changed but may be accomplished by letter agreement. Postage fees can change at any time per USPS regulations and do not require an Agreement amendment.

Section 2. DPPM Fees:

Client understands that print and mail production costs vary based on volume. The following InfoSend Fees are based on the estimated monthly volumes listed below. Should Client's actual continuous volume be less than 70% of the volume estimates Client has provided to InfoSend (listed below) then InfoSend reserves the right to invalidate the Fees listed in this Agreement. Should this rare situation arise then InfoSend will notify Client immediately and negotiate with Client in good faith to pass on any increased production costs to Client.

Sales tax is not included. Village represents that Village's purchases are exempt from Illinois sales tax.

The below pricing does not include any initial setup fees, please see Exhibit C – Professional Services for waiver of initial setup fee and for any ongoing Professional Services Fees pricing not otherwise waived in the Exhibits.

Pricing: Data Processing, Print & Mail Service Fees

InfoSend's Fees – Turnkey Data Processing, Print & Mail Service:

The individual prices shown in the table below apply only to the turnkey Data Processing Print & Mail service for the following document types. Other types of document printing and or mailing can be quoted later, if needed.

Primary Services	<p>Turnkey Data Processing Print & Mail service</p> <p>Price is per physical page. Includes processing of your unique data, CASS address validation, presorting, printing, and mail insertion. Finished mail pieces are delivered to the USPS within one (1) business day. If samples (proofs) are requested then the mailing will be completed within one day of sample approval. File upload deadline for next-day mailing is 3:00PM local time at the production facility designated for your account. If samples are required then they must be approved by 5:30PM for the file to be mailed by the next business day.</p> <p>Excludes materials, sales tax (where applicable), and postage.</p> <p>A postage deposit will be required prior to go live.</p> <p>For the quoted prices to apply InfoSend must have the right to combine data files sent by your organization with other files you have sent, when possible. Higher pricing applies if files must be printed separately.</p> <p><i>Pricing assumes the use of materials options listed in the below section.</i></p>	Per Item	Options Below:
		<p>Regular Bills and Shut Off Notices (Per Sheet) Est. Volume 5,500 documents/month Est. 2 Batches/month</p> <p>Price includes black plus blue, green or red duplex printing of variable data and form elements on the front and back of the page onto white form with a perforation</p> <p style="text-align: right;">OR</p> <p>Price includes black plus any 3 additional spot colors on the front of the page. These colors can be used for both the logo and variable data. Backer can be in black or grey. Everything is printed on white paper. This option is currently ONLY available if printing and mailing out of our Anaheim CA facilities.</p> <p style="text-align: right;">***</p>	\$0.071
		<p>Multiple Page Mail Piece Surcharge – Handwork</p> <p>This surcharge is assessed per mail piece (not per page). This surcharge only applies to multiple page bills that have too many pages to be inserted into the #10 envelope by machine. This surcharge covers the necessary manual labor required to process these mail pieces.</p>	\$0.30
		<p>Postage (for all job types)</p> <p>You will be invoiced for the exact postage used. You must use one of the two USPS approved Move Update methods to get the presort discounts:</p>	Pass Through
		<p>Electronic Address Updates – NCOALink or ACS Per reported update. InfoSend electronically reports the addresses it received in your data that need to be updated because the customer filed a Change of Address Report with the USPS. Cost is per update.</p>	\$0.30

*** Client may select the second option (tricolor) upon availability in Illinois, printing and mailing out shall occur in Illinois at no additional cost to client.

Material Component Fees – Data Processing Print & Mail Service

Statement, Invoice, or Letter Paper Stock			
Materials	<p>All Documents: white paper stock with or without perforation. Paper is 8.5x11" and 24lb. Price includes all inventory costs. The larger 8.5x14" format is supported at a higher material cost and higher printing cost.</p> <p>All of your content will be digitally printed on the plain white paper in black, black plus one color, or full color per the printing option from the prior table that you select before implementation.</p> <p>Black printing onto custom pre-printed forms is available but not recommended. Dynamically printing content onto white paper gives you more flexibility. Additionally if you utilize plain white paper and standard InfoSend envelopes then all materials will be readily available to print at any one of InfoSend's three production facilities should there be a disaster at one of the facilities. Standard materials keep costs down and ensure proper disaster recovery.</p>	Per Sheet	\$0.015
	InfoSend Standard Window Envelopes		
	Standard Window Envelopes	Per Standard Envelope	Options Below:
	<p>These envelopes include security tint printed on the inside of the paper stock and clear film that prevent the contents of the envelope from being viewed. These envelopes also use sustainably logged paper (SFI).</p> <p>If you utilize the InfoSend standard #10 single window envelope instead of the InfoSend standard #10 double window envelope then you will be able to show messages through this window. This option can be combined with an 8.5 x 14" bill design, if desired.</p>	#10 InfoSend Standard Double Window Outgoing Envelope <i>(This is the most commonly used outgoing envelope)</i>	\$0.016
		#9 InfoSend Standard Single Window Return Envelope	\$0.014
		#10 InfoSend Standard Single Window Outgoing Envelope <i>(Optional large single window to use instead of the double window envelope, in order to show messages through the large window)</i>	\$0.021
	Other Envelopes		
	#9 custom pre-printed Return Envelope, printed with client postage indicia.	Per Envelope	\$0.019
	Flat Single Window Envelope – only used for multiple page statements that do not fit in the #10 envelope.	Per Flat Envelope	\$0.16

Pricing: Turnkey Data Processing Print & Mail Service
Optional Services

<p>Drop-Shipped Inserts & Inserting of InfoSend-Printed Inserts Clients can print and fold inserts and ship them to InfoSend to be mailed with the statements. If folding is required add \$0.01 to the fee. InfoSend-printed inserts are quoted upon request. No additional service cost to use selective inserting to selectively include inserts with certain bill types as long as at least 3,000 customers are targeted (set-up costs can apply in some situations for advanced selective inserting criteria). Cost includes all inventory costs.</p>	<p>Per Insert</p>	<p>\$0.01</p>
<p>Print Messages on the Outside of the Standard Envelope Custom messages and images can be printed onto the standard InfoSend #10 double window envelope. This type of printing is referred to as "sniping" and usually used to print temporary content on a month or two worth of envelope stock. It is more cost effective to digitally inkjet print this content onto pre-manufactured envelopes than to order truly custom stock that was manufactured specifically for you. Price depends on the artwork you'd like to print – number of colors and whether it prints on one or both sides of the envelope. Price is quoted upon request.</p>	<p>Per Envelope</p>	<p>TBD</p>
<p>Print Image Archive Each bill is stored as a PDF and indexed in a database. Search by account number or other key fields. You are charged one up-front fee per document to process it, index it, and store it for a set number of months. The PDFs are accessed using a browser-based application that is accessed by logging in to the InfoSend website. Third party applications can also access the PDFs via a lightweight API with no cost increase to the unit fees. Setup fees may apply depending on your configuration needs.</p> <p><i>This service includes outbound mail tracking at no additional cost.</i> You can view USPS-provided mail tracking data from the same interface that you use to view PDFs of the printed bills. <i>Only available with mail sent using 1st Class Postage, and not available in some cases with postcard mailings.</i></p>	<p>Per PDF (No Set-up Fee)</p>	<p>\$0.008 - For 12 Months of Retention</p> <p>\$0.015 - For 18 Months of Retention</p> <p>\$0.020 - For 24 Months of Retention</p> <p>\$0.025 - For 36 Months of Retention</p>
<p>Electronic Inserts PDF copies of your physical inserts can be included in the Print Image Archive at an additional cost. This will let your team see exactly which inserts were delivered with each mail piece. This will also allow you to include the inserts in the eBill PDFs that are presented and/or emailed to customers if you use an InfoSend eBusiness service that delivers eBills to your customers or if you use a third party application that pulls the PDFs from InfoSend's Print Image Archive API to present to your customers.</p>	<p>Per Insert (No Set-up Fee)</p>	<p>\$0.01</p>
<p>FinalDoc CD This CD archiving service is a simple and cost effective way for you to retain document images long-term. You can search by account number or name. The documents are stored on the CD in PDF format. FinalDoc CD is used by your staff to look up individual documents.</p>	<p>Per CD</p>	<p>\$95.00 + Shipping & Handling</p>
<p>Professional Services Per hour and performed only upon request. For customizations made to document processing program or document format after go-live. Work is only started after receiving your approval of a formal quote.</p>	<p>Per Hour</p>	<p>\$160.00</p>

PayNearMe Fees – Cash Payment Solution

Pricing assumes the use of InfoSend's Data Processing Print & Mail Service.

<p>PayNearMe Alternative Cash Payment Channel</p>  <p>Payment Fee: Per-payment fee collected by retail outlet (7-Eleven, ACE Cash Express, Family Dollar, or participating PayNearMe retail outlet). Fee is added on to the payment amount due and collected by retail outlet at the point of sale.</p> <p>You have the option of requiring the customer to pay the convenience fee or you can pay it for them to increase PayNearMe adoption to decrease the number of cash payments your office has to process.</p>	<p>Per Payment</p>	<p>Customer-paid or client-absorbed convenience fees based on the amount of the average payment made at the retailer for your organization:</p> <p>\$1.49 fee per payment for payments up to \$1,000.00</p> <p>Please request pricing if Average Payment amount exceeds \$300.00.</p> <p>No single payment over \$1,000 accepted</p>
<p>Set-up Fee: PayNearMe does not charge a set-up fee for their service. If elements of your existing bill need to be revised to accommodate PayNearMe's barcode and payment instruction specifications, InfoSend will perform this work at the cost outlined to the right. Should you request that your existing bill be redesigned then additional Professional Services fees will apply.</p>	<p>One Time</p>	<p>Waived</p>
<p>InfoSend Fees</p> <p>Data processing fee to submit the information for each billing record to PayNearMe in order to retrieve the unique barcode information to print on each bill.</p>	<p>Per piece</p>	<p>\$0.005</p>
<p>Custom Payment Posting File</p>		<p>A Statement of work and quote will be provided</p>
<p>Duplexing (if your paper bills are not currently duplexed)</p>		<p>N/A</p>

Section 2.1. Custom Forms/Envelopes

If Client has selected the Printing and Mailing Service and at any time requests that InfoSend Fees include the cost of custom Client-specific materials (either in this Agreement or since its execution), then Client understands and accepts that these materials will be purchased in bulk to achieve the lowest possible per-unit cost. If Client stops using InfoSend's Service for any reason, Client agrees to purchase any remaining supplies of requested custom materials that are in good condition (normally forms or envelopes), but not in excess of the quantities previously ordered or no more than a three-months supply at InfoSend's actual cost, whichever is less. Client also agrees to purchase the remaining supply of custom forms/envelopes under the same terms and conditions as stated above in this paragraph upon Client's request to change the custom forms/envelopes before the supply has been depleted.

Section 2.2. USPS Postage Rates

Postage rates are determined by the United States Postal Service. All postage rate changes are determined directly by USPS and are independent of any InfoSend service or materials fees. In no event shall any change in the postage rates affect the InfoSend service or materials fees. The Client will be invoiced the amount of excess for overweight and foreign mail.

Section 2.3. Postage Deposit

InfoSend purchases the postage needed to mail Client documents on the day of mailing. The postage charges are later invoiced to Client based on the Client's payment terms. InfoSend requires Client to submit a postage deposit prior to the first mailing to facilitate the payment terms. This amount will remain in deposit for the duration of the Agreement. Upon Agreement expiration or termination Client must pay in full any outstanding invoices from InfoSend for payables created under this Agreement; the postage deposit will be refunded within fifteen (15) days of the date that the last open invoice is paid.

The postage deposit is subject to an annual review and may be adjusted to account for changes to Client average mailing volume or changes to USPS postage rates. There will be no more than one adjustment requested per year, if at all.

The postage deposit amount is calculated by multiplying the estimated number mail pieces per month by the current 5-Digit pre-sorted first class postage rate. The postage deposit amount due for your account is:

$$13,200 \text{ mail pieces per month} \times \$0.391 \times 2 = \$10,322.00$$

Exhibit C – Professional Services

Section 1. Definition of Professional Services

InfoSend Professional Services are the technical services that are required to perform the initial setup of the InfoSend Primary Services defined in Exhibit A and the technical services required to make changes to these Primary Services after the initial setup is complete. Once any Primary Service is live and operational Professional Services will not be required unless Client requests a change or makes changes to its data file format or business rules which necessitates a change to InfoSend's system configuration or programming. Examples of InfoSend Professional Services:

- Project requirements gathering and analysis hours
- Project management and/or consulting hours
- Software development and system configuration hours related to the processing of Client's data
- Software development and system configuration hours related to document design, web portal setup, business rule configuration, or any other applicable technical services
- Application testing and deployment hours

Section 2. Professional Services Fee and Process for Approval and Payment of Fee

The current Professional Services Fee is \$160.00 per hour.

Anytime a project will incur billable Professional Services hours Client will be informed before work begins. InfoSend and Client will execute a Statement of Work for project that Client wants InfoSend to undertake. The payment terms for the project depend on the size and scope of the project. The Statement of Work can include payment terms that are different than the terms listed in this Agreement for InfoSend Fees, otherwise these terms will apply and the project fees will be invoiced upon project completion. Small projects that incur less than five (5) hours of Professional Services can be initiated without a Statement of Work if Client accepts and executes a Programming Quote for this work.

All projects that will take more than five (5) hours of Professional Services work will require both parties execute a formal Statement of Work. Depending on the nature of the work required InfoSend will provide one of the following quotation methods:

- Fixed Quote – a fixed project cost will be set. InfoSend may elect to waive this cost in some circumstances. Client understands and accepts that it must accept the terms and conditions of the Statement of Work for the project and that changes made to the project requirements, data file structure, etc. after the Statement of Work and any amendments to it have been finalized will require Client to pay for these changes on a Time and Materials basis. Client will be notified immediately if this scenario happens and given an option to keep the original project specifications to keep the fixed quote in place.
- Time and Materials quote – should it not be possible to provide a fixed quote due to the nature of a Client's requested project then InfoSend will provide an estimated number of hours to complete the project and bill the hours on a Time and Materials basis. The Statement of Work will include the terms and conditions for these project types and Client will be invoiced weekly for the hours spent on the project.

Section 3. Initial Setup Cost: InfoSend Primary Services

The Initial Setup cost and fees for the InfoSend Primary Services selected in Exhibit A are waived as listed below.

Pricing: Data Processing, Print & Mail Service Set-up Fee

InfoSend's Fees – Initial Set-up Costs
 Implementation, professional services, and optional services fees.

Please pick from one of the options below:

Option 1 - Express PDF Implementation: WAIVED
 With this option you control the formatting of your documents and do not pay maintenance fees.

Option 2 - Data-Only (e.g. flat files, XML) Implementation: WAIVED
 When this option is selected InfoSend creates, hosts and maintains an application to generate your bills. Your current document design will be matched. Please note that data manipulations are not part of the standard offering.

Document Redesign Service: WAIVED
 We will assist you in redesigning the format of your printed documents if needed. We will become responsible for later changing the format of the documents, if needed (Professional Services Fees will apply for future changes).

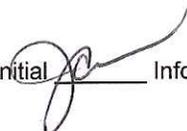
Please note that Clients must sign off on requirements documents (Statement of Work, project plan, etc.) before programming and system configuration can begin. Client can be charged additional fees and/or have the project go-live date delayed if requirements are changed after they have been finalized and signed off.

Professional Services Fees

<p>Professional Services Fee – Waived for Initial Setup Per hour and performed only upon request. For customizations made to your data processing application after go-live. Work is only started after receiving your approval of a formal quote.</p>	<p>Per Hour</p>	<p>\$160.00</p>
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Data Processing and Document Creation Initial Setup Fee
This applies to the following services, unless client provides pre-rendered PDF files:
DPPM Service

Project Fixed Initial Setup Cost:	SEE ABOVE
<p>Project Summary: This project will be completed to process Client's input data files and create the output to be used for the print or online delivery channel.</p>	
<p>Project Details: A requirements gathering process will be initiated to build the Statement of Work required to begin programming and system configuration. During the requirements gathering process the InfoSend and the Client will discuss:</p> <ul style="list-style-type: none"> • Client's custom data (if applicable). When custom data is provided by the Client a "field mapping" or "field description" document is required before project implementation can begin. This document is an absolute requirement; programming cannot be based on assumptions and all fields must be defined before programming can begin. • Document design. Client must sign-off on a document design "mockup" before programming can begin. The mockup is a visual representation of how the document will look after Client's custom data is processed by InfoSend's system. 	
<p>Project Schedule: Project is estimated to take 8-12 weeks to complete. The Statement of Work will contain all client deliverables and responsibilities. Both parties agree to dedicate adequate resources to the project to complete it in the shortest amount of time possible.</p> <p>Should Client make changes to the data file after programming has begun it must pay Professional Services Fees, on a Time and Materials basis, to cover the programming changes required to accept the new data. Should the document design be changed after the final mockup is accepted and signed off on by the Client then Professional Services Fees will apply, on a Time and Materials basis, to cover the cost of making these changes.</p> <p>Changes to the Client data file, document design, or other key specifics collected and finalized during the requirements gathering process will impact the project completion date. Changes made after the Client has executed the Statement of Work and any follow up documents can cause delays to the project completion.</p>	

Client Initial  InfoSend Initial 