

## Billing Policy

This document outlines 4mation Technologies' billing policy for our clients.

### Professional Services

We bill for our time in fifteen minute increments, and includes, but is not limited to:

- Requirements analysis/scoping of new features and functionality
- Initial familiarisation with your site/system
- Technical planning
- UX & UI Design
- SEO
- Programming & Configuration (code, 3rd party software updates, investigating and rectifying bugs not covered by our warranty)
- Infrastructure management
- Project management and communication
- Quality Assurance testing
- Documentation
- Training and support
- Consultancy (including phone calls, making professional recommendations to improve performance of your site or system, travel time and meetings)
- Managing third party suppliers on your behalf (hosting, SEO agencies etc.).

We typically carry out work on an hourly (time and materials) basis, and bill only for the time worked.

### Software licenses and assets

If your site requires third party software licenses or imagery, you can purchase these directly or 4mation can purchase these on your behalf.

Costs (including a markup) will be supplied for your approval prior to any purchases being made.

### Additional/Outside Scope Work

4mation reserves the right to charge for any additional work carried out that is not specified in any Proposal. Any additional work carried out will be calculated and charged on a job by job basis.

## We don't bill for

We don't bill for:

- Investigating and rectifying bugs covered under warranty
- An unreasonable number of projects or system handovers between our team members
- Professional skills training of our team

## Maximise the value of your development time

Our team are highly skilled professionals who will always try to assist in the most effective way possible.

Here are a few tips to help you get the most out of their time:

- Set objectives, and ask our team to make recommendations on how to meet those objectives
- Group tasks/requests into batches
- Provide a clear written brief and verbal run-through
- If there is a specific date/time the task needs to be completed by, let us know
- Use our job management system, Jira, to track tasks, statuses and time spent
- Leverage an Agile Innovation Package if you have a system you really value, or are likely to require ongoing support, development, or maintenance
- When reporting bugs, include screenshots, and describe the actions taken to generate the issue. The more detail we have, the less time will be required for us to reproduce the issue.
- During review & planning meetings, provide a high level overview of longer term objectives (3, 6, 12 months)