



## Layout Requests and Revision Policy

The policy allows for layout revisions provided during the Deployment stage of implementing Aspire as follows:

Growth Tier	Minor revisions only
Corporate Tier	5 hours no charge
Enterprise Tier	8 hours no charge

The deadline to utilize these hours is 90 days from onboard date (unless specified otherwise in the contract). Once the revision period or available hours has been completed any additional revisions will incur a \$150.00/hr charge. Standard processing time for completion of initial request is 7 business days\*.

Growth tier clients may request minor revisions for the following areas:

- Logo size and location
- Customer address and property address information and location
- Font style and size
- Removal of fields
- Footer
- Display order of fields

Once the client has completed deployment, the same charges will apply to new layout requests as well as continued revisions. The process remains the same: Submit your format requests through the AspireCare ticketing system. Requests will be managed in the order in which they are received.

The following are required for format requests and revisions:

- Title of format (If a new layout, include the title of the layout it is based on if applicable)
- Mocked up version with all the appropriate information: fonts, sizing, logos, RGB numbers if needing colors included or adjustment
- Number examples within Aspire ie. Invoice Number for Invoice layouts, Opportunity Numbers for Proposal layouts, and so on
- Approval for new format or revision from appropriate supervisor

Once a revision ticket has been closed additional requests will be treated as a new request and will be billed accordingly.

The following are the available layout options to create:

- Opportunity Proposal \*\*
- Estimate Sheet
- Invoice
- Statement
- Receipt
- Work Ticket
- Employee Weekly Time Card
- Daily Timesheet
- Payment
- Deposit

*\*Subject to change based on volume of requests.*

*\*\*If you are a snow client, please be mindful to create snow formats through the Deployment implementation stage.*