

# Invoicing Standards Policy

## INVOICING STANDARDS

FYISOFT, Inc. will submit invoices based on the standards outlined in this document. No other requirements will be supported unless they are statutory for the issuing country or noted in the contract.

Invoices will be generated upon delivery of product and/or services. No advanced invoicing is allowed.

## EXCEPTIONS:

LOB	Description	Comments
Support	Invoiced in advance	Except where prohibited by law. For example, Public Sector accounts.
Installation Services	Invoiced in advance	Except where prohibited by law. For example, Public Sector accounts.
Consulting Services	Event invoice available upon request	Available upon request only; not standard. During customer's Fiscal Year close, an "event" invoice can be issued for already funded projects.

## INVOICE DATA ELEMENTS

Standard data elements included on an invoice are:

- Invoice Number
- Invoice Date
- PO Number
- Payment Terms
- Payment Instructions
- Due Date
- Bill To / Ship To Customer name and addresses
- FYISOFT, Inc. Order Number
- End User
- Line item descriptions
- Extended price
- Quantity □ Tax/VAT
- Support period, including Contract Start and End Dates and/or Billing Start and End Dates (depending on country)
- Collections contact details

Any other requested data elements are considered non-standard and will not be allowed.

**INVOICE FORMATS**

Invoice formats will adhere to the following standards except where statutory formats apply:

<b>LOB</b>	<b>Description</b>	<b>Comments</b>
All	Detailed Line Item Description	Product by product detail
License	License and First Year Support invoiced together on same invoice.	Except where prohibited by law. Support is itemized by product supported, meaning one line item for each supported product will be displayed, including start and end date of the service period.
License	Invoices immediately upon booking, assuming standard terms.	
Premier Support Renewals	Invoiced separately at each renewal year and cannot be combined with any other invoicing.	One line item for each product supported. Invoices could contain several lines items and be multiple pages in length.
Consulting	Invoiced separately and cannot be combined with any other LOB for invoicing.	
Consulting	Expense/activity Report attached.	This is a system generated report and is attached to the invoice automatically.
Consulting	Copies of Time Sheets sent, where required.	Where required by law, copies of Time Sheets are sent with invoice. <u>Copies of time sheets are not sent automatically.</u>
Consulting	Copies of expense receipts – sent if requested.	Originals are retained with FYIsoft, Inc. Copies of expense receipts can be sent as part of the collections process, if requested by the customer. <u>Copies of receipts are not sent automatically.</u>
Training	Invoiced separately and cannot be combined with any other invoicing.	
Cloud	Invoiced separately and cannot be combined with any other invoicing.	

**NON STANDARD INVOICING**

All other invoicing, constitutes nonstandard invoicing and is not permitted.

**STANDARD INVOICE DELIVERY METHODS**

It is FYIsoft, Inc.'s policy to deliver invoices to the "Bill To" stated in the Contract or on the Customer's Ordering Document. FYIsoft, Inc. cannot deliver invoices to any 3rd party, individual, company, or different company address from the stated "Bill To" on the Customer's Ordering Document. FYIsoft, Inc. cannot deliver multiple copies of

invoices to multiple or single locations. There are no exceptions to this policy. Any request to bill a 3rd Party entity other than the customer/contracting entity is not permitted. It is further FYIsoft, Inc.'s policy that all invoices and/or invoice extracts/files must be originated and delivered from FYIsoft, Inc.'s employees only.

<b>Method</b>	<b>Description</b>
Paper	Sent via standard priority mail globally. All invoices will be delivered to the address identified as the Bill-To on the Ordering Document.
Via email	Invoices automatically delivered to the email address(es) identified in the customer's set-up.

**DEFINITIONS**

<b>Term</b>	<b>Definition</b>
Detailed Invoice	FYIsoft, Inc.'s standard invoicing format is to invoice in detail line-by-line, including product line descriptions, serial numbers, where appropriate, etc.
Advanced Invoicing	Involves invoicing in advance of product or service delivery, and other mandatory criteria being met.
Manual Invoicing	Any request that would cause FYIsoft, Inc. to deviate from its predefined, standard automated processes.
Invoice Data Elements	The data elements that will be contained on the invoice.