

# MTC ERM

## Terms & Conditions

### 1. Price

- 1.1 The MTC ERM is sold at the price of RM13,000 per copy.
- 1.2 All payment shall be made to 'Malaysian Timber Council'.
- 1.3 The price is inclusive of:
- (a) RM 5,000.00 – Software license based on 5 concurrent Client Access License
  - (b) RM 8,000.00 – Project Implementation that includes implementation and training services.
- 1.4 Details of the package are given in Table 1.

**Table 1. MTC ERM Standard Package**

No.	Item Description	Quantity	Unit price (RM)	Total Amount (RM)
1.	Client Access License (CAL) <ul style="list-style-type: none"> <li>• CAL for MTC ERM system based on concurrent access on both intranet and internet</li> <li>• CAL includes access permission to the following modules: <ul style="list-style-type: none"> <li>i. Financial Control</li> <li>ii. Distribution Control</li> <li>iii. Manufacturing Control</li> </ul> </li> </ul>	5 (nos.)	1,000.00	5,000.00
2.	Project implementation services* includes 10 days training and set up for to the following modules: <ul style="list-style-type: none"> <li>i. Financial Control</li> <li>ii. Distribution Control</li> <li>iii. Manufacturing Control</li> </ul>	2 (man-days)	800.00	1,600.00
		3 (man-days)	800.00	2,400.00
		5 (man-days)	800.00	4,000.00
<b>Total</b>				<b>13,000.00</b>
	<b>Optional:</b> Configuration & Fine-tuning Services <ul style="list-style-type: none"> <li>• Basic external documents such as Invoice, Delivery order, Purchase Order, Packing List.</li> <li>• Additional charge at the rate of RM800 per man-day will be imposed for customisation of programs, business objects and reports.</li> </ul>	5 (man-days)	800.00	4,000.00

\* Out-of-pocket and travelling expenses incurred during the training will be borne by the clients (Standard rates apply. Refer to Table 2 for details).

## 2. Order and Delivery

- 2.1 MTC shall deliver the software within 2 weeks after the receipt of full payment.

## 3. Refund

- 3.1 MTC will provide a 30-day money back guarantee to the clients in the event that the clients find that the MTC ERM is not suitable. Refund will be in the form of:
- (a) Refund on software cost which is RM5,000.
  - (b) Refund on the implementation services will be after deducting the cost incurred based on number of man/days incurred for implementation services, configuration services, out of pocket expenses and support maintenance.
  - (c) In the event of such refund, all software licenses are deemed to be cancelled.

## 4. Implementation and Training

- 4.1 The 10-day training will be provided within 2 weeks after the delivery of software, subject to the availability of infrastructure within the clients' premises.
- 4.2 Any customisation and extra training days required by the client that may deviate from the standard MTC ERM will be borne by the client at the rates as shown in Table 2.

**Table 2. Standard Rates**

No.	Item Description	Rate
1.	Travelling	RM 0.90 per km
2.	Toll	on actual receipts
3.	Air fare	Economy class
4.	Taxi fare	on actual receipts
5.	Lodging	RM 200 per person per night
6.	Allowances	RM 60 per person per day for sites outside of Selangor
7.	Man-day service charge	RM800.00 per man-day

## 5. Software Support and Maintenance

- 5.1 The software comes with a 3-month warranty period from the date of installation.
- 5.2 An optional software support and maintenance package is available with our authorised support provider, OS Trio Berhad.
- 5.3 The yearly fee for the package is RM1,950.00.

*Note: Expenses for project implementation services can be claimed under HRDF if available and subject to approval.*