End User Computing Services – Pricing Document

The service is charged based upon the total estate size managed as follows:

- Estate of less than 100 units - £6.75 ex vat per device / per month for each estate unit
- Estate of 100+ units - £5.75 ex vat per device / per month for each estate unit
- Estate of 250+ units - £4.75 ex vat per device / per month for each estate unit
- Estate of 500+ units - £3.75 ex vat per device / per month for each estate unit

All carrier costs will be charged in addition to the above at a cost of £15.00 ex vat per attempted delivery or collection.

Any additional packaging materials required to facilitate delivery or collection (boxes, bubble wrap, etc.) will also be chargeable in addition.

Activities covered under the service are outlined below:

	New Starter	Faulty / Damaged Unit	Leaver	Replacement Accessory
Phone call to schedule delivery	O	O	X	X
Item picked & packed	O	O	X	O
Service tag recorded in database against user	O	O	X	X
Delivery booked	O	O	X	O
Delivery tracked	O	O	X	O
Phone call to schedule collection	X	O	O	X
Collection booked	X	O	O	X
Collection tracked	X	O	O	X
Unit receipted	X	O	O	X
Unit graded to approved guidelines	X	O	O	X
Reset of unit to client specifications	X	O	O	X
Run diagnostics	X	O	O	X
Clean unit	X	O	O	X
Photograph and log unit in database	X	O	O	X
Repackage	X	O	O	X
Return to stock or move to faulty / low graded stock	X	O	O	X
Certified disposal if required	X	O	X	X
Log warranty call with vendor if required	X	O	X	X
Make unit & space available for engineer if required	X	O	X	X

Key: O – Included. X – Not Included.

In addition, the charge also covers:

- Pallet receipt & storage
- Stock checking and reporting.
- Itemized billing