



## ***Invoicing Policy and Schedule of Fees***

Software, hardware, subscription or Advantage orders must be paid in full at the time of placing an order. Any goods will remain the property of RSR Group Holdings Pty Ltd until payment has been processed.

Fees are to be paid to meet our trading terms which are clearly shown on our invoices and statements. Invoices are sent out weekly and statements are sent out fortnightly.

If our terms and conditions are not met resulting in an account becoming overdue or delinquent, we reserve the right to charge interest on the outstanding balance at the fixed rate under the Penalty Interest Rates Act 1983. If you are having any difficulty in making your payments, we strongly urge you to contact us to avoid legal action. RSR Group Holdings Pty Ltd also reserves the right to recover from you any costs associated with recovering overdue amounts, including collection agent fees and legal fees on solicitor/own client basis. Should an account become delinquent, we reserve the right to cease services and retain your information until such time as the account is paid in full.

Charges to any particular client are dependant upon the nature of the assignment. Where the assignment involves an hourly rate structure, the hourly rate charged will be applicable to the Quicken Professional Partners' qualification. Where training courses or large assignment's are involved, the fee may be a set rate. Should this be the case, progress invoicing may be applicable.

Where a mileage per kilometre charge is applicable the client will not be charged for travel time. Should travel to a remote location be required, a full quote of the costs, including travel and accommodation will be supplied and agreed to before commencement of the assignment. A deposit may be also be required for air fares and major travel expenses.

Hourly rates and training course charges are subject to change. Should this occur you will be notified. Set assignment fees will not be altered, unless the time limit for the quotation has expired.

Payment can be made by the following methods:

- Cash
- Cheque
- Credit card
- Direct debit into our nominated bank account (details displayed on our invoices)

## Schedule of Fees

**As of July 1<sup>st</sup> 2008**

All time, including travel hours, spent on the project by professional and technical personnel will be invoiced. Travel is invoiced one way, at the applicable personnel rate, and is invoiced from door to door.

Bookkeeping Hourly Rate	\$70.00/hr
Training Rate (Individual)	\$140.00/hr
Training Rate (Group)	\$180.00/hr
Consultancy Hourly Rate	\$140.00/hr
POS Consultancy Rate	\$140.00/hr
Phone Support	\$35.00/15 min
Secretarial Duties	\$70.00/hr

### **GST (10%) is included in all charges**

Software, Upgrades, Advantage Subscriptions as per current Quicken recommended retail price.

Charges apply to the nearest 15 minute block and all onsite work reflects a minimum charge rate of one hour.

An additional 10% surcharge applies for weekend and evening projects. (Our normal hours are Monday to Friday, 9am until 5pm. Appointments commencing after 5pm are considered 'evening projects').

Hourly rates may be adjusted every six months to reflect changes in the cost-of-living. Some projects may be invoiced at a combination of the above rates.

Unless otherwise stated, any cost estimate presented in a proposal is for budgetary purposes only, and is not a fixed price. The client will be notified when 75 percent of any budget figure is reached.