

# price list

**FranchiZeManager**

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#### **Statement of Confidentiality**

This price list and any supporting materials contain confidential and proprietary business information of Hatchit. These materials may be printed, copied or forwarded for use in evaluating the FranchiZeManager system but are not to be shared with other parties.

# standard fees

Price bands are based on the number of franchises (stores/outlets/vans/office) that are in your network:

# of Franchises	set-up fee	monthly fee
1 to 9 Franchises	\$3,000	\$499
10 to 49 Franchises	\$4,000	\$599
50 to 99 Franchises	\$6,000	\$799
100-200 Franchises	\$7,000	\$999
200-500 Franchises	\$8,000	\$1,299
500-750 Franchises	\$9,000	\$1,999
750-1000 Franchises	\$10,000	\$2,999
1,000+ Franchises	Ask for Quote	Ask for Quote

The monthly fee includes an unlimited number of users for head office i.e. National Support Office staff.

## franchisee access fee

The Franchisee Access fee entitles you to an unlimited number of users for franchisees & franchisee staff members. If you do not wish to have franchisees access the system then this fee is not applicable.

Pricing varies and starts from \$5/franchise per month; please ask for a quote as it is dependant on the modules you choose and your transaction volumes.

# other fees & charges

## Customisation (support) hourly rate: \$140 per hour

All customisation is charged at the Customisation hourly rate. Customisation can be undertaken at any time you wish with hours billed at the end of each month. Development of new modules is quoted separately depending on functionality, please ask for a quote.

## Consulting hourly rate: \$290 per hour

The Consulting Rate is applicable to client on-site workshops and discussions. This work is typically agreed in advance for strategy, systems implementation and system integration work. It is also applied for presentations at Annual Franchisee Conferences.

## fee notes

1. All prices are in Australian dollars. All prices are exclusive of GST for Australian based clients.
2. The set-up fee involves installing FranchiZeManager, configuring the installation and ensuring it's secure and operational, data migration including light customisation, as well as establishing and issuing the initial user log-ins for the administrator. This is provided on a 'fair-use' basis and any excessive implementation support, such as large data migration, is undertaken at the Customisation hourly rate.
3. The set-up fee also includes two 30 minute screen share sessions. It is recommended the first session is when logins are issued, then the next session is after data has been loaded.
4. The Fees above include usage of all modules of the system excluding FranchiZeTrainer & FranchiZeProfiler & FranchiZeMailer which are optional extras that have a separate price list.
5. Note that some modules will require customisation to suit your franchise system. For example; modules such as ScoreCard and Online Applications typically require customisation before you are able to start using the module. The degree, and cost, of customisation is dependant on how you wish to utilise the module, we can discuss your requirement and provide a quote.
7. These prices include access to a simple getting started guide and access to the online Support Site. Additional training via web conference is also available at extra cost.
8. A 'Franchise' (for the purpose of the price banding above) is defined as the number of records in the Franchise module that have a status of 'Active'. This is usually your count of stores/outlets that are actively trading and it includes company owned stores.
9. If you run multiple brands there is an additional set-up fee for each additional brand, please contact us for details.
10. If you undertake a large amount of customisation an additional monthly premium may be added. This fee covers the cost of additional support and maintenance required for the more complex system. This will fee will be discussed and agreed prior to any system change request.

# optional extras

## FranchiZeTrainer

FranchiZeTrainer allows you to author and publish your training materials for delivery online, complete with quizzes and full tracking/reporting. Access is to the system is granted through FranchiZeManager using the Staff and Franchise Partner modules.

Set-up fee: \$750

Monthly fee: \$250 (includes a 'Plus' account with EasyGenerator for content authoring)

### # of Franchises

### monthly fee

1 to 49 Franchises

\$7 per franchisee per month

50 to 200 Franchises

\$5 per franchisee per month

200+ Franchises

\$4 per franchisee per month

1,000+ Franchises

Ask for Quote

### notes

1. Any implementation support, such as course migration, authoring course content & learning materials, instructional design, preparation, formatting, design and upload of course materials, etc, is undertaken at the Course Development hourly rate of \$80 per hour. This can also be quoted separately as a fixed price upon request.

2. FranchiZeTrainer is a optional module of FranchiZeManager. This means you *must* have an active installation of FranchiZeManager, with franchisee access, to use FranchiZeTrainer.

3. The monthly fee entitles you to an unlimited number of users for head office i.e. National Support Office staff. It also entitles you to an unlimited number of courses, lessons, topics and quizzes.

# optional extras

## FranchiZeMailer

FranchiZeMailer is a separate but integrated email marketing platform. This module is useful for advanced email marketing to Leads/Customers held within FranchiZeManager. You set up lists of contacts, that sync with FZM, you can then create email templates and run campaigns including advanced automations based on contact activity. Key statistics such as Opens, Bounces and Clicks are passed back through to FranchiZeManager.

Set-up fee: \$750

Monthly fee: \$50 plus \$1 per 1000 emails sent

### notes

1. FranchiZeMailer is an optional module of FranchiZeManager. This means you *must* have an active installation of FranchiZeManager to use FranchiZeMailer.

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## SMS

SMS can be sent from the Comms Blast module to Franchisees and Staff.

To send: \$0.12 per sms

Two way SMS allows you to have a dedicated mobile phone number from which you can send SMS and receive responses of those SMS back into FZM. Please note the set-up fee is for basic set-up, further customisation may be required if work-flows/automations are required. Set-up: \$450 plus \$15 per month phone number rental.

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## Xero Integration

The Xero integration allows FZM to 'push' invoices that were created in FZM into your Xero accounting system. It can be used at both Franchisor and Franchisee level. There is a one off set-up fee of \$750. Please note it is a one-way push feature (from FZM to Xero), usually undertaken on a nightly/weekly batch basis.

### general notes

- FranchiZeManager is provided as a fully hosted and supported service. Hatchit provides all support, maintenance and customisation work.
- Hatchit does not typically provide first line support to franchisees, it is the job of the Franchisor to support Franchisees with how to use the system.
- Included in the Monthly fee is a full daily back-up service and an additional weekly back-up service. The weekly back-up is stored off site in a separate data centre. Back-ups are run automatically without disrupting the system.
- The fees include hosting in a professional data centre located in Australia on enterprise class hardware with multiple internet and power redundancy.
- This price list is valid for 30 days after receipt and thereafter may be subject to change.
- All users are bound by the Terms of Service which are maintained on our website at: [www.FranchiZeManager.com/terms-of-service](http://www.FranchiZeManager.com/terms-of-service)

### payment terms

#### The following standard payment terms apply:

- Fees are invoiced monthly in arrears and Hatch will invoice you automatically on the first day of the month for the previous month's fees.
  - Invoices will be emailed to the nominated client account sponsor. All invoices provide a detailed breakdown of any customisation work undertaken on your installation.
  - Payment terms are strictly 30 days. All late invoices incur a \$15 administration fee that is automatically charged the following month.
  - Australian customers can pay by EFT only.
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