



Terms and Conditions

Prodigy Business Services Client Engagement

1. Definitions

Definitions for these Terms and Conditions includes:

- The business bound by these Terms and Conditions in delivery of services is Prodigy Business Services and is termed the “Business Service”.
- The client company, trader, business, or individual bound by an agreement is termed the “Client”.
- The time period of continuance for a Client agreement that commences at the first of the month and is termed the “Period”.
- The Business Administration Service commencement date is termed the “Commencement Date”.
- The Business Service and the Client bound in an agreement is termed individually as the “Party” and collectively as the “Parties”.
- The service delivered by the Business Service, defined herein, is termed the “Business Administration Service”.
- An agreement made by the parties that varies to the Business Administration Services Definitions defined herein is termed the “Agreement Variation”.
- Australian Taxation Office Business Activity Statements is termed as “BAS”.
- Businesses and individuals engaged by the Client business to deliver goods and services are termed the "Client Customers".
- Businesses and individuals engaged by the Client that provide goods and services are termed the "Client Suppliers".

2. Term

The Business Administration Service shall begin at the Commencement Date and continue in perpetuity for the Periods thereof, and subject to:

- 1 Either Party may terminate an agreement for any reason as at the commencement of the next Period.
- 2 The Business Service may terminate an agreement immediately should the Client breach any law or code of practice pertaining to the delivery of the Business Administration Service.

3. Business Administration Service Definitions

The Business Service provides expertise and performs activities to the Client for all things pertaining to the Business Administration Service or otherwise superseded by a separate Agreement Variation:

- Silver Service: Bookkeeping and issue followup, payroll and BAS preparation, invoice and payment reconciliation, business coaching, advice and guidance.
- Gold Service: Silver Service activities and in addition follow-up Client Customer contact of delinquent invoice payments, follow-up on outstanding Client Customer actions, Client Customer complaint management, and correction of inaccurate Client Supplier charges and fees.
- Platinum Service: Includes Gold Service activities plus Client business management, job scheduling and planning, Client Customer quotation management, Client Supplier invoice reconciliation, and Client workload balancing.



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Business Administration Services are limited to and include the engagement obligations of:

1. For all Business Administration Services:
 - Up to 2 Client employees, including the client owner/operator
 - Quarterly Client BAS reporting
 - Client adoption of Xero™ and Google Workspace™ upgrade for accounting and backoffice activity management and purchased at the Client's expense
 - Processing for up to 10 Client Customers each month
 - Preferred method of contact with the Client via email, with same-day reply
 - The Business Service is not obligated to refund Business Administration Service Fees on cancellation of the service during the Period
 - The Business Service is not obligated to transition or transfer Client data to another party upon Client cancellation of the Business Administration Service
 - Business hours 8am to 5pm, business days
 - All referrals, business coaching, advice and guidance is provided are without obligation nor consequential recourse to the Business Service
2. For the Silver Service:
 - Up to 8 hours to establish the Client's operational processes
 - Up to 2 hours contact time per Period
3. For the Gold Service:
 - Up to 8 hours to establish the Client's operational processes
 - Up to 4 hours contact time per Period
4. For the Platinum Service:
 - Up to 16 hours to establish the Client's operational processes
 - Up to 8 hours contact time per Period
5. Business Service obligations include:
 - Reporting on activities delivered to the Client each Period
 - Transaction processing and preparation of BAS statements within 30 days of quarter end for Client review
 - Preparation and configuration of payroll
6. Client obligations include:
 - Provision of establishment details for the Business Administration Service, including but not limited to:
 - Client Company/Trader details
 - Client Company/Trader banking authorisation and configuration of the accounting software
 - Client Company/Trader registration to the ATO for BAS and configuration of the accounting software
 - Final review, processing and payment of Client payroll
 - Final review and submission of Client BAS
 - Verification of transaction allocation, advice and year-end reporting by a qualified accountant
 - Payment processing of Client Suppliers
 - Preparation of Client Customer engagement agreements
 - Adoption and payment of relevant licences and insurances for the Client's business



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4. Fees

In consideration for the Business Administration Service, the Client shall pay the Business Service in accordance to the terms (ex-GST):

- Silver Service: once-off establishment fee of \$500 due at the Commencement Date. The Period for this service is quarterly at which time payment of \$500 is due in advance.
- Gold Service: once-off establishment fee of \$500 due at the Commencement Date. The Period for this service is monthly at which time payment of \$500 is due in advance.
- Platinum Service: once-off establishment fee of \$1000 at the Commencement Date. The Period for this service is monthly at which time payment of \$1000 is due in advance.

The Business Service shall invoice the Client at the commencement of the Period and as such payment is due within 7 days of the Client's receipt.