

Fine Line Agencies Group

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Fax 0880224512080

Email: finelineagencies@telkomsa.net

USER REQUIREMENT SPECIFICATION INFORMATION GATHERING

*Please answer the following questions so that we may set-up our ordering and web platforms
. The questions can be emailed or fax to finelineagencies@telkomsa.net or faxed to:
0880224512080*

1. From time of order issued to time of delivery (average period taken)?
2. Do you courier the order to the customer and if so average cost. If postage and packaging, your average cost?
3. We need physical samples that will be returned to you at your own cost should we no longer represent your product. This must be insured by your business (good practice).
4. Do you supply brochures or CD catalogues?
5. Do you have a website? (if so please state web address)
6. Your email address?
7. Is the product packaged or unpackaged?
8. Please state the accounting/invoicing system you are using?
9. Please state customer payment options i.e. COD or 30 days etc?
10. Your banking details for customer payments?
11. Product ordering codes, a full list and descriptions, prices to add 15% onto your existing pricing using the following formula, divide the price by 0.85%, this will give you the actual price on the price list. i.e. R10.00 divided by 0.85% will give you R11.76 Price List price with our fee amount built-in. To deduct our fee from this amount $R11.76 \times 15\% - (\text{minus}) = (\text{equals}) R10.00$.
12. Are you a CC, registered Company or sole trader? (If CC, Registered company, then provide your company or CC registration number)
13. Are you VAT registered? (if yes then your VAT registration number)
14. What are the areas we are allowed to cover?.
15. Please list customers who are your "house customers" and which you do not wish for us call on
16. List of customers that you wish for us to call on – naturally we earn a percentage fee if we call on these customers 13 & 14

17. Your payment date of payments to us. This date must be adhered to for all due payments.
18. Formal Name of enterprise
19. contact person
20. Your Telephone, fax and cellular
21. Physical address
22. Postal address
23. Your email address and if applicable your web address

Notes

A : We are not VAT registered, please do not add VAT to sales fees or deduct skills levy.

B: Under the SARS directive we are classified as a service company as ratified by Birchwoods Business Solutions CC our accountants. Therefore no SITE or PAYE be deducted from any due amount. DVG Remacle T/A Fine Line Agencies Group is a registered Provisional Taxpayer and responsible for own payment.

C: A monthly invoice will be issued to you, when payments are paid into our account. We require a monthly summary of sales taken by us and any direct order that may have been placed inadvertently with you by our customer. The summary can either be faxed or emailed to the above. Payments must be made no later than the 3rd of each month unless stated in item 17.