EweManage

<u>Services conditions and sales policies</u>

EweManage is a database system developed on FileMaker Pro, a database management software. The data resides where your application is installed. Even if EweManage has a "WEB service" connectivity with the traceability organizations (CCIA and ATQ), the only data sent to these systems is the one mandatory by these organizations. None of the data allowing to define productivity / profitability or similar information is sent outside EweManage and none of your data resides on servers on the WEB.

EweManage satisfies all Canadian / Provincial regulatory record keeping requirements such as those for the Scrapie program, On Farm Food Safety Program, CCIA / ATQ traceability requirements and Ontario Sheep Farmers.

As a database system, EweManage, as any other database system, requires that regular backups on medias outside your physical PC be made by users. In addition, the application must preferably be "closed" when not in use. Interruption of an open database by power outage or similar actions may result in data corruption or loss of data. EweManage will remind you every 7 days to backup and will perform "hidden" backups on every 5 closures. However these "local backups" are on the same drive as your application and this does not prevent from loss of data.

EweManage providers are not responsible for any loss of data, or of revenues resulting from data losses, errors or omissions in the software. The provider makes all efforts to maintain EweManage as a modern and progressive professional management tool and provides constant evolution to improve farm management and profits of the users.

Configuration of your PC:

EweManage is a Windows based software and will not function on native IOS (IMac or MacBookxx), unless the system is equipped with the proper "virtual machine" software allowing to install and operate Windows without limitations. EweManage has been tested on IMac using Parallel Desktop as the virtual machine running Windows 10, and has proven to function adequately in this environment. However other environments such as Booth camp or similar have not been tested and the operation cannot be guaranteed. The service plan does not include any support on the Windows / IOS operation and if a customer decides to operate EweManage on such environment, he must be fully functional / operational with it. EweManage service and support excludes any activities related to EweManage not properly operating on an IOS machine due to a non-native Windows environment.

The current releases of EweManage are compatible with Windows 10 on 64 bits operating systems and processors.

Environment setup:

- The ==short date format must be YYYY-MM-DD==
- The decimal separator must be a comma

Access to the data and to the application:

EweManage is provided on an annual subscription basis: Your data is located where your application resides but at the end of your subscription, failing to renew will prevent any access to your data: you will not be able to access the software and its data anymore. However, should you decide not to renew and have a copy of the data included in the database, your system administrator will provide you with an excel download of the basic information including as a minimum but not limited to: EID numbers, Dob, Dam and Sire (if available), last Breeding information, group identification, birth status (if available).

This download will be free of charge the first month following the subscription end date as long as the free EweManage support software is installed on your PC. Other downloads or post licence request will be made at $60 / hour (2019 rate subject to change without notice), minimum 1 hour charge.

Renewal period

Renewal is always from the last day of your subscription to 360 days later. If a user decides not to renew at expiration date, but opt to renew later, the new subscription date will still be the end date of the previous subscription except if the user renew following the 60th day of the previous subscription end date, to the exception as follows:

- If the user has purchased the Ewemanage mobile software for the Workabout (PSION), or a C-One2 portable device the renewal will be the end date of the previous period unless this renewal is made later than 4 months after the expiration of the subscription

Support (Canada)

EweManage support is provided free of charge as part of your annual subscription from 8AM to 7PM EST, 360 days per year. However, this service windows may vary on occasion and modification, temporary or permanent will be specified by a message on the technical forum. It is the responsibility of the user to read the messages sent by the forum. Responses to support requests are normally handled within 48 hours and are better served if the problem is well described and even enhanced with screen copies. Service calls or Email service requests must always specify the name of the contact person and the complete phone number. It is good practice to specify the preferred call back window (day and time).

==Support is provided on the latest release of EweManage== available on the WEB. Users are advised upon launching of the application if a new release is available and best effort is advisable to upgrade your software in order to keep up with new features and avoid any potential issues that might be caused by solved bugs. Remote "on line" support is not available on mobile devices as they are not readily accessible via remote connectivity tools.

It is assumed that if a producer uses a PC or a mobile equipment (Iphone, IPad etc…) that the basic operation of the equipment is mastered by him. Support does not include functions such as understanding files / directory managements, Email setups, connectivity of RFD or Electronic tools (though plenty of information is available on the web site to this regard), the download of data from RFID readers or electronic scales, Bluetooth connectivity, WIFI connectivity, access to the different "stores" to purchase additional modules (such as Serial Magic Keys etc… to allow connectivity of readers to mobile devices). Assistance may be provided from time to time as a supplementary service but is not part of the standard support and shall not be "expected" from a user.

Activities in the annual support plan covered by your subscription includes:

- Initial installation of the system
- On-line telephone assistance on any functionality of the software via the free EweManage support software (TeamViewer) as long as the user has made efforts to consult the help database and available training videos available on the web site.

Note that your EweManage team understand that it is sometimes intimidating to connect various devices and best effort is always made to assist in order to make your experience the best possible one.

Activities not covered by the software support plan but that might be provided complementarily on occasion are:

- Upgrade to newer software releases if information and/or training videos are available on the WEB
- Migration of your application to a different PC. This activity is subject to a standard charge and the producer will be advised accordingly.
- Support of the application when used on a Cloud service such as Dropbox, Google Drive or similar
- Import or export of Excel or .CSV files created by a different software or application than those supported by EweManage (ex of supported files: RFID readers or electronic scales downloads or GenOvis inventory)
- RFID or Electronic scales connectivity via RS232 cables or Bluetooth. However, some information is often available on the EweManage web site to that effect
- Recuperation of corrupted databases or information coming from a database of a mobile equipment (ex: Workabout) apart from the files created by those tools. As an example: This means that if you have deleted a file containing transactions, it may happen in some instances that this information may still be recuperated from the database residing on the mobile tool, but extraction of the data to reformulate the file that will be imported in EweManage requires specific programming work.