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In an effort to provide full-service support to our clients, TeamMechanics offers EPIC account administration to help expand the capacity of training and development teams within the organization. This support subscription may include any of the following EPIC activities:

- Up to 8 hours of EPIC activities per month with a guaranteed completion time of 72 hours.
- Sending or scheduling all Everything DiSC assessments through the portal with reminders to participants. This also includes contacting participants via email directly to complete their assessments on time, if warranted.\*\*
- Downloading and renaming all participant, team, facilitator and comparison reports, as needed and sharing in email and cloud storage folders, as needed (Dropbox, OneDrive, etc.)
- Troubleshooting assessment sending errors with client lead contacts
- Managing folders and adding/editing EPIC users and monitoring EPIC credit balance
- Providing EPIC usage reports, as requested
- Project planning with the client lead contacts to line up training rosters, dates and details
- Emailing individual assessment reports through EPIC\*\*
- Invoking follow-up assessment links for Catalyst, as needed
- Managing Catalyst departments through EPIC and managing people within the departments
- Up to (3) custom team maps per month (\$75 value).

\*Billing Options: Client may choose from one of the following options:

1. A single annual payment of \$3,000 per account for 12 months of administration (\$250/mo.)
2. A month-to-month subscription of \$275 per EPIC account (\$3,300 annually) with a 1-month minimum and the ability to cancel anytime before the next billing cycle.

\*\*Notes: Client may elect to send downloaded reports directly to participants in preparation for a training via company email or ask TeamMechanics to send reports directly via email. EPIC credits are purchased separately and not included in the monthly subscription.

TeamMechanics FREE support is limited to sending or scheduling Everything DiSC assessments once per month with reminders to participants through the portal.

#### Payment Terms & Cancellation

Customers in good standing are offered Net 30 payments on invoices. Invoices are generated monthly on either the 1<sup>st</sup> or the 15<sup>th</sup> of the month, client's choice. A month-to-month subscription may be cancelled at any time before the next billing cycle. Company check or direct deposit payments are accepted. Overdue accounts are subject to a service charge of 1.5% per month.

*This investment is a turnkey solution provided by TeamMechanics, an authorized partner for Everything DiSC®, a Wiley Brand.*

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