Pegasus Opera Product Library
End User Price List
November 2026



pegasus

CK Systems Limited
No 4 Castle Court 2, Castlegate Way, Dudley, West Midlands. DY1 4RH
Tel: 01384 245200 Email: enquiry@cksystems.co.uk www.cksystems.co.uk

Available for Opera 3

Important Note: The Pegasus Opera Toolkit Module must be present on the system for every item in this document.

SUMMARY PRICE LIST & INDEX:

	Page	Price	AMC	Support
[1] MAIN APPLICATIONS:				
1.1 CK Enhanced Importer	4	£685	£290	£160
1.2 "CK Herald" - Task & Messaging Services	4	£685	£290	£110
1.3 "CKM1" - Mobile Sales App - Server Program	4	£1315	£135	N/A
- End User App		£45 per user per month		
1.4 "CKM2" - Secure Sales Order Portal	5			
~ First Company Dataset (includes 25 customer logins)		£135 pm	£0	£60pm
~ Additional Company Datasets (per dataset)		£ 85 pm	£0	£60pm
~ Additional Customer login packs (25 per pack)		£ 35 pm	£0	£ 0pm
~ Installation, Configuration & Training: First Dataset		£810		
~ Installation, Configuration & Training: Additional Datasets		£265 each		
1.5 "CKM3" - Secure Purchase Order Portal	5			
~ First Company Dataset (unlimited logins)		£135 pm	£0	£60pm
~ Additional Company Datasets (per dataset)		£ 85 pm	£0	£60pm
~ Installation, Configuration & Training: First Dataset		£810		
~ Installation, Configuration & Training: Additional Datasets		£265 each		
1.6 "CKM4" - Secure Job Costing Enquiry Portal	5			
~ First Company Dataset (unlimited logins)		£135 pm	£0	£60pm
~ Additional Company Datasets (per dataset)		£ 85 pm	£0	£60pm
~ Installation, Configuration & Training: First Dataset		£810		
~ Installation, Configuration & Training: Additional Datasets		£265 each		
1.7 CK DataCheCK		£615 per Opera site conversion		

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SUMMARY PRICE LIST & INDEX:

[2] USEFUL APPLICATIONS:	Page	Price	AMC
2.1 CK Recode – Sales, Purchase, Nominal, Stock, Costing	6	£300 ea	£110 ea
2.2 CK Delete – Sales, Purchase, Nominal, Stock	6	£300 ea	£110 ea
2.3 CK Copy Company Utility	6	£555	£225
2.4 "OperacheCK" - Opera Data Fixing Routines	7	£710	£235
2.5 CK Partner Toolkit	7	FREE	£710
2.6 "CK Sagelink" - Sage 50 Data Conversion Routines	8	£870	N/A
2.7 Alternative Debtors and Creditors Reports	8	£305 ea	£120 ea
2.8 Invoice Emailing Utility	8	£575	£180
2.9 Payroll Batch Input Utility	8	£565	£220

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Available for Opera 3 SQL SE

	Page	Price	AMC	Support
[3] MAIN APPLICATIONS:				
3.1 CK Tools: SQL SE Enhanced Importer	9	£1,260	£290	£160
3.2 "CKM2" - Secure Sales Order Portal	9			
~ First Company Dataset (includes 25 customer logins)		£135 pm	£0	£60pm
~ Additional Company Datasets (per dataset)		£ 85 pm	£0	£60pm
~ Additional Customer login packs (25 per pack)		£ 35 pm	£0	£ 0pm
~ Installation, Configuration & Training: First Dataset		£810		
~ Installation, Configuration & Training: Additional Datasets		£265 each		
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~ First Company Dataset (unlimited logins)		£135 pm	£0	£60pm
~ Additional Company Datasets (per dataset)		£ 85 pm	£0	£60pm
~ Installation, Configuration & Training: First Dataset		£810		
~ Installation, Configuration & Training: Additional Datasets		£265 each		
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~ Installation, Configuration & Training: First Dataset		£810		
~ Installation, Configuration & Training: Additional Datasets		£265 each		

[4] USEFUL APPLICATIONS:		Price	AMC
4.1 CK Recode – Sales, Purchase, Nominal, Stock, Costing	10	£405 ea	£135 ea
4.2 CK Delete – Sales, Purchase, Nominal, Stock	10	£405 ea	£135 ea
4.3 CK Copy Company Utility	10	£555	£225
4.4 CK DatacheCK	10	£615	N/A
4.5 CK StoCKtake	10	£1495	£295

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Available for Opera 3

	Software	AMC	Support

[1] MAIN APPLICATIONS:

1.1 CK Enhanced Importer — £685 | £290 pa | £160 pa

An enhanced flexible import utility for Opera 3 which allows the user to import easily from Excel or CSV files whilst giving the user full control over the mapping of all fields.

The standard Opera import routines are not used at all by CK Enhanced Importer and therefore is highly optimised for speed, especially when importing large numbers of records. When combined with CK Herald, CK Enhanced Importer caters for scheduled imports at user defined intervals.

1.2 "CK Herald" - Task & Messenging Services: — £685 | £290 pa | £110 pa

This application allows you to schedule tasks and messages to be sent to opera users via Desktop Alerts, Emails or a Messagebox, it also allows you to schedule Opera tasks such as:

- Opera backups (including System files)
- Order Imports into SOP
- Logout users and Shutdown Opera: Users are informed that the log back into Opera after the forced shutdown has finished. Ideal for period ends, maintenance or upgrade and is especially useful at large sites, or site with remote branches.

CK Herald can also be modified to support existing bespoke routines subject to investigation. CK Herald runs as a service on the fileserver and "CKS Watcher" runs on the client workstations which allows end users to receive messages created in opera even when they are not logged into Opera. CK Herald also includes "CK Forced Shutdown"

1.3 CKM1 - Mobile Sales App:

Server: £1,315	**£135 pa**	
Users: £45 per user per month	**n/a**	**10% of List Price p.a.**

For sales people on the road, our mobile application allows you to keep up to date with your customer accounts and post sales orders directly back to the office Pegasus Opera system. All your real time sales data is available on your IOS, Android & Windows mobile devices on demand.

A server side application sits alongside Pegasus Opera to process ordersreceived from the tablet directly into Opera's SOP module as documents.

Available for Opera 3

1.4 CKM2 - Secure Sales order Portal:

See page 1 above for pricing

CKM2 enables customers to raise and send sales orders via a secure web portal directly into Pegasus Opera. Customers are restricted to see only their accounts, current balance and previous sales orders.

A server side application sits alongside Pegasus Opera to process orders received from the portal directly into Opera's SOP module as documents.

1.5 CKM3 - Secure Purchase Order Portal:

See page 1 above for pricing

CKM3 enables internal users to raise and send purchase orders 24/7 via a secure web portal directly into Pegasus Opera. Links to Opera POP, Stock & Costing modules. Approval routines exist to allow users request authorisation where PO's are raised that are above their authorisation limits and previous PO's are stored on the portal for viewing later if needed.

1.6 CKM4 - Secure Job Costing Enquiry Portal:

See page 1 above for pricing

CKM4 enables internal users to view in real-time the current cost & revenue situation on all the jobs they are responsible for. Any over-budget costs are highlighted in red and the end user can also download the information straight into Excel, if needed.

Available for Opera 3

[2] USEFUL APPLICATIONS:

	Software	AMC
2.1 CK ReCode: Sales, Purchase, Nominal, Stock & Costing	**£300 Per Ledger**	**£110 p.a. Per Ledger**

Allows user to change the unique codes for accounts, stock & job records and updates all historic transactional occurrences with the new code. Available for sales, purchase, nominal, stock & costing. Also allows user to merge accounts if an existing code is entered. This utility also caters for Batch Recoding and can import a list of codes to Re-code from a CSV file. Can also be setup to include 3rd party bespoke fields in Recoding process. Also allows for recoding of sales codes, supply codes and stock categories. This utility is also part of the Partner Toolkit (see 2.5 below).

2.2 CK Delete: Sales, Purchase, Nominal & Stock	**£300 Per Ledger**	**£110 p.a. Per Ledger**

Allows user to delete records even if related transactions exist elsewhere in the Opera data. Options are available to remove or keep these related transactions (in Sales History, SOP, POP, BOM). Includes facility to flag automatically records for deletion based on certain criteria ie. Last invoiced date, last stock receipt date, etc. as well as an option to convert SOP, POP, PIR and SPM lines to description only lines. This utility is available for Sales, Purchase, Nominal and Stock. This utility is also part of the Partner Toolkit (see 2.5 below).

2.3 CK Copy Company Utility	**£555**	**£225 p.a.**

Allows the end user to copy all or part (by module) of an Opera company dataset into a new company on the same system very easily and conveniently. This utility is available as a standalone utility (not requiring the full CKS Product Library to be installed) and is extremely useful at the payroll year end to “park” companies for year end processing later or for creating company backups or test companies. Also part of the Partner Toolkit (see 2.5 below) and is “Quick Copy Company” which quickly copies whole datasets and ensures the integrity of the data (i.e. no backlinks, nominal company id updated etc.)

Available for Opera 3

[2] USEFUL APPLICATIONS:

	Software	AMC
2.4 OperacheCK: Opera Data Fixing Routines	**£710**	**£235 p.a.**

OperacheCK is an easy to use database recovery tool which is run standalone (ie. the product is run from outside of Pegasus Opera). Fixes most common Database, Memo and Index corruptions seamlessly with no user interaction required. As well as checking for data corruption, OperacheCK checks for Orphaned Transactions in Invoicing and SOP and also updates the Stock Transaction database with the Cost / Sell price from the standard Cost / Sell price if they are empty. This utility is also part of the Partner Toolkit (see 2.5 below)

2.5 CK Partner Toolkit	**FOC**	**£710 p.a.**

A selection of our useful dealer tools for manipulating and fixing Pegasus Opera data designed for dealers to provide a data maintenance service to their end users. There is a standalone version of CK Partner Toolkit available (ie. the product can be run from outside of Pegasus Opera) which currently supports CK Copy Company and CK Quick Copy Company with support for more utilities coming in the future.

The Dealer Toolkit includes:

- OperacheCK
- Delete Suite (all)
- Recode Suite (all)
- Copy Company Utility*
- Turn Cash Book On/Off Utility

* There is a standalone version of the Partner Toolkit available (ie. the product can be run from outside of Pegasus Opera) which currently supports CK Copy Company and CK Quick Copy Company with support for more utilities coming in the future. “Quick Copy Company” quickly copies whole datasets and ensures the integrity of the data (i.e. no backlinks, nominal company id updated, etc.).

Available for Opera 3

[2] USEFUL APPLICATIONS:

	Software	AMC
2.6 CK Sagelink: Sage50 Data Conversion Routines	**£870**	**N/A (one time use)**

A data conversion routine for Pegasus Dealers only to convert all versions of Sage50 data into Opera. Data converted includes:
- Nominal Ledger chart of accounts and opening balances - Sales Ledger headers and transactions (outstanding and full history) - Purchase Ledger headers and transactions (outstanding and full history) - Stock Control headers and transactions (opening balances and full history)

Note: If preferred CK Systems offer the service of converting the data for the incumbent Pegasus Partner for the above price per dataset.

2.7 Alternative Debtors & Creditors Reports	**£305 Each**	**£120 p.a. Each**

Differently formatted Debtors & Creditors Reports available as summary & detailed. The detailed version having transactions aged (unlike Opera standard report) and reading from left to right. Also displays 5 months of aged analysis. Sample prints are available.

2.8 Sales Invoice Emailing Utility	**£575**	**£180p.a**

Allows the user to select single or a batch of multiple Sales Invoices and Credit notes for emailing from a grid view screen. Unlike standard Opera, multiple invoices can be attached to a single customer email so customers receive fewer emails in their inbox improving their account experience with you. The emails can be set with priority flags for the customer's attention, other attachments (such as terms & conditions) can be added and test emails can be produced so you can ensure the customer is receiving the emails in the correct format.

2.9 Payroll Batch Input Utility	**£565**	**£220 p.a**

Allows the user to enter every employees' payslip hours/units on one single input screen rather than scroll through all employees individually.

Available for Opera 3 SQL SE

[3] MAIN APPLICATIONS:

	Software	AMC	Support
3.1 CK Enhanced Importer:	**£1,260**	**£290 p.a**	**£160 p.a.**

A separate external utility in CK Tools (unlike the Opera VFP Enhanced Importer Utility that is built within the Opera Framework) that provides an enhanced flexible import utility for Opera SQLSE.

User-defined mapping enables the user to match the required Opera fields from Excel or CSV files created from third party software. This will also allow input from a Single File (rather than the 2 files that the standard Opera Import Wizard requires for Sales & Purchase invoice importing).

The utility also has an integrated Scheduler enabling imports to be scheduled and automated for seamless integration (ie. no need for a separate scheduler such as CK Herald for Opera SQLSE).

3.2 CKM2 - Secure Ordering Portal: **See Page 1 above for pricing**

CKM2 enables customers to raise and send sales orders via a secure web portal directly into Pegasus Opera. Customers are restricted to see only their accounts, current balance and previous sales orders.

A server side application sits alongside Pegasus Opera to process orders received from the portal directly into Opera's SOP module as documents.

3.3 CKM3 - Secure Purchase Order Portal: **See Page 1 above for pricing**

CKM3 enables internal users to raise and send purchase orders 24/7 via a secure web portal directly into Pegasus Opera. Links to Opera POP, Stock & Costing modules. Approval routines exist to allow users request authorisation where PO's are raised that are above their authorisation limits and previous PO's are stored on the portal for viewing later if needed.

3.4 CKM4 - Secure Job Costing Enquiry Portal: **See Page 1 above for pricing**

CKM4 enables internal users to view in real-time the current cost & revenue situation on all the jobs they are responsible for. Any over-budget costs are highlighted in red and the end user can also download the information straight into Excel, if needed.

Available for Opera 3 SQL SE

[4] USEFUL APPLICATIONS:

	Software	AMC
4.1 CK ReCode: Sales, Purchase, Nominal & Stock	**£405 Per Ledger**	**£135 p.a Per Ledger**

A separate external utility in CK Tools (unlike the Opera VFP Recode Utilities that are built within the Opera Framework) that allows users to change the unique codes for accounts & stock records and updates all historic transactional occurrences with the new code. Available for sales, purchase, nominal & stock. Also allows for recoding of sales codes, supply codes and stock categories.

4.2 CK Delete: Sales, Purchase, Nominal & Stock	**£405 Per Ledger**	**£135 p.a Per Ledger**

A separate external utility in CK Tools (unlike the Opera VFP Delete Utilities that are built within the Opera Framework) that allows users to delete records even if related transactions exist elsewhere in the Opera SQLSE data. This utility is available for Sales, Purchase, Nominal and Stock.

4.3 CK Copy Company Utility	**£555**	**£225 p.a**

Allows the end user to copy all of an Opera company dataset into a new company on the same system very easily and conveniently. This utility is available as a standalone utility and is extremely useful for creating test companies in Opera based on an end user's actual data (not Company Orion Vehicle Leasing where the data can become very old very quickly) and also at the payroll year end to "park" companies for year end processing later. Bespoke files are included in the copying.

4.4 CK DatacheCK	**£615**	**N/A**

An external tool designed to speed up the cleaning of Opera 3 VFP data to correct automatically many of the issues identified by the Opera 3 SQLSE SAM data Healthcheck. This will save a lot of the time that is required for the manual intervention when getting data ready for the conversion over to Opera 3 SQLSE.

4.5 CK StoCKtake	**£1495**	**£295**

A stock-taking portal which integrates with Pegasus Opera 3 SQLSE via a Stocktaking API. The app provides the ability to schedule stock takes, assign stock counts to multiple users, set variance tolerance levels, control workflows for approvals and to adjust for stock movements which occur during a count. Standard Opera stock processing does not have to be halted whilst a stocktake is in progress.

Price List Notes:

[1] Conditions of Sale:

All prices are subject to change without prior notification and are stated in this price list before VAT which is chargeable at the current rate. Charity, Educational and Cash With Order discounts are not available from CK Systems. Our standard Terms & Conditions included with this price list apply in addition to these notes and can be found at the end of this document.

[2] Opera Toolkit Module:

For all Opera systems the Toolkit module must be present on the Opera activation for any of these modules/utilities to work.

[3] Annual Maintenance Contracts:

The AMC is mandatory at the point of purchase.

[4] Latest Version Upgrades:

Where an AMC has lapsed, a latest version upgrade charge will be made plus the current AMC. If the AMC has lapsed within the previous 6 months an option exists to backdate the AMC renewal to the date at which it lapsed.

[5] Partner Transfers:

Where an end user moves from one Pegasus Partner to another there is no administration charge for doing so but the above still applies with regard to lapsed AMC's.

[6] Pegasus Partner Telephone Support:

Pegasus partner telephone support is charged to the dealer on the main application modules at 10% of the above software prices. If this is not taken out then the dealer will be charged for all such time (and any related time and expenses in resolving the issue) at our current hourly rates.

[7] Multiple Sites:

A discount of 15% is available for the vertical applications only.

[8] Opera upgrades:

End users upgrading previous Opera versions may take a further 20% discount from the software prices stated above as long as a current AMC is in place. Where the AMC has lapsed this discount will not be applicable.

[9] Product Amendments & Bespoke:

Any required enhancements or software changes to the above standard products will be quoted for separately. Prices for any other bespoke modules, features or utilities we have written as in previous catalogues will be quoted for on an individual client basis.

[10] On-site Training:

Training is available at discounted dealer rates (POA) plus mileage & expenses.

[11] Cancelled Orders & Returns:

Returns will only be accepted in exceptional circumstances and a handling charge of 20% may be charged on returned software.

Standard Terms & Conditions

TERMS OF BUSINESS OF CK SYSTEMS LIMITED (Hereinafter referred to as 'The Company')

Prices:

All prices in any estimate/quotation are based on conditions ruling at the date thereof. If changes in those conditions alter these prices after the date of the estimate or quote, before delivery of the goods in question, The Company shall be entitled to make such an addition to the contract price as shall be reasonable in the circumstances. All prices quoted are exclusive of VAT which will be charged at the current rate at the time the goods are despatched. Subject to the above, the prices included in any estimate or quotation remain valid for 30 days from the date of the estimate or quotation, thereafter a re-estimation or re-quote may be necessary. Prices, specification and delivery are subject to confirmation at time of acceptance of your order. Licence Codes may not be supplied by The Company if payment terms are not adhered to. All on-site time included within a quote/ estimate for training and support is estimated. Job Sheets will be raised for each on-site visit and chargeable time will be indicated for which the customer will sign in agreement. Invoices for such chargeable on-going on-site training and support will be billed following the visit.

Main Software Implementations:

The Company shall provide a detailed implementation document for all such projects and the end user will sign in agreement before the commencement of the project. The Company shall not be liable for any related financial losses where the end user has signed in agreement having not read the document beforehand.

Hosted Cloud & Subscription Implementations:

Hosted Cloud & Pegasus Business Subscription arrangements must be agreed in writing (Email will suffice) as part of the order and form part of these Terms & Conditions for all such implementations. The initial instalment will be invoiced with order and is due immediately, remaining instalments are invoiced monthly in advance over the term of the agreement payable by Standing Order or Direct Debit before the 20th of the month. At the end of the term the software will stop working or a new term and new pricing will be negotiated, then new activation codes will be entered and the software will continue to work. For Subscription installations the end user agrees to install the software on an internet-enabled fileserver and is responsible for maintaining connectivity from their network to the Internet for the software to continue to work. If the End User stops paying the standing order or Direct Debit during the term the software will stop working. The end user agrees not to transfer from the Pegasus Partner over the life of the term. The end user can cancel a subscription by giving and paying 3 months notice (for Payroll Only systems this notice period is 1 month).

Bespoke Program Amendments & Standard Bespoke Product Library:

All bespoke program amendments are written to an agreed, costed specification. Unless any required amendments to the specification are notified beforehand such amendments may necessitate a re-quote. The Company will deliver a product that has been tested in-house but will require testing by the end user on-site before going live. End user testing will be carried out within 3 months of installation after which any required amendments may become chargeable. Any bug-fixes required will be fixed free of charge but any further enhancements will be seen as another order requiring a purchase order. All bespoke remains the Intellectual Property of CK Systems Ltd unless agreed otherwise with the end user prior to the bespoke being written.

Pegasus program version upgrades:

The Company will not be liable for any damage or financial loss or data loss resulting from non-supported Pegasus program version upgrades. The bespoke will be tested and updated as required for all major version releases and bespoke upgrades will be issued to sites with current Annual Maintenance Contracts in place. The Company will not be responsible for any damage or data loss resulting from Opera version upgrades being performed without first checking compatibility of bespoke program amendments with the version being upgraded to or installed.

The Company supports Pegasus Opera which utilises Visual Foxpro version 9: there is no guarantee given of support in any other language. For future versions of Pegasus Opera that are released in a different programming language The Company will quote to re-write any bespoke as required in the new programming language.

Standard Terms & Conditions

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All software from the standard Product Library for The Company will be installed with an activation renewal date equal to 13 months from date of issue. The software will warn the end users one month before the annual renewal due date and only sites with a valid and fully paid AMC will receive the new activation codes for the coming 12 months. If the AMC has not been paid the bespoke application will no longer work and The Company shall not be liable for any loss of data, or any other related financial losses, as a result of this situation.

The CK Partner Toolkit:

This software is specifically only licensed to the Pegasus Partner who has purchased the software and is designed for the Pegasus Partner to perform certain Opera data maintenance tasks on an end user's data. It should be removed after each visit and use if installed on-site. It is not meant to be installed permanently and left on an end user's site and no end user activation codes will be issued by The Company.

All software licences will be breached automatically if the customer is outside of their agreed credit terms and The Company reserves the right not to issue activation codes if this is the case.

All software from the standard Product Library for The Company works with the standard Pegasus Opera II and Opera 3 applications. If this software does not work due to the presence of other bespoke on the system and this situation cannot be resolved, within the timecost of the AMC for the product in question, then The Company will refund a maximum of 50% of the product value.

The Company reserve the right to retain the ability to sell on any elements of bespoke written by The Company to other non-related sites.

The Company reserve the right to support its large bespoke projects directly for remote support and AMC purposes unless expressly agreed with the incumbent Pegasus Partner.

Pegasus Opera upgrades:

The Company reserve the right to charge for upgrading utilities within the Product Library to work with future versions of Pegasus Opera.

Invoicing:

Invoices will be raised to cover a 50% deposit plus VAT for all software ordered. Final invoices will be raised immediately following satisfactory installation of software. Standard software packages will be invoiced separately from bespoke package(s)/amendment(s) unless contract specifies that such bespoke package(s) are integrated and to be treated as one system. In that event standard and bespoke elements will be invoiced on satisfactory installation of all integrated elements of the software. Separate bespoke packages will be invoiced on satisfactory installation of the relevant package. Any variations or changes to bespoke packages (as detailed in the final program specification) will be treated as a separate order.

All other invoices will be raised immediately following delivery of the goods/service. When end users order software early to obtain favourable promotion prices, and delay the installation, the full software will be delivered to site and invoiced (and become immediately payable) in full thereafter.

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Leasing:

When payment to The Company from the customer for software or bespoke projects is to be made via a leasing company the 50% deposit is to be paid to The Company by the customer prior to commencing the purchase or project. This will be refunded in full to the customer on receipt of payment to The Company from the leasing company. When training and on-site time is purchased under lease agreement, any chargeable on-site time spent over and above the amount of time leased will be invoiced directly to the end user.

Remote Support:

All remote support (ie. Support by telephone or connecting into the system from another location) agreements run for 12 months unless expressly agreed otherwise with The Company. The Company will send renewal emails approximately one month before the renewal date. If not renewed or an agreement is not in place, and the customer then uses this service, the customer will be charged on a time-cost basis at the current hourly rates. The Company will charge for any time spent on call-related activities such as investigating queries, re-creating data scenarios, testing data, liaising with Pegasus Software and any third parties (Eg. Third party software providers, Hardware/network support providers, HMRC, accountants, etc). The Company reserves the right to review all such charges prior to each renewal and to increase the agreement renewal by the higher of RPI increase or the economic rate to recover any loss or current time overrun. Support will not be provided if the end user has any overdue invoices relating to the provision support and of any other related software, services and Annual Maintenance Contracts outside of our term resulting in the end user being placed on-stop by our accounts department.

If notification of cancellation is received after the renewal date then the customer is only entitled to credit for the unused portion of the remote support agreement on a pro rata basis if this notification is received within 3 months of the renewal date. Thereafter no refund will be paid.

End users paying a fixed monthly rate for their support will have their monthly amount reviewed annually by The Company and the monthly amount will be adjusted accordingly, depending on usage, for the coming 12 months. End users' agreement will be sort by The Company before the new monthly amount is charged. End users paying a monthly fixed rate for their remote support can cancel this agreement by giving one month's notice in writing to The Company. Where the monthly amount includes any element of an AMC the end user must pay any outstanding balance of the current retail price for the AMC(s) before the cancellation date.

End users on "pay as you use" support agreements will be sent a monthly schedule of their support time used early in the following month and if no response is received by The Company by the end of the month of the schedule being sent then it will be assumed that the end user is in agreement of the time charged and an invoice will be raised and sent.

Remote Support Exclusions:

The following situations are specifically outside of any remote support agreement unless expressly agreed otherwise with The Company and will be separately chargeable on a time-cost basis and, where necessary, a separate quote estimate will be issued and a purchase order sought from the end user before all such additional work is undertaken: **[1] Remote Software Upgrades:** Such upgrades performed by The Company are specifically excluded from remote support and charged for in addition unless agreed with The Company beforehand. **[2] Data fixes:** Data fixes performed by The Company are specifically excluded from telephone and remote support. **[3] Self Upgrade Support Time:** Where end users elect to carry out their own software upgrades, or employ a third party to carry out their upgrade, any time spent supporting the upgrade and correcting issues occurring as a result of the end user's or third party's actions during the upgrade will be separately chargeable

[4] Self Data Edits: Where end users elect to edit data without first seeking advice from The Company any time spent correcting issues occurring as a result of the end user's actions during the upgrade will be separately chargeable **[5] Replacement Servers:** Re-installing Pegasus software onto another fileserver will be separately charged **[6] Remote Software Training:** will be separately chargeable **[7] Stationery Layout Amendments & XRL Report Creation:** will be separately chargeable **[8] Ransomware Remedial Time:** any time spent remedying the system following such an attack will be separately chargeable **[9] Other Time:** any other time spent that is reasonably deemed to be outside of what is considered as normal day-to-day software support will be separately chargeable.

Software Version Upgrades & Re-installations:

The Company will perform Pegasus Software version upgrades upon instruction from the customer. As The Company does not have access to the Pegasus source code The Company is not responsible for any matters or bugs arising from the upgrade as this service extends only to installing the upgrade as per Pegasus' instructions. The end user is liable for any time-costs and expenses of by The Company resolving any issues arising from such circumstances and will be separately chargeable by The Company to the end user at the current chargeout rates. If the customer elects to perform their own software upgrade or re-installation, or employs a third party to perform these services, the end user is liable for any time-costs and expenses (remote or on-site) spent by The Company resolving any issues arising from such circumstances and will be chargeable by The Company to the end user at the current chargeout rates. On-site or remote Pegasus version upgrades will have a minimum charge equating to 2 hours on-site time plus mileage plus VAT with any time spent over 2 hours being charged at the current hourly rate.

Annual Maintenance Contracts (AMC):

AMC's are mandatory on all initial software purchases from The Company. These will renew automatically annually and may be cancelled or amended in writing to The Company in response to a renewal reminder communication from The Company. Cancelled AMC's may be revived at a future date but will incur penalty costs equal to the lesser of the pro rata backdated AMC or the purchase cost of the software as well as a new AMC being purchased. If notification of cancellation is received after the renewal date then the customer is not entitled to any refund and is liable to pay the AMC in full for the year in question. To cancel or amend any licence (or reduce users or modules) the customer must give at least 30 days notice prior to the AMC renewal date (in accordance with the Pegasus Opera AMC Terms & Conditions), the customer will not be entitled to any further software upgrade releases following the cancellation. For any AMC amendments If notice is given inside of 30 days before the renewal date the full AMC for the next 12 months will be incurred.

If a Pegasus AMC has lapsed a latest version upgrade charge will be made in line with the current Pegasus Software terms and conditions. If a Company AMC has lapsed at a current site, a latest version upgrade charge will be made plus the current AMC. If the AMC lapsed within the previous 6 months an option exists to backdate the AMC to the date at which it lapsed.

The licence is not transferrable and shall forthwith and automatically terminate if the licensee passes a resolution for winding up, or if a petition is presented for winding up the licensee, or if the licensee goes into liquidation, or if a receiver or an administrative receiver is appointed over all or any part of the undertaking or assets of the licensee, or if the licensee compounds or makes any arrangement with or for the benefit of its creditors or is unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986 (or any re-enactment or further enactment thereof), or if the licensee ceases or threatens to cease trading or upon the happening in relation to the Licensee of any event analogous to any of the foregoing under any relevant foreign jurisdiction.

Standard Terms & Conditions

TERMS OF BUSINESS OF CK SYSTEMS LIMITED (Hereinafter referred to as 'The Company')

Payment Terms:

[1] Sales of hardware/software/CKS standard products: A minimum deposit of 50% +VAT is due on placing the order, the balance being due on installation. **[2] Bespoke Programming:** A minimum deposit of 50% +VAT is due on placing the order, then a further 30% +VAT on initial installation of beta bespoke for on-site testing (a Bespoke Initial Installation sheet is signed by end user), the remaining 20% +VAT becomes due On sign-off of bespoke (a Bespoke Sign-Off sheet is signed by end user). Invoices will be raised at each of the above stages as and when they happen and become due for payment 7 days from invoice date. **[3] Hosted Cloud & Subscription Implementations:** . The initial instalment will be invoiced with order and is due immediately, the remaining instalments are invoiced monthly in advance over the term of the agreement payable by Standing Order before the 20th of the month. [**4] CKM1/2/3/4 Implementations:** The server software, related AMC and initial mobile user monthly instalments will be invoiced with order and are due immediately, the ongoing mobile user monthly instalments are invoiced monthly in advance over the term of the agreement payable by Direct Debit or Standing Order before the 20th of the month. **[5] Telephone Support & Remote Support:** All such invoices are to be paid within 30 days of the invoice date to ensure continuity of this service. **[6] Other sales and On-site time:** Thirty days from date of invoice. **[7] Overdue accounts:** Where invoices become overdue the full account balance (whether due or not) will be chased.

Title of Goods:

[1] Risk of damage to or loss of the goods shall pass to the Customer at the time of delivery. **[2]** All software issued by The Company is done so under the prevailing Terms & Conditions of the software author's Terms & Conditions. **[3]** The Company grants to the end user a non-exclusive and non-transferable Licence to use the installed software during the Licence Period. **[4]** Legal title in the Licences or goods (with the specific exception of any source code) shall not pass to the Customer unless and until the Customer shall have discharged all its indebtedness to The Company in respect of the goods. Until all indebtedness is discharged The Company has the right to repossess the goods and reserves licence to enter the Customer's premises (or subsequent site) for that purpose. **[5]** Notwithstanding the terms of (1) to (4) above, should the Customer resell the goods, the Customer shall hold the proceeds of sale on trust for The Company until such a time as all the Customer's indebtedness to The Company under any contract entered into between them shall have been discharged. [**6]** The program source code for any bespoke programs written by The Company remains the property of The Company at all times.

General:

The Company shall not be liable for any failure to perform its obligations when such failure is due to any cause beyond its reasonable control.

E & OE

A: Castle Court 2, Castlegate Way, Dudley DY1 4RH
T: 01384 245200
E: enquiry@cksystems.co.uk

www.cksystems.co.uk

