



WebConnect Order Form

WebConnect Server Software and WebConnect Hosting are provided by Merrill Consulting Group, LLC d/b/a "WebConnect for GradPro."

"WebConnect Server Software" means: the object or executable code of the validly licensed software program(s) developed by WebConnect for GradPro that operates a web server portal for Robinsoft's GradPro Student Information System. The WebConnect Server Software includes encrypted PHP files, un-encrypted PHP files, javascript files, HTML files, MySQL scripts, Access databases, Smarty templates, CSS files, necessary and included third-party software files, and other necessary files to install and operate the WebConnect Server Software.

WebConnect Server Software is available through either:

- (1) **"Self-Hosted Environment"** which means either:
 - a. the WebConnect Server Software is licensed to you for installation, operation, and use on your own computer server(s); or
 - b. the WebConnect Server Software is licensed to you for installation, operation, and use on an alternative Internet-service provider's computer server(s).
- (2) **"WebConnect Hosting"** which means:
 - a. on your behalf, we will install, operate, and maintain the WebConnect Server Software on WebConnect's Rackspace Cloud Service and you are paying for the use of the software as a service; and
 - b. the WebConnect Server Software is licensed to you solely for installation, operation, and use upon WebConnect's Rackspace Cloud Service (or an alternative chosen by WebConnect) and only for the period of time for which you have paid all fees in accordance with the Hosting Agreement.

License for WebConnect Server Software

By filling out and submitting this order form to WebConnect you agree to be bound by the terms and conditions set forth on:

- (A) this Order Form; and
- (B) the [WebConnect for GradPro Software License Agreement](#) included with the software and for convenience, also posted here:
http://webconnectgradpro.com/WebConnect_for_GradPro_Software_License_Agreement.html.

If your Order is accepted and provisioned by WebConnect then these two documents A and B (collectively the "License Agreement") constitute a legal agreement between you and Merrill Consulting Group, LLC. The License Agreement governs the rights, remedies, and obligations for your use of WebConnect Server Software.

Terms and Conditions for WebConnect Hosting

If this Order Form indicates your choice for WebConnect Hosting rather than Self-Hosted Environment, then by filling out and submitting this order form to WebConnect you furthermore agree to be also bound by the terms and conditions set forth on:

- (1) this Order Form; and
- (2) the [WebConnect Hosting Terms of Service](#) ("Terms of Service") as posted at http://www.webconnectgradpro.com/Terms_of_Service.html; and
- (3) the [WebConnect Acceptable Use Policy](#) as posted at http://www.webconnectgradpro.com/wbct_Acceptable_Use_Policy.html; and



(4) the [Rackspace Acceptable Use Policy](http://www.rackspacecloud.com/legal/aup)
as posted at <http://www.rackspacecloud.com/legal/aup>.

If your Order is accepted and provisioned by WebConnect then these four documents 1, 2, 3, and 4 (collectively the "Hosting Agreement") constitute an additional legal agreement between the Customer indicated on this form and Merrill Consulting Group, LLC.

Part A: Customer Information
ALL CUSTOMERS MUST COMPLETE THIS PART OF THE ORDER FORM.

Enter this Information about the Customer:

What is the **Name of the Customer**?

This is the official name of the legal entity (institution, organization, company, or person) entering into the agreement(s) with WebConnect for GradPro.

For the legal entity entered above, what is the legal street address? (no P.O. boxes)

Customer **Street Address**?

Customer **City**?

Customer **State or Province**?

Customer **Postal Code** (i.e., zip+4)?

Customer **Country** (e.g., USA)?

What is the **Version of GradPro** you are operating?

WebConnect Server Software is only compatible with GradPro versions 12.85 and higher. Not all features of WebConnect Server Software are available when using older versions of GradPro.

Enter this Information about the person completing this Order Form:

What is your **Legal Name** and do you consent to this Agreement?

Entering your name into this box represents your electronic signature to commit the Customer to the agreement(s) with WebConnect for GradPro.

Are you a duly authorized representative of the Customer and able to commit the Customer to the binding agreement(s)?

Yes No

If you select No then do not send us this form. This form must be filled out, signed, and sent to WebConnect by an authorized representative of the Customer.



Part B: Choice of Self-Hosted Environment or WebConnect Hosting

ALL CUSTOMERS MUST COMPLETE THIS PART OF THE ORDER FORM.

The base price **for one domain** is essentially the same whether you choose WebConnect Hosting or Self-Hosted Environment (\$65 per month = \$780 per year). Payment arrangements, terms and conditions, and type of support will be different.

*How do you want to use the
WebConnect Server Software?*

Self-Hosted Environment

You will install, operate, and use the WebConnect Server Software with your own equipment and personnel.

FILL OUT PART C and SKIP PART D.

WebConnect Hosting

Using our personnel, we will install, operate and maintain the WebConnect Server Software on your behalf using our Rackspace Cloud Service.

This option will require additional third-party software such as Navicat for MySQL. This might mean additional cost for you and assistance by you. Review Part C before finalizing your decision.

SKIP PART C and FILL OUT PART D.



Part C: Licensing for Self-Hosted Environment

FILL OUT THIS PART ONLY IF YOU HAVE CHOSEN SELF-HOSTED ENVIRONMENT.

The terms and conditions in this Part C of the Order Form apply only to Self-Hosted Environment. They do not apply to you if you have chosen WebConnect Hosting.

License Fees and Payment Schedule

You will pre-pay an **initial license fee of \$780.00 (per domain)** and you will subsequently pre-pay an **annual license fee of \$780.00 (per domain)** each November to cover the following calendar year Licensed Period. We place all customers on an identical calendar year invoicing schedule. If you purchase your initial license during the year (anytime after January 1st), then your first annual license fee will be pro-rated in a manner to place you on our standard calendar year Licensed Period. See Appendix A for examples.

If your initial license will commence in the last quarter of the current calendar year, then your initial license fee will include both (i) the pro-rated remainder of the current year, and (ii) the whole of the following year.

Your license fees are non-refundable.

Fee Increases

We may increase your fees effective as of the first day of the annual calendar year renewal. Since our invoices for annual license fees are sent in November, our invoice may serve as written notice of a fee increase. In general, it is not our intention to increase annual license fees; however, we reserve the right to do so at our sole discretion. Your choice to renew or not renew will be at your own discretion. Partial payments that we receive that do not meet the required fee(s) shall be applied on a monthly pro-rated basis to ascertain the License Period.

Licensed Period

Your Licensed Period corresponds to the amount of time for which you have pre-paid your license fee(s) pro-rated on a monthly basis. If you do not renew by paying the annual license fee, then your license to use **any and all versions** of WebConnect Server Software will terminate at the end of the Licensed Period.

Licensed Versions

Your license allows you to continue use of your existing version or upgrade and use any version of WebConnect Server Software released during the License Period.

Authorized Domains

You must purchase a license for each Internet domain for which you want to run an instance of WebConnect Server Software. Please enter here the domain names you want to have licensed. You may add, remove, or change the domain names by submitting a written request (electronic or hard copy) from the Primary Contact. License files will only be sent to you once payment has been received.

Domain Name(s)

List all internet domains that you want licensed for Self-Hosted Environment.



Payment Method for License Fees

Indicate your **Payment Method for Initial License Fee(s)**?

Credit Card Check

By choosing credit card and submitting this form, you authorize WebConnect to bill your initial license fee(s) to the credit card indicated in Part G.

Payment Method for Annual License Fee(s)?

Credit Card Check

By choosing credit card and submitting this form, you authorize WebConnect to automatically bill your annual license fee(s) to the credit card indicated in Part G. Please remember to inform us when your credit card information expires or otherwise changes.

You may revoke automatic credit card billing at any time by having the Primary Contact send a written notice (electronic or hard copy) to WebConnect.

Start Date for Initial Licensed Period

Indicate the date you wish your first licensed use to begin on. If blank, then we will plan for a start date that will be the first day of the first month after date the Order was accepted by WebConnect. Your use of WebConnect Server Software cannot begin until you have received your license file from us that will enable the software. Your payment of license fees must be received before we can prepare a license file for you.

Desired Start Date



Part D: Services Provided with WebConnect Hosting
FILL OUT THIS PART ONLY IF YOU HAVE CHOSEN WEBCONNECT HOSTING.

The terms and conditions in this Part D of the Order Form apply only to WebConnect Hosting. They do not apply to you if you have chosen Self-Hosting Environment.

Minimum Commitment for Website Hosting:

\$65.00 per month for one domain (or sub-domain / software instance) with 1Gb disk space, 30Gb/month data transfer, 100 POP email accounts, 660 compute cycles/month, and use of MySQL databases. Each additional domain (or sub-domain / software instance) will be billed at **\$35.00 per month**.

Excess Usage Fees:

You will be billed for any usage in excess of the amounts allotted in your Minimum Commitment. The overage fees shall be at: disk space at 50 cents per Gb, 22 cents per Gb bandwidth over 30Gb, 1 cent per compute cycle over 660.

Full Service Support for WebConnect Server Software

Included as part of your fee, we will:

- Install, configure, and maintain the WebConnect Server Software using our WebConnect Hosting.
- Troubleshoot and resolve service interruptions, unexpected results, and bugs with WebConnect Server Software.
- Make changes to configuration settings when directed by you.

Complimentary Basic Customization

Included as part of your fee, we will customize the software with your logo, contact information, and any language modifications you require. We will update the customization whenever directed by you.

Complimentary Upgrades to Software and Custom Themes

Included as part of your fee, we will upgrade your site(s) to the latest version of WebConnect (only when you direct us to do so).

If your site theme (customization) was created by us, then we will also update (free of charge) your site theme to the latest version of WebConnect Server Software when an upgrade is applied.

Complimentary Support for Use of Navicat for Required Transfers

Using remote telephone and/or web meeting technology, we will guide you with the installation and periodic maintenance of Navicat for MySQL. Our support for Navicat for MySQL is limited to its use for data transfers to WebConnect Hosting.



Authorized Domains (or Sub-Domains) on WebConnect Hosting

Please enter here the domain names you want to use on WebConnect Hosting. You may add or remove names by submitting a written request (electronic or hard copy) from the Primary Contact. No refunds except as expressly permitted in the Hosting Agreement. **Most customers choose a sub-domain(s) since this can be done with no added cost and helps maintain branding/identity.**

Enter Your Desired Domain Name or Sub-Domain

We can assign this domain name only if available. It cannot be your current website domain name unless you plan to transition your entire domain to WebConnect Hosting.

You can use a valid SUB-DOMAIN.
(e.g., *webconnect.yourschool.edu* or *portal.yourschool.edu*)

For sub-domains, your existing service provider or network team must edit name server entries to point the sub-domain to an IP address that will be provided to you by WebConnect.

Enter the Additional Domain Name(s) or Sub-Domain(s)

If none, leave blank or enter "none."

No email accounts for sub-domains

If you choose to use a sub-domain rather than a domain, then you will not be able to use the 100 POP email accounts associated with that Internet site as part of the service.

Fee for domain name registration and renewal

If any of your domain names are to be registered through WebConnect/Rackspace, then we will add a domain name registration and renewal fee to your account. Currently this fee is **\$10.00 per year** (per domain). This fee for domain name registration and renewal is a Pass-Through Cost.

Important Notice Regarding Required Third-Party Software:

If you are NOT an IDS Customer, then use of the WebConnect Server Software on our hosting service will require the purchase of a compatible third-party data transfer utility in order to periodically and/or automatically copy data from GradPro's Access database into a MySQL database on WebConnect Hosting.

Are you (or are you going to be) an **IDS customer**?

Yes (IDS customer)

No

Being an IDS customer is optional and is not required to subscribe to our services.

If yes, then you do NOT need to purchase Navicat.

If no, then you need to purchase Navicat or a compatible alternative. Your purchase order and fees paid to WebConnect do not include the cost or license for this third-party software. You must purchase it directly from them. We suggest [Navicat for MySQL](#).



Optional SSL Support on WebConnect Hosting:

This **optional** service refers to running your domain(s) or sub-domain(s) using SSL (security certificates for HTTPS protocol). Using SSL with your domains means that web browser traffic (HTTPS) between the browser (your student) and the WebConnect Hosting service will be encrypted. The degree of protection/encryption depends on your choice of certificate. To use SSL, you must also do all of the following:

- obtain a security certificate from a certificate vendor that is compatible with our Rackspace service, and
- you must keep your certificate valid (usually certificate vendors charge an annual fee).

You do not need this optional SSL Support for secure data transfer to WebConnect.

Sensitive GradPro data that you periodically transfer to WebConnect Hosting is sent via an encrypted method. WebConnect's costs for obtaining and using a security certificate for those encrypted data transfers is *already included* within your fees for WebConnect Hosting.

The fee for enabling your account for SSL Support is currently **\$20.00 per month** (per domain). The fee for SSL Support is a Pass-Through Cost. This fee does not provide you with a certificate. It is a cost we incur in order to enable your site to use your certificate.

Do you also want **SSL Support** enabled for your domain(s) or sub-domain(s)?

- Yes (SSL Support) No

Before choosing YES for this optional service, we suggest you investigate and plan for your costs for a security certificate.

This service can be added or removed at a later date.

If you have chosen SSL Support, do you also want our **Certificate Purchase Service**?

- Yes**
WebConnect will purchase a certificate for you, including annual renewals.

In addition to the fee for SSL Support, you will be billed as follows (per domain):

- (1) a one-time **\$250.00 setup fee**, and
- (2) **\$50.00 per month**.

- No**
You will be responsible for purchasing a certificate and any annual renewals. You will only be billed for the fee for SSL Support.

This service can be added or removed at a later date.



Customer Access to WebConnect Hosting:

You will have login access to the Rackspace Cloud where you can check your billing and update your credit card information. You can also create FTP accounts.

Desired Username

Only if available.

Desired Password

It must be strong and at least 8 characters in length. Include at least one uppercase letter, one lowercase letter, one number, and one special character like _ or !

License to WebConnect Server Software on WebConnect Hosting

Your license fees are included in the costs for WebConnect Hosting. This license permits you to operate the WebConnect Server Software (i) only on WebConnect Hosting, and (ii) only for domain(s) or sub-domains(s) that you've paid for. The License Period covers only the actual period of time for which you have fully paid for WebConnect Hosting. Your license allows you to operate any version of WebConnect Server Software during the License Period. You will not be sent copies of your license files and your license files will be installed for you by WebConnect.

Payment Method for WebConnect Hosting

Indicate your **Payment Method**:

- Credit Card (billed monthly via Rackspace)
- Credit Card (billed quarterly via Rackspace)
- Credit Card (billed yearly via Rackspace)
- Check (Pre-Paid Annual)

By choosing credit card and submitting this form, you authorize WebConnect/Rackspace to bill your fee(s) to the credit card indicated in Part G.

Once we set up your account, you must periodically update your credit card information using the Rackspace Control Panel (or inform us when your credit card information changes and we will do it for you).

Start Date for WebConnect Hosting

Indicate the date you wish us to start provisioning your Order. If blank, then the start date will be the same day the Order was received or accepted by WebConnect. Once we accept your Order and receive your payment (credit card or check), the amount of time necessary to get your Services fully operational depends on the choices you've made, our current workload, and any unforeseen difficulties we might encounter. Typically it takes 1 to 5 business days to be fully operational; however, it could take longer depending on the circumstances.

Desired Start Date



Part E: Primary Contact for Customer
ALL CUSTOMERS MUST COMPLETE THIS PART OF THE ORDER FORM.

The primary contact receives all notices and communications from WebConnect. Except for billing matters, all instructions, communications, and approvals from the Customer must come from the Primary Contact.

What is the **First and Last Name** of the Primary Contact?

For the Primary Contact, what is his/her contact information? (no P.O. boxes)

Primary Contact **Email Address**?

Primary Contact **Phone Number**?

Is the address for the Primary Contact the **Same Address as Institution**?

Yes No

If you check No, then you must fill out the address info below:

Primary Contact **Street Address**?

Primary Contact **City**?

Primary Contact **State or Province**?

Primary Contact **Postal Code (zip)**?

Primary Contact **Country**?



Part F: Billing Contact for Customer
ALL CUSTOMERS MUST COMPLETE THIS PART OF THE ORDER FORM.

What is the **First and Last Name** of the Billing Contact?

For the Billing Contact, what is his/her contact information?

Billing Contact **Email Address**?

Billing Contact **Phone Number**?

Is the address for the Billing Contact the **Same Address as Primary Contact**?

Yes No

If you check No, then you must fill out the address info below:

Billing Contact **Street Address**?

Billing Contact **City**?

Billing Contact **State or Province**?

Billing Contact **Postal Code (zip)**?

Billing Contact **Country**?

Part G: Credit Card Information for Billing
ONLY FILL OUT THIS PART IF YOU HAVE CHOSEN CREDIT CARD BILLING.

If you are uncomfortable entering this information on the form, you can call WebConnect directly at (954) 607-7678 with this information.

Credit Card **Type**

Amex, Visa, or MasterCard

Credit Card **Number**?

Credit Card **CVS Code**?

Credit Card **Expiration Month**?

Credit Card **Expiration Year**?

Name as it appears on Credit Card?



Part F: Consent and Submittal
ALL CUSTOMERS MUST COMPLETE THIS PART OF THE ORDER FORM.

Important Notice Regarding Customizations:

This Order does not provide for customizations and enhancements to the WebConnect Server Software, including any custom graphics, custom layouts, custom content, or development. If you want your site branded to match your own website, or if you desire enhancements to WebConnect Server Software, then you must contract for that work separately from this Order. The current fee for customization work is **\$75.00 per hour**.

Enter this Additional Information:

Today's Date

Legalities of Submitting this Form

By submitting this Form to WebConnect you are consenting to have the Customer bound by the agreements hereunder.

We do not warrant that WebConnect will accept and agree to all Orders submitted to WebConnect even if they are complete, accurate, and using the approved form. WebConnect reserves the right to use WebConnect's sole discretion in determining which agreements WebConnect will enter into.

Do not send this form to WebConnect unless the Customer is prepared to be bound by the agreements hereunder, as WebConnect's provisioning of this Order will constitute WebConnect's consent and the agreement(s) between Customer and WebConnect will then be binding on both parties:

- Licensing Agreement, and
- if WebConnect Hosting was indicated on this Order Form, also the Hosting Agreement.

You may send this form electronically, regular post (mail), or by commercial courier. For regular post or courier use the address for notices in the WebConnect Hosting Terms and Conditions.



Appendix A: Examples of How We Pro-Rate Pre-Paid Fees
ILLUSTRATES HOW WE ADJUST YOUR BILL FOR CALENDAR YEAR BILLING.

Example 1: An order is received in September 2011 for license commencing 1/1/2012.

In this example, you would be invoiced in November 2011 for \$780.00. When payment was received, you would be sent a license file that would activate the software for use from 1/1/2012 through 12/31/2012. Each subsequent November you would then be invoiced the annual license fee for the following year's service.

Example 2: An order is received in September 2011 for license commencing 10/1/2011.

In this example, you would be invoiced immediately for \$975.00 (\$195 for 2011 + \$780 for 2012). When payment was received, you would be sent a license file that would activate the software for use from 10/1/2011 through 12/31/2012. Each subsequent November you would then be invoiced the annual license fee for the following year's service.

Example 3: An order is received in June 2011 for license commencing 7/1/2011.

In this example, you would be invoiced immediately for \$780.00. When payment was received, you would be sent a license file that would activate the software for use from 7/1/2011 through 12/31/2011. In November 2011 you would be invoiced \$390 to place you on the standard calendar year schedule. When the payment for \$390 was received, you would be sent a license file that would activate the software for use from 1/1/2012 through 12/31/2012. Each subsequent November you would then be invoiced the annual license fee for the following year's service. In this example, if you had chosen in November 2011 to not pay for a 2012 annual license, you would be sent a license file to cover the remainder of the one-year Licensed Period that commenced in July.