

Right of Use

Definition

1. “Service Repair and Maintenance” or “SRM” refers to the overall product which includes but not limited to SCO, SRO, Waiting Room Dashboard, Analytics.
2. “Service Centre Online” or “SCO” refers to the base application utilized by the staff(s) of the service centre for their daily service operations. E.g. SCO in Lark application.
3. “Service Records Online” or “SRO” refers to the cloud-based portal site (portal.chainspirit.com) for both service centres and owners to access their service centre’s account and vehicle’s service records respectively.
4. “Service Centre” refers to the Customer’s place of operation or business.
5. “Customer(s)” refers to the service centre’s account within SRM.
6. “Owner(s)” refers to a service centre Customer who has registered their personal & motorcycle information into SRM.
7. “Subscription” or “Subscribe” refers to an advance payment made to Chain Spirit in order for Customers to be formally considered to be using the Paid plan. The subscription also specifically refers to Customers subscribing to SRM for usage, and Customers have access to their data.
8. “Business Registration Number” or “Company Registration Number” refers to the unique registration number issued by the government that is used to identify a company.
9. “Customer Account” refers to the Customer’s company that is used to register for SRM. A Customer Account’s entity is determined by its unique Business Registration Number, NOT company name.
10. “Trial” refers to the Trial plan which every new Customer Account is eligible to apply for a Trial experience once.
11. “Trial+” (read as Trial Extension) refers to the extension plan that Trial plan Customers automatically converts to after the end of the Trial plan period.
12. “Paid” refers to the plan which Customer converts to after subscribing to SRM with their Customer Account.

1. Trial

1.1. What is Trial Plan

We offer new Customers the chance to experience our product with the Trial plan for 7 days. It is only applicable to each Customer’s account once. During the trial, the Customers are eligible to try out and experience almost the entirety of what SRM has to offer. After the trial plan has concluded, if the Customer has yet to come to a decision to change from their current plan, the Customer’s account will automatically be converted to Trial+ plan & that you have consented to Trial+ plan’s right of use. Refer to Trial+’s right of use below (2. Trial+).

The Trial Plan allows the Customer to use the following:

1.2. Features of SRM Base App

1.2.1. For Mechanics

- Vehicle Registration
- Add Service
- Check Vehicle
- Service List

- 1.2.2. For Storekeepers
 - Dispatch Items
 - Part/Merchandise Sales
- 1.2.3. For Cashiers
 - Payment
 - Receipt
- 1.2.4. Customer Survey
- 1.2.5. TAC: SMS, Email, Lark
- 1.2.6. Lark Integration - Calendar
- 1.2.7. BOT Messaging
 - BOT Push Messaging
 - BOT OnDemand (#Commands)
 - #sales
 - #pending
 - #job
 - #plate
 - #mysales
 - #myteam
- 1.2.8. BOT Alert
- 1.2.9. Day End Daily Reports
- 1.2.10. Day End Summary
- 1.2.11. Waiting Room Dashboard
 - Service Operation
 - Sales Operation
- 1.2.12. Service Centre Portal @ portal.chainspirit.com
- 1.2.13. Add-on Modules (Trial)

2. Trial+

2.1. What is Trial+ Plan

The Trial+ plan is a trial extension plan for Customers who wants more time to continue experiencing SRM without converting to Paid plan. Therefore, as this plan is not a Subscription, Trial+ Customers are eligible to only use the SCO apps to run their service operations with most of the functions of SCO, but they will not own the right of any data generated by SCO for usage beyond the SCO Base App. Additionally, SRM will only be accessible to Trial+ Customers when our servers have extra bandwidth on a best-effort and available basis.

The Trial+ plan allows the Customer to use the following:

2.1.1. Features of SCO Base App

- a. For Mechanic
 - Vehicle Registration
 - Add Service
 - Check Vehicle
 - Service List
- b. For Storekeeper
 - Dispatch Items
 - Part/Merchandise Sales
- c. For Cashier
 - Payment
 - Receipt

2.1.2. Customer Survey

2.1.3. TAC Messaging

- SMS (is NOT eligible when Customers opt for self-print QRs option).
- Email
- Lark

2.1.4. BOT Messaging

- Bot Push Messaging

2.1.5. BOT Alerts

2.1.6. Waiting Room Dashboard

- Service Operation
- Sales Operation

2.1.7. Service Centre Portal @ portal.chainspirit.com (limited functionalities)

2.2. Self-Print

Trial+ Customers who opt for the “self-print” option for acquiring QRs for the usage of SCO are only eligible to print maximum of 100 pieces per week, of which Chain Spirit will replenish new QR codes at the end of the week, on Sunday.

Example 1:

Customer A has used up all 100 QRs on Tuesday (14 July 2020), Chain Spirit will replenish 100 new QR codes on Sunday (19 July 2020).

Example 2:

Customer A has only used up 20 QRs by Sunday (19 July 2020) , Chain Spirit will replenish 20 new QR codes on Sunday (19 July 2020).

2.3. Change to Subscription Plan

Trial+ Customers are also NOT eligible to change their plan to a Paid plan at any given time. They can, however, opt to start a brand-new Paid plan as a new Customer and request for data acquisition from their Trial+ account.

2.3.1. Data Acquisition Program

Additionally, the data acquisition program MUST be done so in an equal percentage of both Customer info AND SCO transactions, and NOT a mixture of different percentages. Refer to Appendix (B) for the charges.

- Eligible Examples:
 1. 50% Customer info & 50% SCO transactions
 2. 100% Customer info & 100% SCO transactions
- Non-Eligible Examples:
 1. 50% Customer info & 100% SCO transactions
 2. 100% Customer info & 0% SCO transactions

2.4. Help Desk

Chain Spirit helpdesk will service Trial+ Customers on a best-effort and available basis.

3. Paid

3.1. What is Paid Plan

The Paid plan is a Subscription plan for Customers who wants to experience the entirety of what SRM has to offer. Additionally, Chain Spirit will prioritise our helpdesk as well as provide consultation advices to Paid Customers.

The Paid plan allows the Customer to use the following:

3.2. Features of SCO Base App

3.2.1. For Mechanic

- Vehicle Registration
- Add Service
- Check Vehicle
- Service List

3.2.2. For Storekeeper

- Dispatch Items
- Part/Merchandise Sales

3.2.3. Cashier

- Payment
- Receipt

3.2.4. Customer Survey

3.2.5. TAC

- SMS
- Email
- Lark

3.2.6. Lark Integration – Calendar

3.2.7. BOT Messaging

- Push Messaging
- BOT OnDemand Information (#Commands)
 - #sales
 - #pending
 - #job
 - #plate
 - #mysales
 - #myteam

3.2.8. BOT Alerts

3.2.9. Day End Daily Reports

3.2.10. Day End Summary

3.2.11. Waiting Room Dashboard

- Service Operation
- Sales Operation

3.2.12. Service Centre Portal @ portal.chainspirit.com

3.2.13. Add-on Modules (Subscription-based)

3.3. QR Codes

Customers who opted for the Paid plan will be using QR codes with the initial of SRM (e.g. SC0.1.0001). Any Customer wishing to have a specific initial on their QR codes instead for branding or other purposes, they may do so by ordering from us in bulk amount (minimum of 10,000 QRs).

3.4. SCO Transaction

Paid subscription Customers will be charged RM1 or 3%, whichever is higher, for each service transaction from the SCO credits in the Customer's account. Any SCO credits purchased are not refundable nor transferable to another Customer account.

4. Deployment

Deployment of SRM will be conducted remotely. Customers that request for on-site deployment of SRM will be subjected to a fee of RM2,500/day to cover labour costs and expenses.

The Customers are responsible for preparing all the recommended equipment to ensure a smooth system deployment. Examples of equipment includes but not limited to reasonable quality of smartphones , internet access, TV box & TV. Chain Spirit is not liable for any software deployment delays, that is due to any deviation from the recommended equipment prepared by the Customer. Finally, Chain Spirit is not responsible for handling any equipment-related issues from the Customer. E.g. Internet connection difficulties, smartphone quality-related or operating system-related issues.

5. Customisation & Localisation

Chain Spirit will make reasonable efforts to accommodate the Customer's customisation and localisation requests, for an additional fee, in consideration of your time or deadline requirements. However, meeting such requirements is subject to the availability of resources, both human and equipment at the time of your request and is dependent on your availability to provide input and to perform necessary actions. Chain Spirit shall not be liable in any way for any delay or damage arising from Chain Spirit's inability to meet such of your requirements or any deadlines. Finally, Chain Spirit own all right, title, and interest in any intellectual property arising from such customisation or localisation requests.

6. Add-on Modules

Optional add-on modules are available for Paid Customers for additional Subscription to cater for any extra needs they may be looking for with their SRM. Additionally, Trial Customers can also experience the add-on modules during their Trial period without needing Subscription.

Refer to www.chainspirit.com for the available modules, its latest updates & pricings.

7. Owner Data Validation

When prompted by the System, the Mechanics are responsible in validating the owner's phone number that is registered in the database for security purposes.

Appendix (A)

The table below is the features available to each plan:

	Trial	Trial+	Paid
TAC			
SMS	X	-	X
Email	X	X	X
Lark	X	X	X
BOT MESSAGES			
QR Registration	X	-	X
Job Created	X	X	X
Job Sign Off	X	-	X
Job Paid	X	X	X
Parts Paid	X	X	X
Bot onDemand			
Sales	X	-	X
Pending	X	-	X
Job	X	-	X
Plate	X	-	X
mySales	X	-	X
myTeam	X	-	X
Survey			
SMS	X	-	X
Email	-	X	X
Day End Automated Reporting			
QR Listing	X	-	X
Trx Listing	X	-	X
Overview	X	-	X
Bot Delivery	2+ Sales Person	1 Limited Function	2+ Sales Person

Appendix (B)

Below is a summary of the data acquisition charges for Trial+ Plan to Paid Plan.

Trial+ Condition

Trial+ Data Acquisition Plan to Paid Subscription	RM 2/Owner
Trial+ Data Acquisition Plan to Paid Subscription - SCO Trx	RM 1/3%
Trial+ Data Acquisition Plan to Paid Subscription one time charges	RM2,000