



# Tech-as-a-Service Programme FAQs

## What is the minimum deal value?

Minimum deal value is £1000

## When do you get paid?

You get paid as soon as the goods are delivered and signed for by the customer.

## Can a customer flex up and flex down?

Up yes, down no not yet, it is part of our blueprint, and we have a solution for CSP.

## Who appears on the direct debit to the customer?

CF Corporate Finance.

## Size of business?

Sweet spot is 100 to 150 users, but we can cater for all.

## What if the customer decides not to return the equipment?

If the customer decides not to return all the equipment, we can facilitate a buy price or keep the kit longer and extend the payments.

## Can a customer pay a deposit/upfront large payment?

Yes, but automated system cannot facilitate, so it would necessitate call to the team.

## Does the kit need to be insured?

Yes – It is a legal requirement that the equipment is insured. This can be added to every agreement by CF Corporate unless instructed by the end user not to with copies of their insurance with the relevant cover. Adding insurance to the agreement is up to the finance providers discretion.

## What insurance provider do CF Corporate use?

Acquis Insurance

## What happens at the beginning of the lease?

The customer will be sent a Welcome Pack advising of Customer Services contact details, a payment schedule and any insurance details.

## How do ongoing services work?

If you add ongoing services onto a quote, you will be paid the following month after the end user has made payment. For example, if an end user makes their payment in November you will receive the ongoing service at the beginning of December. It's effectively a maintenance payment.

## When does commission get paid?

The first 2 weeks of the following month after the agreement is activated.

## What is the difference between commission and margin?

Resellers are able to add margin to each product line on the quoting tool but not over RRP of that product, this is paid to the reseller upfront on their invoice.

This example quote which shows where they're able to 1. increase their margin and 2. add commission to the agreement.

### Subscription Items

Item	Category	Cost	Sale	Quantity	Margin(%)	Total
iphone		£500.00	£600.00	1	20	£600.00
						Total: £600.00

  

Subscription Duration	Payment Frequency	Seats	Commission Rate
36 Months	Quarterly	1	3.0%
Current Funder	Funder Selection		
CF Corporate (All Rates)	Automatic		

Up to 10% commission can be applied, commission is paid to the reseller via self-bill the following month after the agreement goes live.

If they're at the max RRP on each item, they can add commission on top of this.



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## Timings for pay-out

If we receive all correct documentation before 1PM, the deal will be activated on the same day.

## Incorrect invoice values

If the reseller sent an incorrect invoice, the TAAS team would call the reseller to request a correct invoice.

## Certificate of Acceptance

A Certificate of Acceptance is essentially the same as a Delivery Certificate. The customer signs this once all the equipment has been installed.

The charged to the end user is calculated based on the date this is signed until the first rental date.

## How quickly can the whole process take?

Providing the equipment is in stock & we're in receipt of correct documentation the quickest turn around can be 2 days.

## Who are the TAAS team?

The TAAS team are the Tech as a Service Support team who are based within CF Corporate's offices and are available to assist with any queries you have, this includes TD SYNnex queries, programme queries and CF Corporate queries.

## Can we do inhouse deals (buy equipment for yourself)?

Yes – You can order equipment yourself on the TAAS programme, you would just underwrite yourself and advise the TAAS team that the equipment will be for yourselves.

## Who takes title of the goods?

Title is passed from the supplier to the funder who retains this for the duration of the agreement. There is no assumption of ownership for the customer.

## How do we handle VAT?

VAT is handled as normal between TD, the reseller and the funder. The customer pays VAT on each rental.

## What are your administration fees vs other finance companies?

Our admin fee is £25+VAT which is far less than average. Usually the customer could expect to pay up to 10x this for this type of contract.

## How can I offer this to my European customers?

Tech-as-a-Service is being rolled out across Europe. This is a bespoke service so please contact your TAAS BDM.

## Is the amount of soft costs limited to 15%?

This is the industry norm but no we do not put this in place (state schools and the NHS to need to adhere to the rules of an operating lease).

## Is it true that this will need to be on DD

and we are a school that pays by invoice! No problem, you can pay by invoice.

## Can I include airtime into the agreement?

Yes



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