

7th October 2019

Dear Clerk and RFO

Fees and Charges

To assist you as you start to prepare your annual budgets for 2020-2021, we are contacting you to provide you with our fees and charges. These charges enable us to provide good levels of support and to continue to develop our software, so that we remain the market leader in this sector.

Therefore, from the 1st April 2020 the fees and charges below will be implemented. Please note that the mileage rate is per the HMRC guideline, so could be subject to change and all prices are subject to VAT.

Software Updates

We feel that this would be a good opportunity to give you a summary of the enhancements that have occurred in the last year. The Rialtas Suite is a new product designed to bring all of our existing software up-to-date under a revised user interface and database.

The following modules are all now available in the Rialtas Suite:

- Allotments
- Alpha Cash Book, Management Accounts and Budgets
- Asset Inventory
- Omega Cash Book, Management Accounts and Budgets
- Omega Phased Budgets
- Omega Purchase Ledger
- Omega Purchase Order Processing
- Omega Sales Ledger
- Facilities Booking

The new version also delivers enhancements such as:

- Onscreen configurable layouts for Sales Invoices, Purchase Ledger Remittances and Purchase Orders including ability to have a Logo.
 - Email functionality for Allotment Letters, Sales Invoices, Purchase Ledger Remittances, Purchase Orders and Bookings Confirmations.
 - Configurable email messages, with prepopulated information for Sales Invoices, Purchase Ledger Remittances, Purchase Orders, Bookings Confirmations and Allotment Letters.
 - Logos on Sales Ledger Invoices, Purchase Ledger Remittances, Bookings Confirmations and Purchase Orders.
 - Backup reminders.
 - Asset Inventory integrated with Purchase Ledger Suppliers and the Annual Return
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Making Tax Digital for VAT

Making Tax Digital for VAT which effects Councils who are VAT registered from 1st October 2019, is available in both the Alpha and Omega Accounts. Making Tax digital for VAT will require impacted customers to have software that can electronically submit VAT returns. Customers will not need to purchase this new functionality however for customers who are required by HMRC to submit electronically there will be a small annual support fee for its use (see table below). If you require more information please visit our website www.rbssoftware.co.uk/rialtas-MTD-VAT. Please ensure that you contact support no later than November 2019 if you require this functionality.

Mandatory upgrade for Omega Accounts and for Facilities Bookings

With the introduction of Making Tax Digital for VAT, we will no longer be supporting the previous version of Omega. As such by December 2019 all customers must be on the Rialtas Suite version of Omega minimum version 1.0.7.13. If you have not started the conversion process please contact support immediately.

Support and Maintenance Fees

We continue to provide a transparent pricing policy which provides our customers with unlimited access to support in contrast to a number of our competitors who charge per call or per hour. This also ensures that you receive the latest updates to our software at no additional cost. This policy means that you can budget for the full year with confidence.

The table below sets out the fees from April 2020, with an approximate increase of 2% except for Asset Inventory, Cemeteries and Planning which have not been increased.

Software Module Name	Support and Maintenance Fee Standalone PC (per annum)	Support and Maintenance Fee Networked up to 5 Users (per annum)	Support and Maintenance Fee Networked 6 - 10 Users (per annum)	Support and Maintenance Fee Networked 11-15 Users (per annum)
Alpha	£124.00	£172.00	N/A	N/A
Alpha Making Tax Digital VAT Submission (Per Company)	£59.00	£59.00	N/A	N/A
Omega CashBook /ManAccs/ Annual Budgets	£260.00	£387	£509	£630

Omega Making Tax Digital VAT Submission (Per Company)	£59.00	£59.00	£59.00	£59.00
Phased Budgets	£123.00	£143.00	£165.00	£185.00
Sales Ledger	£123.00	£143.00	£165.00	£185.00
Purchase Ledger	£123.00	£143.00	£165.00	£185.00
Purchase Order Processing	£123.00	£143.00	£165.00	£185.00
Cemeteries & Memorials	£193.00	£290.00	£387.00	£485.00
Facilities Bookings	£197.00	£296.00	£395.00	£495.00
Asset Inventory	£119.00	£165.00	£211.00	£257.00
Planning	£119.00	£165.00	£211.00	£257.00
Allotments	£124.00	£172.00	£219.00	£267.00

Software Support and Maintenance Agreement

The terms of your Software Support and Maintenance Agreement can be found here: [Rialtas Software Support And Maintenance Agreement](#)

Software Support Feedback

We are always keen to have feedback from our customers. If you would like to provide feedback on the Software Support you have received over the last year, please complete the online Survey found here: [Rialtas Software Support Feedback](#)

Consultancy and Services Fees

Consultancy	Price
Monthly Finance Consultancy or Data Entry	Onsite £395 per day plus 45p per mile mileage Remote £300 per day
Regular Quarterly Finance Consultancy	£435 plus 45p per mile mileage
One off Finance Consultancy Advice	Price on application
Year End Closedown and Annual Return Preparation (one day per set of accounts)	£560 per day plus 45p per mile mileage. Plus one nights accommodation charge where needed (max £100)
Data Entry – Cemeteries/Allotments	Price on application
Services	Price
Databank – Omega	£240 per annum for 12 monthly offsite backups
Databank – Alpha	£180 per annum for 12 monthly offsite backups

Finance Consultancy and Data Entry

We have found that our Finance Consultancy and our Data Entry Service for the accounts and administration packages are very popular. So please do not hesitate to contact us if you would like a quotation or would like any further information on any of our packages.

Training

We provide a comprehensive range of Training to help new and existing customers. Details of the Training we provide can be found here: [Rialtas Training](#)

Details of upcoming training dates can be found here: [Rialtas Upcoming Training Dates](#)

Training	Price No Increase
Training at Customers Site	£425 plus 45p per mile mileage
Offsite Training at RBS Offices – Full Day	£185 per candidate (Max 4 candidates)
Offsite Training at RBS Offices – Half Day	£ 92 per candidate (Max 4 candidates)
Offsite Training at RBS Offices per Council	£275 for up to 4 candidates from one council

Year End Accountancy Closedown 2020

We are now taking orders for the Year End closedown for 2020, please email with an order for the year end closedown to sales@rbssoftware.co.uk if you wish to be included on the year end close down list. The diary will be drawn up during February and clients notified of their proposed date, we will not be allocating dates prior to February to allow us to plan our consultant's schedules. If you are a new user and would like to know more about this service, please do not hesitate to contact us.

Customer Invoices

We wanted to remind all customers, that all invoices are now issued only via email in PDF format. These emails come from customer.accounts@rbssoftware.co.uk, so please ensure you action these emails to ensure that your account does not go overdue. We no longer issue any invoices via the post. In the event of an invoice being unpaid because it has been overlooked we will contact the council for payment.

Where invoices need to be chased for payment on multiple occasions, we may now charge an administration fee of £10 per invoice. Please ensure that you notify us of any email address changes to customer.accounts@rbssoftware.co.uk.



Christmas Support Cover – Advance Notice

The support line will close at 12 noon on Tuesday 24th December and re-open at 9am on Thursday 2nd January 2019.

Yours sincerely

Caroline Buckland

Caroline Buckland
Managing Director