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Terms of Service

This document describes the terms of service between KERITECH Computer Solutions, Inc., the service provider of The Paperless PTO program, referred to as KERITECH and your school or organization referred to as Client.

1. KERITECH will make available to Client and Client's members the use of the Paperless PTO program. The Paperless PTO program is on the internet and is comprised of website hosting and the smart phone School Directory App.
2. Client can subscribe to both the website hosting and the smart phone app. Alternatively, client may subscribe to the website hosting only or the smart phone app only. Pricing for all plans are listed below and can be found at <https://paperlesspto.com/pricing/>
3. If Client subscribes to any of the website hosting plans, KERITECH will make available to Client and Client's members the use of The Paperless PTO program on the internet at the universal resource locator (URL) <https://paperlesspto.keritech.net>
4. If Client subscribes to any of the website hosting plans, KERITECH will also provide website hosting services to client using client's universal resource locator (URL).
5. If Client subscribes to any of the website hosting plans, KERITECH will also provide email hosting services to Client. Client may request an unlimited number of email account for use.
6. If Client subscribes to any of the smart phone app plans, KERITECH and the Paperless PTO program will provide Client with the School Directory App and the registration keys needed to activate the School Directory App.
7. Client may begin to use The Paperless PTO program at any time and terminate at any time without penalty.
8. KERITECH will bill Client according to the features of the Paperless PTO program they have subscribed to.
9. All subscriptions to the Paperless PTO program and School Directory app are non refundable.
10. The Paperless PTO program includes a shopping cart. Each order submitted from the Paperless PTO program will include transaction fees that are charged to Client. Fees are outlined below and on the Paperless PTO pricing page at <https://paperlesspto.com/pricing/>
11. The Paperless PTO program allows Client to offer registration keys to their users for the use of the smart phone directory app. If Client does not subscribe to a prepaid pricing plan, the Paperless PTO program will charge Client \$2.50 per device. These fees will be capped at \$499 per school year.

12. If Client subscribes to a smart phone app plan only, KERITECH will upload their data at no additional cost.
13. If Client subscribes to a smart phone app plan and a website hosting plan, all uploads of Client data are free. Client can also manage data from the website.
14. If Client subscribes to a smart phone app only plan and does not subscribe to the website hosting plan, the first upload of Client data is free. KERITECH reserves the right to charge for subsequent uploads of Client data at a rate of \$100 per request.
15. The Paperless PTO program offers optional local merchant advertising to Clients. Client can offer advertising on their website, in their email blasts and in the Directory App to their local merchants. Ads for local merchants must follow specifications noted in the website builder in order to be effective. If ads do not meet the specifications and KERITECH needs to make adjustments, KERITECH reserves the right to charge a \$50 fee per ad in order to make the ads appear properly in all features of the Paperless PTO program.
16. Client may add local merchants to their advertising space. Donations from local merchants are determined by Client and their local merchant. KERITECH will assist in adding local merchants to Client's advertising space. Client will retain 100% of donations generated from local merchants.
17. KERITECH retains all rights and ownership of The Paperless PTO program. Client retains all rights and ownership of data that pertains to Client which The Paperless PTO Program processes.
18. KERITECH will not share information or data from The Paperless PTO program with any parties other than KERITECH and Client. The Paperless PTO shopping cart feature is required to pass Client data to merchant processors such as Propay, Heartland Payment Systems, American Express, Visa, Mastercard, Paypal, Venmo, Apple and Google. This information includes buyer name, address, email, credit card or bank account numbers, and order amount. Credit card and bank account information of Clients' users is not stored by the Paperless PTO program.
19. Client will be required to obtain a merchant account to process credit card and e-check transactions. The Paperless PTO program provides an application for the merchant account. The application requires information of Client such as name, address, federal tax id and bank account number. The application also requires personal information from one of Client's board members. This includes name, address and social security number. This information is used solely for the underwriting of Client's merchant account by Propay. A global payments provider. The social security number is only passed to Propay, it is not stored by the Paperless PTO program.
20. The Paperless PTO program manages the distribution of funds from Clients merchant account to Clients checking account. Initially, the distribution of funds occurs on the 5th and 20th of each month. During the 2021-2022 school year, the Paperless PTO program will allow the distribution of funds on more frequent basis such as daily and/or weekly. KERITECH will advise Client when this feature is available.
21. KERITECH will provide ongoing technical support related to The Paperless PTO program to Client and members of Client's community. Technical support inquiries must be submitted to the email address helpdesk@paperlesspto.com. A ticket with a unique ID will be created and used as the mechanism for communication between Client, Client's member and the Paperless PTO Help Desk.

22. KERITECH will forward all inquiries pertaining to policies and procedures of Client to Client when received.
23. Client can place credits in the website account of Client's members. Credits will be applied to subsequent orders placed by Client's members.
24. KERITECH will apply credits to Client's members, only upon instruction from Client site administrators. The credit will be added to the member's Paperless PTO account and the amount will subsequently be deducted from the member's next purchase.
25. The Paperless PTO program can sometimes void orders placed on the same day. Voided orders do not incur any fees.
26. KERITECH and the Paperless PTO program can issue full and partial refunds to Client's members when requested by a Client site administrator. Client request must be submitted to helpdesk@paperlesspto.com or client can submit return requests from the Paperless PTO Program. Fees are applied to each refund processed and are outlined below. Fees from the original transaction that being refunded are not returned to Client.
27. KERITECH offers an optional website building service. KERITECH reserves the right to charge Clients who prefer that KERITECH perform the website building services for them at a rate of \$50 per hour.
28. If needed, KERITECH will register and renew a domain name for client at the rates noted below and on the pricing page at <https://paperlesspto.com/pricing/>
29. Credit card chargebacks and ACH rejects are the return of funds to a buyer, initiated by the buyer and their bank. KERITECH and the Paperless PTO program will inform Client when chargebacks and reject are initiated. The issue can only be resolved by Client and the buyer. KERITECH can only offer support on the chargebacks and rejects. Client is responsible for all fees applied due to credit card chargebacks and ACH rejects.
30. The Paperless PTO program allows Client to accept Paypal and Venmo payments. Client will need their own Paypal account to accept these types of payments. Client will need to enable the Paypal payment option by providing the ClientID and SecretKey assigned to them by Paypal on the Manage Paypal Settings page of the website builder.
31. If Client opts to accept PayPal and Venmo they must also accept eCheck and credit card payments from American Express, Visa, Mastercard and Discover. Client cannot accept Paypal alone.
32. The Helpdesk support fee noted below will be applied to all Paypal and Venmo orders.

Paperless PTO Pricing from July 1, 2021 through June 30, 2022:

Annual Website Hosting	\$299.00
Annual Mobile App Hosting	\$299.00
Combined Annual Website and Mobile App Hosting	\$450.00
Annual Domain Name Registration/Renewal (optional)	\$19.00
Annual Merchant Account (required for shopping cart)	\$30.00
Annual IRS 1099K (billed after calendar year end)	\$10.00

Shopping Cart Rates:

There are 3 tiers Client can choose from for shopping cart rates. Client will begin with the Standard Tier but can change it at any time in the Website Builder of the Paperless PTO Program.

Standard Tier	
Electronic Check (eCheck/ACH)	1.0% + 30 cents per transaction
Visa/Mastercard/Discover	2.9% + 30 cents per transaction
American Express	3.25% + 30 cents per transaction
Helpdesk Support *	0.50% / 0.25% per transaction
Deposits to Financial Account	30 cents per deposit
Chargebacks (chargeback are rare)	\$30 per chargeback
eCheck Rejects (rejects are also rare)	\$25 per reject

Classic Tier	
Electronic Check (eCheck/ACH)	1.0% + 30 cents per transaction
Visa/Mastercard/Discover	3.95% per transaction
American Express	3.95% per transaction
Helpdesk Support	Waived
Deposits to Financial Account	Waived
Chargebacks (chargeback are rare)	\$30 per chargeback
eCheck Rejects (rejects are also rare)	\$25 per reject

NonProfit Tier – requires valid IRS form 501c3 **	
Electronic Check (eCheck/ACH)	1.0% + 30 cents per transaction
Visa/Mastercard/Discover	1.99% + 30 cents per transaction
American Express	1.99% + 30 cents per transaction
Helpdesk Support *	0.50% / 0.25% per transaction
Deposits to Financial Account	30 cents per deposit
Chargebacks (chargeback are rare)	\$30 per chargeback
eCheck Rejects (rejects are also rare)	\$25 per reject


*** The Helpdesk Support fee is reduced to 0.25% when your group’s annual shopping cart volume exceeds \$50,000.**

Additional Paperless PTO Features:

Website Enhancements and Upgrades	Free
Mobile App Enhancements and Upgrades	Free
Custom Programming For Special Features	Free
Data Uploads (Directory, Calendar, Class Schedule, Lunch Menu, etc.)	Free
Online Demos	Free

KERITECH reserves the right to charge for the free services above if the task becomes overly time consuming.

This Terms of Service document is submitted to Client with an annual invoice. Payment of the annual invoice by Client indicates an acceptance of the Terms of Service by Client and binds Client to the Terms of Service for the period of July 1, 2021 through June 30, 2022.

Michael Kerin, President <hr/> Name, Title KERITECH Computer Solutions, Inc.  <hr/> Signature June 10, 2021 <hr/> Date	<hr/> Name, Title <hr/> Parent Teacher Organization <hr/> Signature <hr/> Date
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