



# Taulia Technical Support Policy

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## INTRODUCTION

Taulia is committed to building strategic relationships with its Customers by providing consistent, dependable, high-quality Support. This document is intended to define the processes, objectives, and services offered to support the successful use of all Taulia hosted services and, where applicable, software products, purchased and licensed from Taulia ("Taulia Solutions").

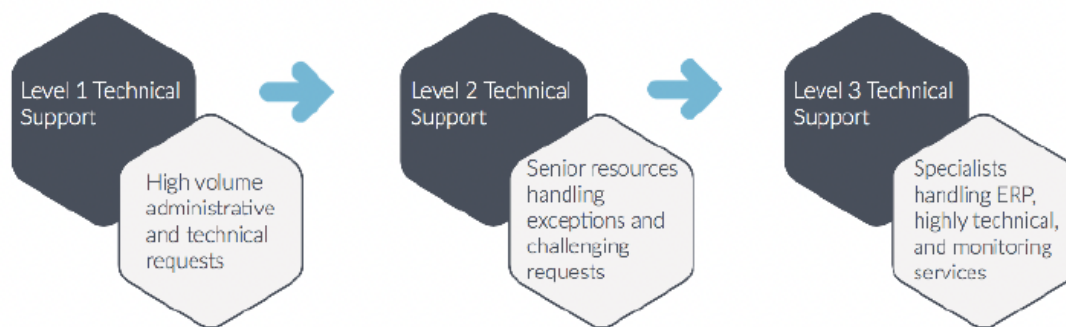
## TECHNICAL SUPPORT DEFINED

Subject to the specifications of this Taulia Customer Technical Support Policy ("Customer Support Policy"), Customers will be entitled to access Taulia Technical Support Services ("Taulia Support" or "Support") via self-service portal, telephone, Web, and chat. Taulia Support provides assistance with diagnosis and resolution of defects, failures, and certain administrative activities related to Taulia Solutions. Taulia Support commences following technical go-live, the point in time after implementation when the Taulia Solutions may be used in a production environment.

The following services are included in the Taulia Technical Support

- Internal Taulia monitoring, issues identification and resolution according to its severity level
- Access to Self Service Portal for documentation and FAQ; submit cases where Self Help unsuccessful via <https://support.taulia.com>
- Live agent support via Phone and/or Chat during defined support hours
- Assistance with Taulia software upgrades and refresh management
- Content Management Services

Taulia offers 3 levels of Support depending on the technical or account specialize on required for prompt resolution as set out below. Taulia will evaluate requests and assign to the appropriate Support group and Level (as defined below) for resolution. Taulia's Support Levels (i.e., L1, L2 and L3) also provide a channel for technical escalation, consultation, and quality assurance.



In addition, Taulia Support for Customers is divided into three (3) categories:

### **Administrative**

Administrative Support includes requests requiring Taulia intervention or investigation for account management and B2B transactions (i.e., Invoices, Purchase Orders and/or Payments). Taulia will triage and resolve these requests or provide direction for self-service resolution (e.g., steps Taulia provides to complete password reset by Customer). Taulia's L1 and L2 Support team members service these requests.

### **Technical**

Technical Support includes requests related to issues where the Taulia Solutions are not working as designed, or a technical explanation or training is required. Taulia will conduct initial information gathering and troubleshooting and provide an appropriate explanation or resolution. Technically demanding issues may take longer to resolve. Taulia will evaluate technical issues and assign to a Taulia L1, L2, or L3 Support resource with the appropriate skill set.

### **Service Monitoring**

Service Monitoring Support involves monitoring the overall health of the Taulia Solution and, ensuring key components are functioning properly. Taulia will provide proactive notification to users that subscribe to it at <https://status.taulia.com>, of anomalies which may impact the Taulia service. Taulia's L3 Support team and Taulia's Network Operations Center (NOC) manages all monitoring and proactive outreach. As further detailed in this Customer Support Policy.

## ENGAGING TECHNICAL SUPPORT

Taulia provides a multi-channel Support solution for accessing Support materials, creating Support requests, and communicating with Support representatives. Taulia will assign a unique tracking number provided to Customer via email upon creation of any Support request. Details of available Support channels are provided below. Customers can update a request by responding to the initially created email or any other correspondence relating to the request.

### **Taulia Self-Service Portal:**

The Taulia Self-Service Portal is a searchable repository containing articles addressing frequently asked questions, common issues, best practices, and training materials.

<https://support.taulia.com/> – for supplier-related content

<https://customersupport.taulia.com/> – for buyer-related content

This portal also provides a publication channel for Taulia Customer-specific content, which is made visible to applicable Supplier contacts only. Customers may contact [content@taulia.com](mailto:content@taulia.com) for more information on how to add Customer specific content.

### **Web Support Request Creation:**

Taulia provides a web form for gathering required information to create a new Support request. Customer must fill in the required fields completely and accurately to ensure a prompt response. Following submission, Taulia will send an email confirmation containing a request tracking number and acknowledgment of receipt to the designated contact. Web Support Service requests may be created 24/7/365. Taulia will assign the request to a Support team member and complete an initial response within the targeted timeframes defined in this document. Taulia reserves the option to modify Customer's self-selected Severity Level, to align with the Severity Levels described in this document. This can be done initially, as well as during the case resolution if the impact has changed or a workaround has been found. A web Support request may be created via "Contact Support" link at bottom of each page in the Self-Service Portals

<https://support.taulia.com/> – for supplier inquiries

<https://customersupport.taulia.com/> – for buyer inquiries

## Chat Support Request Creation

Taulia provides a chat interface for direct written interaction with the Support team. Chat lines are open when there is an L1 Support Agent available. The assigned Support team member will gather the required information to create a new Support request on Customer's behalf and determine if an immediate resolution is possible via chat. Issues requiring additional research or engagement will be tracked in Taulia's request management system and continued via phone or email. A chat may be initiated via the "Contact Support" link at bottom of each page in the Self-Service Portals.

If an L1 agent is available, the chat button will read "Live Chat" and will be click-able after the required fields on the form are completed. The chat button will be greyed-out and not click-able when chat services are unavailable.

## Email Support Request Updates

Taulia provides a Support email address for update of existing requests. Customers will receive an email for each request created containing the request number along with an ID identifying the associated request. In order to communicate directly with the agent assigned or provide an update, customers can simply respond to the original email or copy the **email thread** ID (an example: "ref:\_00D24qa7n.\_5003Y2GL33m:ref ") from that original email into a new or existing email thread. Any email received by support@taulia.com with a valid email thread ID will automatically be associated to the existing request and notify the assigned agent of an update. Emails without a valid email thread ID will be responded to with directions on creating a new request at <https://support.taulia.com>

## Content Management

Taulia's online library of videos, knowledge articles, and frequently asked questions can be tailored to a customer's implementation and specification. Customers may contact content@taulia.com with requests and updates.

## Phone Support Request Creation

Taulia provides regional phone numbers for direct verbal communication with the Support team. Phone lines are published on the "Contact Support" pages at the Self-Service Portals and are actively staffed during Taulia Support hours of operation. Callers will be presented with language options, the ability to leave a voice message or request to be called back, if

desired. Taulia will track issues requiring additional research or engagement in Taulia's request management system and continued communication via phone and email.

## TECHNICAL SUPPORT SEVERITY LEVELS

All Support Requests are assigned a Severity Level based on the following definitions

<b>Severity 1 (S1) Critical</b>	Taulia Solution related: A critical production issue that causes the Taulia platform to be completely unavailable to Taulia Customer's Users, blocking all transactions with no workaround. Transaction related: Not applicable
<b>Severity 2 (S2) Urgent</b>	Taulia Solution related: A serious issue that is causing severe impact that results in major functionality being unavailable or causing widespread inconvenience to majority of Taulia Customer's Users or to Taulia Customer's Suppliers with no workaround available. Transaction related: An urgent issue with one critical or multiple transactions impacting amount or execution of payments.
<b>Severity 3 (S3) High</b>	Taulia Solution related: System issue or bug affecting some but not all Taulia Customer's Users, but it is still possible to transact business using the Taulia platform or short-term workaround is available. Transaction related: A non-urgent issue with one or more transactions or documents.
<b>Severity 4 (S4) Normal</b>	Taulia Solution related: Inquiry regarding a routine technical issue; information requested on application capabilities or configuration. A bug affecting a small number of users or of insignificant business impact. Issue with a reasonable workaround available. Transaction related: Inquiry regarding the status or contents of a transaction or a document, request for information, administrative, or educational help.

Taulia reserves the right to adjust tickets' severities to align with the definitions above.

## TECHNICAL SUPPORT EVENTS

The measurement of a Support Request is divided in the following events:

### Initial Response

An Initial Response on a new case is the acknowledgement from Taulia (usually via email) that the Support Request has been received, assigned to a support agent, the Severity level assessed, and that the initial problem description documented to an extent where diagnosis can commence.

## Ongoing Communication

The Ongoing Communication target is for technical issues and is the frequency for providing responses or updates regarding the case progress at regular timelines, unless otherwise communicated by the support agent.

## Resolution Target

Resolution Target for technical issues is the timeline for Taulia Support to provide either a (i) resolution, or (ii) workaround or (iii) action plan.

Communications regarding a Severity 1 issue are posted on <https://status.taulia.com> . Customers can visit the page to understand the latest status or subscribe to receive updates via email.

# TAULIA CUSTOMER TECHNICAL SUPPORT COVERAGE AND TARGET RESPONSE TIMES

Taulia agrees to use commercially reasonable efforts to respond to Customer inquiries based on the target response times and severity of the issue as follows:

	Severity 1	Severity 2	Severity 3	Severity 4
<b>Initial Response</b>	1 hour	4 hours	1 business day	2 business days
<b>Ongoing Communication</b>	1 hour	6 hours	3 business days for defects; 10 business days for non-defects	7 days
<b>Resolution Target</b>	4 hours	3 business days	n/a	n/a

The following types of cases are excluded from customer response levels as described above: (i) incidents regarding a release, version and/or functionalities of the Taulia portal developed specifically for customer or individual content services; (ii) the root cause behind the incident is not a malfunction, but missing functionality ("development request") or the case is ascribed



to a consulting request ("how-to"); (iii) issues which cannot be reproduced or for which external factors play a part.

A Support Request shall be considered resolved once a commercially reasonable resolution has been provided.

## TAULIA SUPPORT COVERAGE

### **Support Hours: 24 hours x 7 days/week**

The full range of support hours is achieved by use of multiple support locations. Taulia recognizes standard regional holidays with regional service centers working at reduced capacity for respective dates.

## SOFTWARE MAINTENANCE AND SUPPORT & SYSTEM REFRESHES

### **Taulia On-Premise Software Versions Maintenance and Support**

Taulia strives to keep the Taulia on-premise Software compatible with the newest SAP release and will generally make available an on-premise Version Release (as defined below) compatible with the newest SAP release within twelve (12) months of the general market availability of such new SAP release. As a certified Add-On, the Taulia on-premise Software is compatible with SAP Service Packs and Enhancement Packs. New on-premise Version Releases will be provided at no additional charge. However, should Customer request assistance in the installation or customization of such on-premise Version Releases (e.g., from the Taulia Professional Services team prior to go-live or the Taulia Technical Support team following go-live), such services shall be billed at Taulia's then-current service rate as specified in the Order Form. "Version Release" means an upgrade of the Taulia on-premise Software containing enhanced functionality or enhanced usability. An on-premise Version Release is identified by a subhead-number (e.g., Version 2.00 to 2.01).

Version Releases are released on an as-needed basis and, generally, on a quarterly basis. Taulia provides a two-year Support window for each Taulia Software version from the date of original release. During this two-year Support window, all outlined Support services are active. Software versions aged beyond the two-year window will continue to receive operational & administrative support but will require upgrade to a supported version for continued technical Software Support. Extended version Support is available as a Taulia Value Added Service Offering.

Unless otherwise specified in an Order Form, (i) new on-premise Version Releases may not be compatible with Customer's customization of Taulia's on-premise Software, (ii) new on-premise Version Releases may not contain all the functionality of the on-premise Version Release Customer uses, and (iii) not all on-premise Version Release functionality may be utilized or accessible in the same manner, however a new on-premise Version Release will not materially decrease functionality of the existing on-premise Taulia Software during the Term of the Agreement.

### **Third Party Product Versions Maintenance and Support**

Installation of an on-premise Maintenance Update (as defined below) or a new on-premise Version Release may cause interference with functionality of Customer's system due to third party products. Such third party products may need to be updated reflecting the contents of the on-premise Maintenance Update or new on-premise Version Release. For third party products either supplied by Taulia or a third party authorized by Taulia, Taulia will assist Customer to prevent and eliminate any such interference at no additional charge. For third party products either supplied by Customer or a third party authorized by Customer, Taulia will provide assistance upon request billed at Taulia's then-current service rate as specified in the Order Form. "Maintenance Update" means an update of the existing functionality of on-premise Taulia Software including bug fixes, patches and other minor changes in features and functionality, and which Taulia makes generally available to its customers from time to time.

Subject to the foregoing, Taulia will continue to Support the originally configured integration with a third-party product version for the period and to the degree the third party actively supports the applicable version.

To the extent Taulia identifies issues specific to an integration with a third-party product version no longer supported by the third-party, continued Support will require upgrade to a supported and compatible version. Taulia will provide upgrade test plans and best practices to aid in the success of an upgrade. Issues arising from an unknown or poorly executed upgrade will be subject to hourly consultation fees described in the Taulia Value Added Services section in this document.

Taulia will provide primary Support for issues existing within the Taulia Solutions. Customer must raise and resolve issues and requests specific to a third party directly with that third party. Taulia will actively engage to the point of proving root cause outside the Taulia Solutions, at which point Taulia will revert into a supporting role providing commercially reasonable assistance to the third party, as requested.

## **Upgrade Management**

Installation of all upgrades, bug fixes and Version Releases for on-premises software is performed by the Customer, or at the Customer's direction, and according to the schedule determined by the Customer. Taulia highly recommends that Customer pro-actively provide Taulia with notification of intent to upgrade either the Taulia Software or any third-party product that is integrated with the Taulia solution. Upgrade consultation services are charged at the hourly rates described in the Taulia Value Added Services section in this document of \$275 per hour.

## **Hosted Services**

All cloud-based Taulia hosted services, including the Taulia Business Exchange, are maintained, and upgraded by Taulia, without the need for Customer involvement, and will not interfere with Customer's use of a supported Version Release for Taulia on-premises software.

## **License and Ownership**

Taulia or its licensors retain all right, title and interest in the Maintenance Updates and new on-premises Version Releases. Customer shall not remove or alter any copyright notice or other notices, trademarks, or logos. No such right, title or interest is granted to Customer hereunder.

## **Refresh Management**

Taulia provides refresh services for Customer Quality Assurance ERP environments. QA refreshes require ten (10) business days' notice and are normally completed within ten (10) business days from when the refresh process is initiated. Customer may contact Taulia Support to submit a request for refresh. Taulia provides a comprehensive refresh guide to guide Customer through the process. Taulia provides two (2) QA environment refreshes per calendar year. Three (3) hours of consultation will be provided for refresh assistance, additional hours of consultation as well as additional refreshes are charged as described in the Taulia Value Added Services section in this document.

## MULTI LANGUAGE SUPPORT SERVICES

In addition to English, Taulia provides standard L1 support to Customers in Spanish, French, German and Mandarin.

### Taulia Language Translation Disclaimer

In order to provide fast and efficient service across a broad range of languages, Taulia leverages third party translation services for some email and chat communication.

Machine translation is used to translate incoming messages which allows for prompt communication to occur but does not guarantee a perfect translation. Taulia leverages the machine translation service to increase speed of communication with Customers. However, any information provided to Support that Customer deems sensitive should only be provided in a separate communication titled "DO NOT TRANSLATE" in English. Human translation is used for some incoming messages if the machine output is unclear.

Human translation is also used in some outgoing messages but does not guarantee a perfect translation. Taulia is not responsible for any misspellings, punctuation issues, or malformed sentences or issues that arise as a result.

## ISSUE ESCALATION

In each case email form Support there is a feedback link where customers may indicate whether they are satisfied with the progress of their case so far. Clicking "No" will raise a red flag against that case in the Support Agent's queue and will notify their manager, who will review the progress and intervene where needed.

In addition, Customers using paid Taulia services are provided with an escalation channel should a support case require managerial attention or for critical (Severity 1) issues. The escalation channels are presented during the "Introduction to Support" call with the Customer.

Customer should first raise any initial questions or concerns with the progress or status of an issue with the request owner prior to formal escalation. The escalation process does not substitute the need for creating a support case.

## SUPPORT REQUEST CLOSURE

Taulia agrees to use commercially reasonable efforts to partner with Customer for issue resolution. All such efforts will be made in accordance with the specifications set out in this Customer Support Policy. Taulia and Customer must make timely efforts toward resolution. If communication from a Customer cease without notice for a period of four (4) business days, Taulia may, upon notice, close a Support request due to inactivity on the part of Customer. Customer may reopen the Support request within thirty (30) consecutive calendar days following such closure. Once a Support request is closed for thirty (30) consecutive days, the relevant Support request and issue will be considered permanently closed and cannot be reopened. If further work is necessary, Customer will need to open a new Support request and all pertinent materials may need to be resubmitted before work toward issue resolution can continue.

## CUSTOMER RESPONSIBILITIES

Customer is responsible for providing an initial list of technical and Accounts Payable contacts (the “Taulia Business Exchange Administrator” or “Super User”) and contact details, communication and routing guidelines, and escalation channels to ensure efficient management of the Taulia Solutions and its Users. Customer’s Super Users are solely authorized to engage Taulia’s multi-channel Support and are deemed Customer’s authorized representative with the requisite authority to make necessary and binding decisions for Customer or promptly obtain such necessary decisions. Taulia will maintain this information. Super Users are responsible for communicating any updates to such information to Taulia Support in a timely manner. In order to receive Support as set out in this Customer Support Policy, Customer shall continue to fulfil its obligations set forth in the applicable agreement, including timely payment of Fees where applicable.

## TAULIA VALUE ADDED SERVICES

### **Implementation Change Requests.....\$275/hr**

All requests for change of the Taulia Solution or implementation occurring after project sign off will be subject to an hourly fee. Taulia will assess all change requests and provide an estimate of work effort and cost. Customer must sign a change order detailing total scope and cost prior to Taulia scheduling Taulia project resources. Commencement of work and

subsequent delivery of update(s) depends on existing resource commitments. Change requests are estimated based on a minimum of four (4) hours of work effort.

### **After hours & Weekend Coverage.....\$350/hr**

After hours and weekend coverage Services are subject to an hourly fee (provided, such Services are not related to a Taulia caused Service-impacting event). Customer must schedule planned non-business hour Services with a minimum of two (2) weeks' notice and should specify the window of time in which a resource is requested. Coverage requests made within two (2) weeks of the requested coverage date will be subject to an additional 20% "short-notice" charge. Taulia will evaluate emergency engagements for root cause and bill appropriately a er delivery (provided, emergency engagements are not subject to "short notice" charges).

### **QA Environment Refresh**

Taulia provides support for two QA environment refreshes per year. Any additional refreshes are treated and billed as Change Requests.

### **Customer Specific Training and Knowledge Services.....\$ 275/hr**

Taulia offers customized content creation and information management Services for Customer facing documents. Initial Taulia implementation includes Taulia Customer specific training materials, knowledge articles, and setup of a content delivery hub. Post implementation requests for additions, changes, or content consultation are subject to an hourly fee.

Additional Professional Services required to meet Customer-specific requests will be billed at Taulia's standard market rates and invoiced in accordance with the applicable services agreement. Any such requests must be documented in a Change Request, which must be reviewed and approved by both the Customer and Taulia prior to the delivery of the Service.

## **EXCLUSIONS**

Taulia shall have no obligation to support the following:

- » Malfunction caused by Customer's misuse or misapplication of the Taulia Solutions other than as specified in the Taulia User Documentation, negligence on the part of Customer's, Customer's Users, or Customer's Suppliers or any other causes not caused by or beyond Taulia's control.
- » Requests for Support Services that are, in fact, requests for development and/or consultation for additional functionality (unless otherwise agreed)."
- » Support or troubleshooting of the base ERP installation. Taulia will provide Support for the Taulia Software to the point of integration. Taulia will use commercially reasonable efforts to identify a root cause existing outside the Taulia Solutions prior to disengagement.
- » Malfunction resulting from Customer's use of the Taulia Software in operating systems not specified in Taulia's specifications
- » Malfunction resulting from incorrect implementation by Customer of a Maintenance Update or new version release.
- » Malfunction resulting from Customer altering, damaging, or modifying Taulia Solutions, (including the Software or user exit thereof) or any portion of the Taulia Solutions incorporated with or into other Software without express written authorization by Taulia.
- » Installation of custom code components by or on behalf of Customer or issues otherwise related to customizations, add-ons, enhancements, or modifications not performed and/or approved in writing by Taulia, including achieving compatibility between a customization and a Maintenance Update or new version release.
- » Malfunction resulting from Customer's use of the Taulia Solutions with other equipment, accessories, environment or in any manner not specified in Taulia's User Documentation and/or that is not supported by Taulia; or other malfunctions caused by faulting products not developed by Taulia.

## Disclaimer

Except as expressly provided in the Customer Agreement and/or Order Form: (a) Taulia Support is provided "as-is" without any warranties of any kind; and (b) to the maximum extent permitted by applicable law, Taulia disclaims any warranties, whether express, implied, statutory or otherwise, and specifically disclaims all implied conditions, terms or warranties, including any conditions, terms or merchantability, satisfactory quality, or fitness for a particular purpose, to the maximum extent permitted by applicable law.

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