

## Appendix 7 – Change Request Procedure

Change request can be raised during both Implementation and normal operations. When changes are identified during either the project implementation or during normal operations, the Change Request will be defined and executed in accordance with the TrueCommerce change request process.

Requests for changes during the implementation, either project scope changes or additional partners and documents, will be discussed and agreed upon with the TrueCommerce Implementation Specialist or Project Manager.

During normal operations the change request will be discussed and agreed with the Managed Service Team. In case the Managed Service Team as part of the operations identifies a potential change request – eg. they identify differences in the data input from what has been agreed from either the customer or a Trading partner a Change Request should be discussed and agreed.

### **Change Request process.**

If the Client wishes to request a change, an authorised person will give written notice of the requested change to TrueCommerce, and a change request order will then be prepared for the Client to sign.

No changes will be effective unless and until the relevant change order is signed by each party. In case the change order is not signed before the date of expiry, the change request order will automatically expire.

If a Change Request order is signed by each party on or before the date of expiry, TrueCommerce will implement the Change in accordance with the terms agreed. The change request order will serve to adjust timeline, scope and additional fees and charges in accordance with the Change Request.

For Changes Request identified during normal operations the Managed Service Team will raise a case, with the category “service request/change request” specifying the suggest change for the Client and will await the Clients sign off on the request.

The Client is obligated to provide sufficient information for TrueCommerce to prepare the change request and to provide a technical qualified representative who can agree on the change request scope.

TrueCommerce is obligated to inform the Client of any risks or issues it cannot resolve that may impact the agreed cost or timelines of a requested change.

Truecommerce shall inform Client of any risks or issues it cannot resolve that may affect the agreed cost or timelines of a requested change.

### **Acceptance of Change**

Unless TrueCommerce is notified of any defects 2 weeks after the change request is made available for testing, the change request will be deemed as accepted.