Appendix 3 - Managed Service

1. Managed Service

1.1.1 We Act Proactively.

The Managed Service provided by TrueCommerce focuses on the prevention of issues before they disrupt employees, management and/or business processes for our client.

We provide the service by using our many years of experience and world-class consultancy along with our proactive monitoring.

1.1.2 We Provide a Stable and Reliable Service.

TrueCommerce's Managed Service includes features that enable us to proactively monitor and manage the exchange of messages between our clients and their trading partners, including the network, hardware, operating system and related applications.

Our highly skilled support team, answers calls and inquiries for help and guidance from both our clients and their trading partners. This is all included in the **Assured Delivery & Connectivity** level.
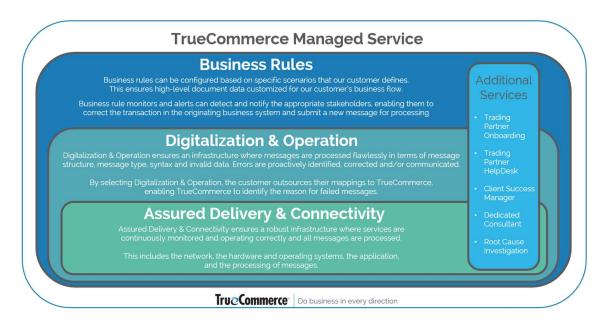
1.1.3 We Simplify a Complex World.

If our client choses to outsource the handling of electronic trade and EDI, they enable us to identify the reason for any failed messages. TrueCommerce will identify the problem, take corrective action or guide the client's corrective action. This service is at the **Digitalization & Operation** Level.

Monitors raise alerts to the Managed Service team and, optionally, to the client's technical support team. Monitors raises alerts if a message is not of the correct syntax, contains invalid data etc. Depending on the nature of the issue, TrueCommerce ServiceDesk resolves these issues on the client's behalf or will contact the client to manage the issue through to resolution.

The most advanced Managed Service level – **Business Rules** – is a range of business-related checks that ensure that the service operates as required and that data does not violate client business processes.

When purchasing the Digitalization & Operation or Business Rules level, the elements of the Assured Delivery and Connectivity level will be included.

This illustration outlines the three Managed Service levels – with the possibility of selecting one or more additional services for any of the three levels.

1.1 The Three Levels of TrueCommerce's Managed Service

When purchasing a Managed Service from TrueCommerce, our client will select one of the following three levels: The selected level of Managed Service is detailed in Statement of Work Appendix 5

Level of Managed Service	Description
Level 1 – Assured Delivery & Connectivity	*Assured Delivery & Connectivity* ensures a robust infrastructure where services are continuously monitored and maintained, and all messages are processed. This includes the network, the hardware and operating systems, the application, and the processing of messages.
Level 2 – Digitalization & Operation	*Digitalization & Operation* ensures an infrastructure where messages are processed flawlessly in terms of message structure, message type, syntax and invalid data. Errors are proactively identified, corrected and/or communicated. By selecting Digitalization & Operation, the client outsources their mappings to TrueCommerce, enabling TrueCommerce to identify the reason for failed messages.
Level 3 - Business Rules	*Business Rules* can be configured to ensure high-quality data content by enforcing workflow and configurable business context specific scenarios that the client defines within the application. Business rule monitors and alerts can detect and notify the appropriate stakeholders, enabling them to correct the transaction in the originating business system and submit a new message for processing.

1.1.1 Assured Delivery & Connectivity – Message Processing & Infrastructure

TrueCommerce understands that delays to the delivery or processing of EDI messages can significantly impact production or shipping schedules with a corresponding negative affect on client service levels, client satisfaction and, potentially, revenue. Businesses that use TrueCommerce service for message exchange can rely on ServiceDesk to monitor the delivery of these messages. Additionally, the portal allows our clients to view the status of transmissions, messages and documents.

All aspects of the service are continuously monitored ensuring that all messages are processed as expected. This includes the network, the hardware and operating systems, the applications, and the processing of messages.

Examples of monitors and alerts include:

- Trading partner is unknown and not configured
- Messages are successfully sent to the trading partners (or VANS)
- Messages are successfully received by trading partners (or VANS)

1.1.2 Digitalization & Operation – Message Resolution

ServiceDesk will assist and help clients resolve any issues they encounter.

Validation and message error resolution depend on the type of problem encountered. Validation errors can be broadly categorized as:
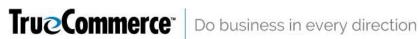
- Message type is not configured: Examines each message as it arrives to determine its type (purchase order, order acknowledgement etc.).
- Message is not syntactically correct: Checks if the client's or trading partner's application generates a message that has been mis configured – or is missing data.
- Messages containing invalid data: This may occur, if the client's or trading partner's application generates a message that misses required data (e.g. UOM). To minimize the occurrence of data errors, the system can be configured to automatically add e.g. new item codes as the message is being processed.
- Throughput monitors may send an email alert if the expected number of documents are not received and processed within a specified time frame.

1.1.3 Business Rules – Monitors and Alerts

Business Rules can be configured to enforce various business scenarios within the application. Examples include "Order numbers must be unique" and "An invoice quantity cannot exceed the shipped quantity". Messages with business rule errors can be edited and resubmitted, but the more common action is to create the correct transaction in the originating business system and submit a new message for processing.

Examples of Monitors and alerts include:

- Message process notifications – can be send by email each time a message either arrives, is processed successfully or fails.

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- Match against orders
- Check for duplicate orders
- Document alerts and notifications – will notify the client and the client's trading partners of significant business events and missed milestones. Some examples include:
- An order was changed as part of the order acknowledgement process
- An order has not been shipped in the specified timescale, or
- An order has been cancelled.

Responsibility for taking corrective actions on alerts/notifications lies with the owner of the business process not Truecommerce.
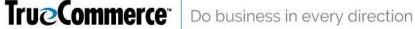
1.2 TrueCommerce ServiceDesk

TrueCommerce Denmark's ServiceDesk is the Single Point of Contact for support services. ServiceDesk is at the client's disposal in case of questions, issues regarding configuration or data management and other needs for help or questions about the service.

Severity	Definition	Response time (Business hours)
Critical	The Service is not available, and no manual workaround is possible	1 hour
High	Urgency is high and business impact is high	4 hours
Medium	Business impact is medium. The Service is available, and a manual workaround is possible.	8 hours
Low	The Service is available, but a problem exists within the Service that does not have an adverse effect on the ability of the user(s) to use the Service	12 hours

In case of issues categorised as Critical or High, The Client is obliged to call TrueCommerce ServiceDesk after raising a ticket. This to ensure handling within 1 or 4 hours depending on category.

ServiceDesk can be contacted by telephone, email or web-based self-service.

- TrueCommerce ServiceDesk can be reached 24/7 on phone: +45 4582 1777
- E-mail: ServiceDesk@TrueCommerce.com
- Web-based self-service Customer Center: https://CustomerCenter.TrueCommerce.dk/

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Outside normal business hours (08:00 – 16:00 CET), the phone number will be directed to external support with access to TrueCommerce operational support in case of incidents.

ServiceDesk has broad technical knowledge and is expected to resolve more than 97% of all cases. 1st Level unresolved cases are dispatched to 2nd Level Support. 2nd Level Support may be a chargeable service. Any charge will be notified directly to the client in advance.

1.2.1 Escalation Contacts

For escalation contacts, please see the following link:
https://www.truecommerce.com/dk-da/servicedesk.

1.3 Service Maintenance

1.3.1 Service Optimization Job

Service optimization jobs are held every night during a period of 3-5 minutes at approx. 3 a.m. CET. During this period, files will be queued and processed immediately after the Service Window has ended.

TrueCommerce Denmark's operational uptime of 24x7x365 is only interrupted by scheduled service windows.

1.3.2 Service Window and Outage of TrueCommerce Denmark's Services

1.3.3 Planned Outages

TrueCommerce Denmark reserve the right to maintain service windows in continuous effort to improve the services. Service windows and system updates will be done to the extent needed. Certain parts of the service may be affected and will be unavailable during the service window periods.
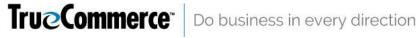
1.3.4 Extraordinary Outages

Under exceptional circumstances, such as carrying out larger installations or system modifications, it may be necessary to schedule an extraordinary service window.

1.3.5 Notification of Outages

Any extraordinary service windows or larger service interruptions will be notified to the specified client contacts.

1.4 Client Responsibilities

The Client is at all time responsible for providing updated contact details to TrueCommerce Denmark. TrueCommerce urge clients to inform group email addresses

instead of personal email addresses to make sure that contact information remains valid over time.

The Clients is responsible for taking corrective actions, within reasonable time, on issues or incidents within the Client's area of control. In case of repeating error with no action taken from the Client's side, TrueCommerce reserve the right to adjust the managed service fee.

For critical and high incidents, the client is required to contact ServiceDesk by phone.

1.5 Amendments to Managed Service

TrueCommerce Denmark reserve the right to amend, modify and update the contents of this Managed Service description. Any amendments will not affect the Client's service requirements or reduce the Client's overall level of service and support.

A more detailed description of TrueCommerce's Managed Service is available on the TrueCommerce website: https://www.truecommerce.com/dk-da/contract-appendices.