

# Aimtec Standard Terms

## Specific Terms for the Operation and Provision of the Aimtec Integration Platform - Supplier Portal Service within the aimtec.cloud

### 1 Introductory provisions

- 1.1 These Specific Terms for the operation and provision of the Aimtec Integration Platform - Supplier Portal within aimtec.cloud (for the purposes of this document, the "**Supplier Portal Terms**") form an integral part of Aimtec Standard Business Terms, and further supplement and clarify them for the purposes of operating and providing the Supplier Portal in the aimtec.cloud. These Supplier Portal Terms, together with the GBT, the Budget, the Specific Terms – Service Level Agreement for Services provided via aimtec.cloud ("**SLA Terms**"), and any other applicable Specific Terms, constitute the Contract. Unless expressly stated otherwise in these Supplier Portal Terms, the provisions of the GBT and the relevant SLA Terms shall apply.
- 1.2 In the event of any discrepancy between individual documents, the following order of precedence applies: first the provisions of the Contract (as defined in the GBT), then these Supplier Portal Terms, then the SLA Terms, then other Specific Terms, and finally the GBT. Capitalized terms not defined in these Supplier Portal Terms have the meaning assigned to them in the GBT.

### 2 Definition of functionality

- 2.1 The Supplier Portal Service provides the following standard functionalities:
  - 2.1.1 Receipt of order and/or call-off Messages from the Customer's information system and displaying of these Messages to the Partner using a web portal
  - 2.1.2 Displaying of incoming call-offs
  - 2.1.3 Comparison of a given call-off with its previous version
  - 2.1.4 Delivery packaging design for homogeneous pallets
  - 2.1.5 Printing of packaging labels in variants stated in the Price List
  - 2.1.6 The creation of ASNs for sent packages (in certain variants listed in our Price List) and their transmission to the Customer's information system
  - 2.1.7 Delivery-note printing
  - 2.1.8 The Service is guaranteed when it is operated with a Partner count of 200 Partners or less.
  - 2.1.9 The performance of the Service is optimized for the production of a maximum of 100 documents at once.
  - 2.1.10 The Service does not include reporting tools.
  - 2.1.11 The Service archives data for a maximum of 12 months.
- 2.2 The standard functionality can be expanded to include items listed in the Price List and can be further specified in the Contract.

The Supplier portal's standard mode supports the processing of call-offs. A change to the portal's mode so that it can simultaneously process both call-offs and orders equals an extension to the standard mode so as to include a second communication design.
- 2.3 Support for the Partner is the provision of access to a contact point (by email or telephone) through which the Partner may request a consultation for a solution (a request of the Request for Service type). This Service Request is not recorded in the Service Desk (SED) application.
- 2.4 The basic fee for the service of the provision of a web portal for communication with Partners includes the support in a Low regime.
  - 2.4.1 Provision of the Supplier Portal Service in the aimtec.cloud at a guaranteed availability level of 99.5%, with it running nonstop in 24/7 mode
  - 2.4.2 A guaranteed response time of 5 business days in the Supplier's Standard working hours for the resolution of the following situations reported by the Customer: Incident, Service Request and Change Request.

### 3 Definitions of Terms

- 3.1 A Partner is understood to mean one location for a partner in business (supplier) of the Customer.
- 3.2 Service Request is a formal request by the Customer for the provision of the Service.

- 3.3 Change Request is a formal request/proposal by the Customer to implement a change in the configuration of the information system.
- 3.4 Incident is an unplanned interruption or reduction in the quality of an IT service that was functional before the outage, or an event that has the potential to affect an IT service.

#### **4 Definition of Service availability**

- 4.1 The Service is considered to be available as long as the following conditions are met:
  - 4.1.1 Each Message is displayed within 60 minutes from its delivery by the EDI system, and
  - 4.1.2 Each ASN (electronic delivery note) is sent to the EDI system within 60 minutes after the given delivery note is exported, and
  - 4.1.3 It is possible to log in to the aimtec.cloud.