

Aimtec Standard Terms

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

1 Introductory provisions

- 1.1 These Specific Terms for the operation and provision of the Aimtec Integration Platform - Customer Portal within the aimtec.cloud (for the purposes of this document, the “**Customer 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 Customer Portal in the aimtec.cloud environment. These Customer 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 Customer 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 Customer Portal Terms, then the SLA Terms, then other Specific Terms, and finally the GBT. Capitalized terms not defined in these Customer Portal Terms have the meaning assigned to them in the GBT.

2 Definition of functionality

- 2.1 The Customer Portal Service provides the following standard functionalities:
- (1) Displaying of incoming call-offs
 - (2) Comparison of a given call-off with its previous version
 - (3) Delivery packaging design for homogeneous pallets
 - (4) Printing of packaging labels in the variants listed in the price list
 - (5) Creation of ASNs for sent packages in the variants listed in the price list
 - (6) Delivery note printing
 - (7) The performance of the service is optimized for the operation of a maximum of 50 Partners at once.
 - (8) The performance of the service is optimized for the production of a maximum of 100 documents at once.
 - (9) The Service does not include reporting tools.
 - (10) The Service archives data for a maximum of 12 months.
- 2.2 The standard functionality can be expanded to include certain items listed in the Price List and can be further specified in the Contract.
- 2.3 Access over the web interface amounts to the provision of a web portal for access to the functions of the Customer Portal. This form of the Service excludes integration into other information services outside of aimtec.cloud.
- 2.4 The Integrated Solution is the provision of a web portal for access to features of the Customer Portal with the option of automatic integration into a customer information system outside of aimtec.cloud.
- 2.5 The basic fee for the service of the provision of a web portal for communication with Partners includes support in a Low regime.
- 2.5.1 Provision of the Customer Portal Service in the aimtec.cloud at a guaranteed availability level of 99.5%, with it running nonstop in 24/7 mode
- 2.5.2 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, Request for Service and Change Request.

3 Definitions of terms

- 3.1 A Partner is understood to mean one location for a partner in business (customer) of the Customer.
- 3.2 A Location is understood to mean each physical location of a Customer that has its own address assigned, i.e. a city, street, and street address in accord with the territorial identification address register.
- 3.3 A Transaction User is understood to mean any user who has access to the Service.
- 3.4 Service Request is a formal request by the Customer for the provision of the Service
- 3.5 Change Request is a formal request/proposal by the Customer to implement a change in the configuration of the information system.

3.6 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 portal.