CUSTOMER
ENGAGEMENT PLANS

PLAN DEFINITIONS

STANDARD
Customer Engagement Plan

1. IMPLEMENTATION

Self-Service Resources

Implementation Resource Center — Access to artifacts, documentation and videos that help educate on the integration process or the solution purchased.

Project Management Tool — Cloud-based project management tool that utilizes a live interface to provide up-to-date information on your project.

Universal Network Solution Development

Universal Network 101 — SPS will outline the benefits of the SPS Commerce Platform. The discussion will include data normalization, common considerations and applicable data formats.

Network Scope Confirmation — An SPS Commerce project team member will ensure the scope of the project is accurate and captures all partners and documents you intend to integrate. The SPS network zone includes the standardization of data, the trading partner maps, the network map, setup and maintenance of trading partner maps/ configuration, communication and data transformation.

System Capabilities Review — All capabilities and activities handled within your system are discussed and documented within the solution statement. It includes the import/export of data, setup and configuration required for new trading partners and all applicable workflows to translate data and trigger necessary business activities. Business Rules Review — A formal business review will be completed of the information gathered during the network and system zones. Any gaps or limitations will be documented in the solution statement.

Retailer Network Consulting

Trading Partner Requirement Expertise — With the largest retail trading network, SPS Commerce has extensive expertise and experience on how to perfect the power of your trading partner partnerships.

Coordinate Multi-Party Go-Live Cutover — All parties involved in the project will be in communication and agree on a go-live date for the integration. SPS will coordinate between all required parties.

Communications Setup — SPS Commerce will setup any AS2, SFTP, or VAN communications needed for data to process to and from each party involved in the integration. SPS will test the connectivity and will troubleshoot issues within our own systems.

2. ON-GOING SUCCESS

Self-Service Resources

24x7x365 Access to Support Center — Access to our 24x7 online support center, provides you with FAQs, training content, best practices, as well as offers the ability to report issues, ask questions and post product feedback directly to the SPS product team.

24x7x365 Access to Training Center — Access to a robust training curriculum supporting product and retailer specific

onboarding activities. Also provides the ability to register for complimentary webinars led by a member of the Training team.

Automated Customer Communications — Focused Automated Communications – SPS is committed to the success of all customers. You will receive targeted communications from SPS Commerce alerting you of new product features and functions, best practices and tips and tricks, as well as emails providing coaching and guidance to ensure success leveraging SPS products.

In Product Tips and Tricks – Assist with product optimization and usage.

Support Resources

Assigned Fulfillment Setup Resource — All Web Fulfillment customers will be assigned an implementation analyst responsible for owning the implementation, testing and training related to each trading partner set-up. This includes the management of a project plan that will be shared upfront.

Phone, Email, and Chat Support — Access to a team of product experts is available to help you resolve issues and answer questions. You can engage with our support team in the following ways: online chat, phone and email as well as directly through our online support center.

24x7x365 Phone Support — Customers can contact our support team via phone 24x7x365 for technical assistance.

24x7x365 SPS Platform Monitoring — SPS Commerce provides 24x7x365 monitoring of our platform.

Complimentary Training Webinars — Access to live training sessions to drive adoption and value out of SPS Commerce Products and Services.

Fulfillment Reporting

Fulfillment Reporting — SPS Commerce provides reporting capabilities to add visibility to your dataflow processing through our platform. You will receive reporting specific to your Fulfillment solution.

Document Reconciliation — Consolidated download of documents by type and trading partner.

Ad Hoc Reporting — Web-based, real-time visibility into documents owing through the SPS Commerce platform, document errors and functional acknowledgement reporting.

Reconciliation Reports — Daily summaries of all documents sent by SPS Commerce to you, received by SPS Commerce from you and current unacknowledged documents. These reports can be delivered through FTP or email.

Real Time Acknowledgments — Immediate notification of document status within the SPS platform along with notification of trading partner acknowledgement of the document either through CSV or XML.

Retailer Network Reporting

Trading Partner Change Management — As trading partners update their requirements, SPS will alert you of these changes and ensure compliance with the trading partner specifications.

STANDARD PLUS
Customer Engagement Plan

1. IMPLEMENTATION

Professional Services

Assigned Project Manager — A Project Manager will be assigned to you. The Project Manager will be responsible for the day-to-day project coordination and schedule.

Weekly Status Reporting — The project manager will provide a weekly status cadence to discuss the project. You can choose the preferred communication method, such as a conference call, weekly status report, Gantt chart, etc.

Project Plan with Milestone Dates — The SPS Commerce Project Manager will create a project plan within the project management tool based on tasks and important milestone dates. They will design the plan according to resources available, business impacting timelines and overall value proposition.

2. ON-GOING SUCCESS

On-Going Success Resources

Production Support Overview — As a new production customer, your Customer Success Manager will walk you through a production support overview clearly outlining the roles and responsibilities of the customer success management and support teams and what you can expect once moving into on-going support.

PREMIER
Customer Engagement Plan

1. IMPLEMENTATION

Professional Services

Premier Project Team — A Premier project team will be assigned to your project. The project team will include SPS resources that will handle executive alignment, project management, fulfillment integration design services, and network testing and solution deployment consulting and execution. Each Premier project team role works up to full time on your account, 8 hours/day, 5 days/week as needed to achieve project goals.

Rapid Response — If a change is needed from extended SPS teams, including internal teams such as retailer map development, your request is expedited as a top priority.

On-Site Resource Availability — If requested, the project team can be relocated to your facility for meetings, testing, go-live, or any other project related activities. Travel and expenses are paid for by your business, unless otherwise agreed upon by SPS Commerce management.

Accelerated Design — The SPS Premier Project team will combine solution design steps and discussions into workshop formats where needed to accelerate design deliverables. In advance, you will be provided with a set of questions and deliverables to complete for the workshop. This work can be done on-site or through a virtual meeting service.

2. ON-GOING SUCCESS

On-Going Success Resources

Quarterly Joint Business Planning—The customer success manager will work closely with you and your team to understand the value your business is looking to achieve. With this understanding, they will determine a success review plan, outlining key objectives and success criteria to be reviewed at a cadence you determine.

Customized Training Materials/Sessions — Training and design teams are available to handle your customized training materials requests for individual training sessions. Your teams are also able to work directly with our training team and customize training courses specific to their business needs.

Assigned Customer Success Executive – Customer Success Executive is committed to the success of customers and is responsible for ensuring products and services are delivering value.

Support Resources

Priority escalations — The support team will work across functional areas, ensuring any business impacting issues for premier customers are given priority.

Weekly Project Update — The project manager will provide a project status update. This can be done via a conference call, email status update, Gantt Chart or another agreed upon form of communication.

Add-On Options Implementation Professional Services

Accelerated Design — Your dedicated SPS project team will combine all solution design discussions, including project kick-off, Universal Network 101, network design, system design, business rules and the rst round of document design, into 2-3 workshops with your resource team and any other relevant parties. Prior to the meeting, you will be provided a set of questions for which answers should be prepared for the multi-day workshop. This work can be done on-site or over a virtual meeting.

On-Site Resource Availability — SPS Commerce resources are available at request to go on-site to help support your business needs. SPS will work directly with your team to understand the business needs, resources and objectives of all on-site sessions.

Customized Services — If a service is requested, but not offered as a current solution, SPS Implementation Management will consider a custom professional services request.

Rush WebForms Set-up — An expedited Web Fulfillment implementation can be requested. For these instances, you will work directly with the implementation analyst throughout the set-up, testing and training process.

Customized Training Materials — Customized training materials can be requested and created for individual training sessions.