

SUPPLIER FULFILLMENT CUSTOMER ENGAGEMENT PLANS



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8 JUNE 2018

	IMPLEMENTATION	ON-GOING SUCCESS
<h2>STANDARD</h2> <p>Included with the Fulfillment Service</p> <p>Includes the following implementation and support activities provided by SPS Commerce</p>	<p>SELF SERVICE RESOURCES</p> <ul style="list-style-type: none"> Implementation Resource Center Project Management Tool Project Initiation <p>UNIVERSAL NETWORK SOLUTION DEVELOPMENT</p> <ul style="list-style-type: none"> Universal Network 101 Network Scope Confirmation System Capabilities Review Business Rules Review <p>RETAILER NETWORK EXPERTISE</p> <ul style="list-style-type: none"> Trading Partner Requirement Expertise Coordinate Multi-Party Go-Live and Production Center Communications Setup 	<p>SELF SERVICE RESOURCES</p> <ul style="list-style-type: none"> 24x7x365 Access to Support Center Resources 24x7x365 Access to Training Center Resources Automated Customer Communications In-Product Tips and Tricks <p>SUPPORT RESOURCES</p> <ul style="list-style-type: none"> Assigned Fulfillment Setup Resource Access team through phone, email, chat, and in-product channels 24x7x365 Phone Support 24x7x365 SPS Platform Monitoring Complimentary Training Webinars Product Optimization Expertise <p>RETAILER NETWORK SUPPORT</p> <ul style="list-style-type: none"> Trading Partner Change Management 99.9% Data Center Availability Access to More Than 60,000 Trading Partner Comprehensive Data and System Monitoring Tools 24x7 Data Monitoring Staff-based Intervention and Problem Resolution U.S.-based Customer Support in English, Spanish, and French
<h2>STANDARD PLUS</h2> <p>Additional Monthly Fee Applies</p> <p>Includes all of the services included in the Standard Plan plus the following implementation and support activities provided by SPS</p>	<p>PROFESSIONAL SERVICES</p> <ul style="list-style-type: none"> Assigned Project Manager Weekly Status Reports Project Plan with Milestone Dates 	<p>SUPPORT SERVICES</p> <ul style="list-style-type: none"> Issue Routing to Specialized Teams Expedited Support Case Management Access to Customized Training
<h2>PREMIER</h2> <p>Additional Monthly Fee Applies</p> <p>Includes all of the services included in the Standard Plus Plan, plus the following implementation and support activities provided by SPS</p>	<p>PROFESSIONAL SERVICES</p> <ul style="list-style-type: none"> Assigned Project Manager Dedicated Consulting Resources On-Site Resource Availability Dedicated Design Resources 	<p>SUPPORT SERVICES</p> <ul style="list-style-type: none"> Customer Specific Data Monitoring Prioritized Support Case Management Customized Training Assigned Customer Success Executive Quarterly Business Reviews