



SPS COMMERCE

CUSTOMER ENGAGEMENT PLANS

Plan Definitions

STANDARD Customer Engagement Plan

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.

Solution Statement — A formal solution recommendation based on the information provided during the system zone, network zone and business rules review. This document must be approved by the project executive sponsor before moving forward with any development of testing phases of the project.

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, S/FTP 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.

Support Self-Service Resources

24x7 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.

Support Customer Success Resources

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/functions, best practices and tips and tricks, as well as emails providing coaching and guidance to ensure success leveraging SPS products.

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.

Support Resources

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.

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.

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.

WebForms Fulfillment Reporting

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

Integrated Fulfillment Reporting

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.

STANDARDPLUS Customer Engagement Plan

Professional Services

SPS Commerce Project Team — A project team will be assigned to you. This team includes a Project Manager responsible for day-to-day project coordination and schedule; a Business Analyst (as needed) responsible for solution scope design and RSX consultation; a consultant responsible for data migration, integration and trading partner testing and deployment; and a Delivery Executive responsible for overall customer satisfaction and executive alignment.

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.

Support Customer Success Resources

Customer Success Manager – You will be provided with a Customer Success Manager committed to your success using the product and ensuring it is delivering value.

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.

Annual Joint Business Planning Session – The customer success manager will work closely with you to understand the value you are looking to achieve. With this understanding, they will collaborate with you to establish a joint business plan, outlining key objectives and success criteria to be reviewed annually.

Support Resources

24x7 Phone and Chat Support – Access to a team of product experts are available to help resolve issues and answer questions 24x7x365. You can engage with our support team in the following ways: online chat and phone as well as directly through our support center.

Email Average Response Times of 24 Hours – Initial response times to all emails within a monthly average of 24 hours by the SPS Commerce support team can be expected. If an urgent issue requiring immediate resolution occurs, we recommend calling +1 888-739-3232.

PREMIER Customer Engagement Plan

Professional Services

Dedicated Project Team – A dedicated project team will be assigned to your project. This team will include a Project Manager responsible for day-to-day project coordination and schedule; a Business Analyst responsible for solution scope design and RSX consultation; consultant responsible for data migration, integration and trading partner testing and deployment; and Delivery Executive responsible for overall customer satisfaction and executive alignment. SPS project teams work 8 hours/day, 5 days/week. Project plans will be adjusted to account for personal time off and holidays out of the office.

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 customer's 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 first round of document design into a 2-3 workshop with your business resources and any other relevant parties. In advance, 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 through a virtual meeting service.

Support Customer 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 develop a success review plan, outlining key objectives and success criteria to be reviewed at a cadence you define.

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.

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 business needs, resources and objectives of all on-site sessions.

Customized Training Materials/Sessions – A training team is 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.

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 first 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.