

SUPPLIER FULFILLMENT CUSTOMER ENGAGEMENT PLANS

	IMPLEMENTATION	SUPPORT
STANDARD Included with the Fulfillment Service Includes the following implementation and support activities provided by SPS Commerce	SELF SERVICE RESOURCES Implementation Resource Center Project Management Tool Project Initiation UNIVERSAL NETWORK SOLUTION DEVELOPMENT Universal Network 101 Network Scope Confirmation System Capabilities Review Business Rules Review RETAILER NETWORK EXPERTISE Trading Partner Requirement Expertise Coordinate Multi-Party Go-Live and Production Center Communications Setup	SELF SERVICE RESOURCES 24x7 Access to Support Center Resources Automated Customer Communications SUPPORT RESOURCES Assigned WebForms Setup Resource Phone, Email and Chat During Core Business Hours Fulfillment Reporting RETAILER NETWORK SUPPORT Trading Partner Change Management 99.9% Data Center Availability Access to More Than 60,000 Trading Partners Comprehensive Data and System Monitoring Tools 24x7 Data Monitoring Staff-based Intervention and Problem Resolution U.S.-based Customer Support in English, Spanish, French, Mandarin and Cantonese
STANDARD PLUS Additional Monthly Fee Applies Includes all of the services included in the Standard Plan plus the following implementation and support activities provided by SPS	PROFESSIONAL SERVICES Assigned SPS Project Team Weekly Status Reports Project Plan with Milestone Dates Project Initiation	SUPPORT SERVICES Assigned Success Resource Live Instructor Led Trainings Annual Success Review 24x7 Phone and Chat Support Production Support Overview
PREMIER Additional Monthly Fee Applies Includes all of the services included in the Standard Plus Plan, plus the following implementation and support activities provided by SPS	PROFESSIONAL SERVICES Dedicated Project Team Rapid Response On-Site Resource Availability Accelerated Design	SUPPORT SERVICES Quarterly Joint Business Planning Sessions Priority Escalations Customized Training Materials/Sessions On-Site Resource Availability