



SPS COMMERCE

Supplier Sales Analytics –Data Extracts

Data Extracts: Solution Description

SPS Data Extracts provides your organization with a direct feed of normalized and cleansed retailer data to be used in demand planning and enterprise initiatives. This service supports your enterprise application needs by providing a direct feed of point-of-sale data including sell-thru and inventory positions where available for all your subscribed to Retailer partners.

Functionality

Data Extracts functionality includes Analytics Warehouse and Supplier Data Sourcing and Storage*.

**Not available for all Retailers. Please contact your account executive for details.*

Retailer Data Sourcing and Storage* SPS will manage the end-to-end process to collect and prepare the Customer's POS (Point of Sale) information for consumption by Data Extracts. The capabilities include:

Data Sourcing – SPS will collect the Customer's POS data from the retailers listed in the SPS Services Order Form. Data acquisition may include EDI and flat files and can be transmitted via a variety of means including VAN, FTP, SFTP and AS2. In some cases sourcing the data will require the Customer's involvement that will be determined by the retail setup process.

Quality Assurance – SPS will provide a number of industry best practice tests to validate the retailer supplied data.

Resolution and Re-Transmittal – If SPS identifies an issue with the data being received directly from a retailer it will request resolution from the retailer and notify the Customer of the status. In cases where the data is being provided to SPS by the Customer, the Customer will work with the retailer directly to resolve the issues and retransmit the data. Once resolved, SPS will re-test and retransmit the data to Data Extracts.

Monitoring – SPS will monitor for the receipt of new data and the normalization and quality assurance processes 24 hours a day and 7 days a week.

Data Storage – SPS will store all of the historical retailer supplied data for the Customer so long as the Customer continues to subscribe to the retailer.

SPS will make retailer data available as soon as it has successfully passed quality control and has been prepared for delivery. Timely delivery of retailer data to the Customer is contingent upon each respective retailer providing SPS with complete and accurate data. SPS will not be held liable for late or missing retailer data due to issues beyond the control of SPS.

In the event that retailer data is not received by SPS or retailer data fails an SPS quality control check, SPS will use good faith efforts to resolve the issue with the retailer or the Customer expeditiously.

Some retailers do not provide inventory values in their regular data transmissions. For these retailers, the Customer may elect to have SPS calculate an estimated inventory value, which may incur additional fees. These estimated calculations are not intended to represent or replace the Retailers actual inventory values.

Incomplete, inaccurate, and/or delayed delivery of retailer data does not constitute a material breach of this Agreement unless due solely to the failure of SPS to perform its obligations contained herein, and the incomplete, inaccurate, and/or delayed reports substantially impair the value of the Services.

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Service Levels for Analytics

SPS will use good faith efforts (but does not guarantee) to make Analytics available twenty-four (24) hours a day, seven (7) days a week. SPS shall not be held responsible for the unavailability of Analytics caused by: (a) planned downtime or (b) circumstances beyond the reasonable control of SPS, including (but not limited to) extraordinary elements of nature or acts of God; acts of government; flood; fire; earthquakes; civil unrest; acts of terror; strikes or other labor problems (other than those involving SPS employees); Internet service provider failures or delays; and electrical failures (collectively, "Force Majeure Events"). Such Force Majeure Events shall excuse SPS from performance of its affected obligation(s) for as long as such circumstances exist.

