



SPS COMMERCE

# **Full Service EDI Team**

Solution and Service Definitions

# Full Service EDI Team

The following implementation and support activities will be provided by SPS Commerce as part of your Fulfillment subscription.

## Resources

**Go-live Resources** — All Fulfillment customers will be assigned the resource(s) needed to drive a successful implementation. These resources will own the implementation, testing and training related to each trading partner set-up.

- **Setup & Business Rules:** Designing and configuring the customers' solution to meet their business requirements and the requirements of their retail trading partners.
- **Testing & Launch:** Managing testing of end-to-end data exchange with trading partners to ensure successful execution of retailer requirements.
- **Initial Order Process Monitoring:** Ensure live data flow with retail trading partner is successful to ensure system is working as anticipated and transitioning customer into production.

**Project Visibility** — A project outline will be provided for your Fulfillment solution and regular updates will be provided on progress.

**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.

**24x7 Phone and Chat Support** — Access to a team of experts are available to help resolve issues and answer questions 24x7x365. You can engage with our support team in the following ways: in-product chat, email, and phone.

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

## 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.

## Fulfillment Monitoring & Reporting

**Transaction Visibility Tools** - Provides real-time, end-to-end SPS transaction visibility with your trading partner network. This includes visibility to all documents flowing through the SPS Commerce platform, document errors and functional acknowledgement reporting.

**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.

## Updates

**Customer Communications** — Focused 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.

## Add-On Options- Professional Services

Additional fees apply.

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

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

**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 into a 2-3 day 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.

# PREMIER Customer Engagement Plan

## Additional Monthly Fee Applies

Includes all of the services included above, plus the following implementation and support activities provided by SPS:

## 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; 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.

**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.

**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.

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

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

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**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.