



SPS COMMERCE

SUBSCRIPTION SERVICE AVAILABILITY



UI & COMMUNICATION SERVICES AVAILABILITY

SPS manages service availability to 99.9%, on a monthly average basis. UI & Communication services include the following services leveraged to exchange data: AS2, SFTP, Transaction APIs, and Commerce Platform UIs. Availability of these services is measured exclusive of scheduled maintenance and causes beyond the control of SPS (i.e. Telco outages, VAN outages, force majeure, etc.) Each mission critical system in the production environment has a backup in case of failure.



FULFILLMENT DOCUMENT PROCESSING TIMES

SPS has committed to a monthly average Fulfillment document processing time of 20 minutes. The document processing time is measured from the point that an input file is acquired to the time that it is packaged for its final destination. An acquired document is one that has been received on the communications server and can be parsed by SPS applications to determine document type, sender and receiver. If the acquired document is valid, meaning it conforms to the structure and business rules defined in the transformation engine, it will continue through the designated processing route. If the processing is successful, the document will be packaged per the trading partner requirements – i.e. enveloped EDI, XML, etc. If the acquired document is invalid, a customer may submit a request for support outlined in the SPS Service Level Targets and Escalation Process.



ADDITIONAL CONSIDERATIONS

There are many factors that may delay document processing. These factors include, but are not limited to, abnormally large batches of data, invalid or unexpected data types, missing or invalid trading partner information. These factors would render a document or batch of documents as invalid, possibly delaying processing, and would not be covered by the committed monthly average processing time outlined above.



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SERVICE LEVEL TARGETS AND FULFILLMENT SUPPORT ESCALATION PROCESS



SPS provides 24x7x365 support for production issues based on a priority scale as defined below. SPS support teams can be engaged via phone, in-solution messenger (chat), and email. Phone support is the primary channel for all urgent and time-sensitive issues. The table below represents SPS response and resolution time targets.

| PRIORITY | DESCRIPTION | INITIAL RESPONSE TARGET | INITIAL RESOLUTION TARGET |
|----------|---|-------------------------|---------------------------|
| CRITICAL | A combination of extreme impact on the customer (e.g., inability to use all products/services) and urgent financial or operational consequences. | 30 minutes* | 2 hours |
| HIGH | A combination of major impact on the customer (e.g., inability to use one or more products/services) and significant financial or operational consequences. | 1 hour* | 24 hours |
| MEDIUM | A combination of moderate impact on the customer (e.g., a degradation in product/service usability) and moderate financial or operational consequences. | 4.5 business hours** | 2 business days |
| STANDARD | A combination of minimal impact on the customer and limited financial or operational consequences (e.g., a straightforward workaround exists). | 1 business day | 3 business days |

ADDITIONAL CONSIDERATIONS

* This applies to cases submitted via e-mail. Initial phone response is typically within 1 minute while initial chat response is typically within 10 minutes. Critical and High priority issues should be called into SPS Customer Support at 1-888-739-3232.

** One Business Day is equivalent to 9 hours (8 AM - 5 PM Central Time, Monday through Friday).

HOW TO ESCALATE

Call our dedicated support line at 1-888-739-3232 and reference your case number. This is the fastest and most efficient way to escalate your case. Your case number can be found in the confirmation email you received when you opened the case.