

E-invoicing add-on to Fulfillment System Automation

The following implementation and support activities will be provided by SPS Commerce as part of your E-Invoicing subscription when purchased as an add-on to your Fulfillment System Automation subscription.

E-Invoicing Network Subscription

Your E-Invoicing Network Subscription includes:

- **Setup & Business Rules:** Designing and configuring your solution to meet your business requirements, including:
 - *Integration with ERP / financial system:* SPS Commerce integrates with your identified system via AS2, SFTP, HTTPS, etc.
 - *Data and schema validations:* SPS Commerce provides data and schema validations on the standard e-invoicing format for all supported countries.
 - *Business rule validation:* To ensure e-invoices meet your commercial and legal invoice requirements, SPS Commerce provides business rule validation on e-invoices when applicable, based on information you provide.
 - *Additional features (optional):* Upon request, SPS Commerce can provide the customer with single-sign-on (SSO), additional platform languages (for supported languages) and/or a single test environment at no additional cost.
- **Peppol Access Point:** SPS Commerce provides the necessary configuration for comprehensive Peppol Access Point services, complete with Peppol Network access and support for Peppol BIS and Peppol International (PINT) formats for both sending and receiving e-invoices in all supported countries.
- **Additional Country Support:** SPS Commerce offers a baseline connection to all relevant (government) platforms for non-Peppol countries and mandates that we support—for both e-invoicing and e-reporting—ensuring a high level of flexibility and reduced implementation time when new countries and/or requirements are added (*additional fees may apply for the activation and continued support of additional countries. See below*).
- **Invoice-Related Messages:** In the case that the country the customer operates in legally requires the exchange of other invoice-related messages (e.g., response messages), SPS Commerce provides the customer with the ability to exchange these legally required messages (*additional fees apply for the exchange of voluntary message types, or those not required by law*).

Specialized features

Additional fees apply for the specialized features listed below.

Additional Country Support – Send & Receive

- **Additional Country Support for Sending E-Invoices:** This specialized feature is applicable when you need to send e-invoices in a supported country where business-to-business (B2B) or business-to-government (B2G) e-invoicing is mandatory and sending e-invoices via a standard Peppol exchange does not fulfill the legal requirements. SPS Commerce provides e-invoicing support in the countries specified in the agreement made between the customer and SPS Commerce, including setup and ongoing support and maintenance, ensuring the customer remains compliant with changing technical requirements.
- **Additional Country Support for Receiving E-Invoices:** This specialized feature is applicable when you need to receive e-invoices in a supported country where business-to-business (B2B) or business-to-government (B2G) e-invoicing is mandatory and receiving e-invoices via a standard Peppol exchange does not fulfill the legal requirements. SPS Commerce provides e-invoicing support in the countries specified in the agreement made between the customer and SPS Commerce, including setup and ongoing support and maintenance, ensuring the customer remains compliant with changing technical requirements.

Requirements are subject to change based on the customer's needs determined during implementation or with written notice from the customer, and additional fees may apply. While we strive to support our customers across all countries where they conduct business, SPS Commerce cannot guarantee support for additional countries beyond those explicitly agreed upon. Requests for expanded country coverage must be communicated well in advance and confirmed in writing by both parties. As a service provider, SPS Commerce does not function in an advisory capacity and is not responsible for ensuring the customer's compliance in all regions where they operate. It remains the customer's sole responsibility to inform SPS Commerce when they are or will be affected by e-invoicing or related regulatory obligations in any jurisdiction.

Fulfillment Connections

Fulfillment Connection support – Similar to EDI relationships, SPS Commerce recognizes that certain e-invoicing-only relationships require custom connections with your customers. These connections are typically required when your customers' commercial invoice specifications exceed standard legal requirements in the applicable jurisdiction, necessitating a 1:1 connection with that customer and/or the implementation of trading-partner-specific business rules and validations.

We try our best to identify these non-standard trading partners during our initial assessment phase; however, these particular requirements may not become apparent until project intake or subsequent phases. Consequently, the identification of trading partners requiring Fulfillment Connections is subject to modification based on requirements determined by SPS Commerce during implementation or upon receipt of written notice from you, the customer. You will always be notified when such fees apply, and work will not continue until we have received your approval.

If additional information is required for any given trading partner, you will be contacted for this information prior to the connection setup.

Please note that Fulfillment Connection fees apply exclusively when you function as the sender. If you already have a Fulfillment Connection with an existing trading partner who now requires e-invoicing, e-invoicing support is included and you do not have to pay any additional fees. Fulfillment Connection fees are only applicable for new e-invoicing trading partners.

E-Archiving

SPS Commerce's E-Archiving service provides secure storage and management of electronic invoices and related documents in accordance with applicable regulatory requirements in the countries specified in the agreement made between the customer and SPS Commerce. E-Archiving Setup is charged per country.

E-Archiving service specifications are subject to modification based on the customer's requirements identified during implementation or upon receipt of written notice from the customer, and additional fees may apply.

While SPS Commerce maintains robust archiving capabilities across numerous jurisdictions, specific archiving requirements vary significantly by country and by business. Because of this, E-Archiving support is limited to those countries explicitly stated in this agreement. Expansion to additional countries requires advance written approval from SPS Commerce. By using our E-Archiving service, the customer acknowledges that they remain responsible for understanding and communicating their specific archiving requirements across all relevant jurisdictions. SPS Commerce is not responsible for ensuring compliance with local archiving regulations beyond what would reasonably be expected.

24/7 support

24/7 support – Access to a team of experts available to help resolve issues and answer e-invoicing-related questions 24/7/365.

Special note for Fulfillment System Automation customers: Due to the highly specialized expertise required for e-invoicing support, 24/7 support for e-invoicing is not included in your existing Fulfillment contract. If you require 24/7 support for e-invoicing, additional fees apply.

Professional Services

Professional Services – In case your needs go beyond the services outlined above (i.e., custom or non-standard requirements), Professional Services fees may apply to ensure we can help tackle those needs. Special requirements must be communicated by the customer well in advance and confirmed in writing by both parties.

E-Invoicing – Standalone

The following implementation and support activities will be provided by SPS Commerce as part of your standalone e-invoicing subscription.

E-Invoicing Network Subscription

Your E-Invoicing Network Subscription includes:

- **Setup & Business Rules:** Designing and configuring your solution to meet your business requirements, including:
 - *Integration with ERP / financial system:* SPS Commerce integrates with your identified system via AS2, SFTP, HTTPS, etc.
 - *Data and schema validations:* SPS Commerce provides data and schema validations on the standard e-invoicing format for all supported countries.
 - *Business rule validation:* To ensure e-invoices meet your commercial and legal invoice requirements, SPS Commerce provides business rule validation on e-invoices when applicable, based on information you provide.
 - *Additional features (optional):* Upon request, SPS Commerce can provide the customer with single-sign-on (SSO), additional platform languages (for supported languages) and/or a single test environment at no additional cost.
- **Peppol Access Point:** SPS Commerce provides the necessary configuration for comprehensive Peppol Access Point services, complete with Peppol Network access and support for Peppol BIS and Peppol International (PINT) formats for both sending and receiving e-invoices in all supported countries.
- **Additional Country Support:** SPS Commerce offers a baseline connection to all relevant (government) platforms for non-Peppol countries and mandates that we support—for both e-invoicing and e-reporting—ensuring a high level of flexibility and reduced implementation time when new countries and/or requirements are added (*additional fees may apply for the activation and continued support of additional countries, see below*).
- **Invoice-Related Messages:** In the case that the country the customer operates in legally requires the exchange of other invoice-related messages (e.g., response messages), SPS Commerce provides the customer with the ability to exchange these

legally required messages (*additional fees apply for the exchange of voluntary message types, or those not required by law*).

All E-Invoicing subscriptions also include a **Document Plan** to support transaction volume.

Specialized features

Additional fees apply for the specialized features listed below.

Additional Country Support – Send & Receive

- **Additional Country Support for Sending E-Invoices:** This specialized feature is applicable when you need to send e-invoices in a supported country where business-to-business (B2B) or business-to-government (B2G) e-invoicing is mandatory and sending e-invoices via a standard Peppol exchange does not fulfill the legal requirements. SPS Commerce provides e-invoicing support in the countries specified in the agreement made between the customer and SPS Commerce, including setup and ongoing support and maintenance, ensuring the customer remains compliant with changing technical requirements.
- **Additional Country Support for Receiving E-Invoices:** This specialized feature is applicable when you need to receive e-invoices in a supported country where business-to-business (B2B) or business-to-government (B2G) e-invoicing is mandatory and receiving e-invoices via a standard Peppol exchange does not fulfill the legal requirements. SPS Commerce provides e-invoicing support in the countries specified in the agreement made between the customer and SPS Commerce, including setup and ongoing support and maintenance, ensuring the customer remains compliant with changing technical requirements.

Requirements are subject to change based on the customer's needs determined during implementation or with written notice from the customer, and additional fees may apply. While we strive to support our customers across all countries where they conduct business, SPS Commerce cannot guarantee support for additional countries beyond those explicitly agreed upon. Requests for expanded country coverage must be communicated well in advance and confirmed in writing by both parties. As a service provider, SPS Commerce does not function in an advisory capacity and is not responsible for ensuring the customer's compliance in all regions where they operate. It remains the customer's sole responsibility to inform SPS Commerce when they are or will be affected by e-invoicing or related regulatory obligations in any jurisdiction.

E-Invoicing Custom Connections

E-Invoicing Custom Connection Support – SPS Commerce recognizes that certain business relationships require custom connections with your e-invoicing customers. These connections are typically required when your customers' commercial invoice specifications exceed standard legal requirements in the applicable jurisdiction, necessitating a 1:1 connection with that customer and/or the implementation of trading-partner-specific business rules and validations.

We try our best to identify these non-standard trading partners during our initial assessment phase; however, these particular requirements may not become apparent until project intake or subsequent phases. Consequently, the identification of trading partners requiring Custom Connections is subject to modification based on requirements determined by SPS Commerce during implementation or upon receipt of written notice from you, the customer. You will always be notified when such fees apply, and work will not continue until we have received your approval.

If additional information is required for any given trading partner, you will be contacted for this information prior to the connection setup.

Please note that Custom Connection fees apply exclusively when you function as the sender.

Buyer-Funded Supplier Portal

Buyer-Funded Supplier Portal Support – If you are a retailer or other buying organization and would like to provide a designated portal environment for your suppliers to manually create and send compliant e-invoices to you, SPS Commerce can assist you with this in the supported countries. Fees include setup, ongoing maintenance and guidance on best practices for adoption. Please note that SPS is not responsible for onboarding communication with your suppliers.

E-Archiving

SPS Commerce's E-Archiving service provides secure storage and management of electronic invoices and related documents in accordance with applicable regulatory requirements in the countries specified in the agreement made between the customer and SPS Commerce. E-Archiving Setup is charged per country.

E-Archiving service specifications are subject to modification based on the customer's requirements identified during implementation or upon receipt of written notice from the customer, and additional fees may apply.

While SPS Commerce maintains robust archiving capabilities across numerous jurisdictions, specific archiving requirements vary significantly by country and by business. Because of this, E-Archiving support is limited to those countries explicitly stated in this agreement. Expansion to additional countries requires advance written approval from SPS Commerce. By using our E-Archiving service, the Customer acknowledges that they remain responsible for understanding and communicating their specific archiving requirements across all relevant jurisdictions. SPS

Commerce is not responsible for ensuring compliance with local archiving regulations beyond what would reasonably be expected.

24/7 support

24/7 support – Access to a team of experts available to help resolve issues and answer e-invoicing-related questions 24/7/365.

Special note for Fulfillment System Automation customers: Due to the highly specialized expertise required for e-invoicing support, 24/7 support for e-invoicing is not included in your existing Fulfillment contract. If you require 24/7 support for e-invoicing, additional fees apply.

Professional Services

Professional Services – In case your needs go beyond the services outlined above (i.e., custom or non-standard requirements), Professional Services fees may apply to ensure we can help tackle those needs. Special requirements must be communicated by the customer well in advance and confirmed in writing by both parties.