

Standard Aimtec Company Conditions

Terms and Conditions for the Operation and Provision of the Supplier Portal Service on the aimtec.cloud Platform

1 Introductory provisions / Contract structure

- 1.1 These Sub-conditions for the Operation and Provision of the Supplier Portal service form a supplement to and particularize the Terms and Conditions for the Operation and Provision of the aimtec.cloud Service in connection with specific utilised solutions running on the aimtec.cloud platform as follows:

2 Definition of functionality

- 2.1 The Supplier Portal Service provides the following standard functionalities:
- 2.1.1 Receipt of order and/or call-off messages from the Customer's information system and displaying of these messages to the Partner using a web portal
 - 2.1.2 Displaying of incoming call-offs
 - 2.1.3 Comparison of a given call-off with its previous version
 - 2.1.4 Delivery packaging design for homogeneous pallets
 - 2.1.5 Printing of packaging labels in variants stated in the price list
 - 2.1.6 The creation of ASNs for sent packages (in certain variants listed in our price list) and their transmission to the Customer's information system
 - 2.1.7 Delivery-note printing
 - 2.1.8 The service is guaranteed when it is operated with a partner count of 200 Partners or less.
 - 2.1.9 The performance of the Service is optimised for the production of a maximum of 100 documents at once.
 - 2.1.10 The Service does not include reporting tools.
 - 2.1.11 The Service archives data for a maximum of 12 months.
- 2.2 The standard functionality can be expanded to include items listed in the Service's Price List and can be further specified in the proposal document.
- 2.3 The portal's standard mode supports the processing of call-offs.
- 2.3.1 A change to the portal's mode so that it can simultaneously process both call-offs and orders equals an extension to the standard mode so as to include a second communication design.
- 2.4 Support for the Partner is the provision of access to a contact point (by email or telephone) through which the Partner may request a consultation for a Resolution (a request of the Service Request type). This request is not recorded in the Service Desk (SED) application.
- 2.5 The basic fee for the service with Low support covers the provision of a web portal for communication with Partners.
- 2.5.1 Provision of the Service at a guaranteed availability level of 99.5%, with the service running nonstop in 24/7 mode
 - 2.5.2 Nonstop active monitoring of the service
 - 2.5.3 A guaranteed response time of 5 business days in the Supplier's standard business hours for the resolution of the following situations reported by the Customer: Incident, Service Request and Change Request.

3 Definitions of terms

- 3.1 A Partner is understood to mean one location for a partner in business (supplier or customer) of the Customer.

4 Definition of service availability

- 4.1 The service is considered to be available as long as the following conditions are met:
- 4.1.1 Each message is displayed within 60 minutes from its delivery by the EDI system.
 - 4.1.2 Each ASN is sent to the EDI system within 60 minutes after the given delivery is shipped.

- 4.1.3 It is possible to log in to the aimtec.cloud portal.
- 4.1.4 Any interruptions of functions last no longer than 5 minutes.
- 4.1.5 Any interruptions of PDF printing last no longer than 5 minutes.