

Standard Aimtec Company Conditions

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

1 Introductory provisions / Contract structure

- 1.1 These Sub-conditions for the Operation and Provision of the Customer 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 Customer Portal Service provides the following standard functionalities:
- 2.1.1 Displaying of incoming call-offs
 - 2.1.2 Comparison of a given call-off with its previous version
 - 2.1.3 Delivery packaging design for homogeneous pallets
 - 2.1.4 Printing of packaging labels in the variants listed in the price list
 - 2.1.5 Creation of ASNs for sent packages in the variants listed in the price list
 - 2.1.6 Delivery-note printing
 - 2.1.7 The performance of the service is optimised for the operation of a maximum of 50 Partners at once.
 - 2.1.8 The performance of the service is optimised for the production of a maximum of 100 documents at once.
 - 2.1.9 The Service does not include reporting tools.
 - 2.1.10 The Service archives data for a maximum of 12 months.
- 2.2 The standard functionality can be expanded to include certain items listed in the Service's Price List and can be further specified in the proposal document.
- 2.3 Access over the web interface amounts to the provision of a web portal for access to the functions of the Customer Portal Service. This form of the Service excludes integration into other information services outside of aimtec.cloud.
- 2.4 The Integrated Solution is the provision of a web portal for access to features of the Customer Portal Service with the option of automatic integration into a customer information system outside of aimtec.cloud.

3 Definitions of terms

- 3.1 The basic fee for the service with Low support covers the provision of a web portal for communication with Partners.
- 3.1.1 Provision of the Service at a guaranteed availability level of 99.5%, with the service running nonstop in 24/7 mode.
 - 3.1.2 Nonstop active monitoring of the Service
 - 3.1.3 A guaranteed response time of 5 business days during the Supplier's standard business hours for the resolution of the following situations: Incident, Service Request and Change Request.
- 3.2 A Partner is understood to mean one location for a partner in business (supplier or customer) of the Customer.
- 3.3 A Location is understood to mean each physical location of a Customer that has its own address assigned, i.e. a city, street, and street address in accord with the Territorial Identification Address Register.
- 3.4 A Transaction User is understood to mean any user who has access to the service.

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 from the sending of the given delivery.
 - 4.1.3 It is possible to log in to the aimtec.cloud portal.
 - 4.1.4 Any interruptions of functions are no more than 5 minutes in length.

4.1.5 Any interruptions to PDF printing are no more than 5 minutes in length.