Service Specification of SupplyOn Services for Buying Companies (BLB 5.1)

Your Supply Chain

Empowered. Connected. Visible. End-to-end.

Contents

1 Introduction

This Service Specification defines the scope of services of SupplyOn Services for Buying Companies (hereinafter referred to as "Contractual Partner"). In addition to this Service Specification, the Master Contract, the "SupplyOn AG General Terms and Conditions for SupplyOn Services"
(each in their currently valid version), hereinafter referred to as "GTC" and the documents referred to in them also regulate the provision of SupplyOn Services and the contractual relations between SupplyOn and the Contractual Partner. The definitions included in the GTC shall accordingly apply to this Service Specification.
SupplyOn Services facilitate the processing of electronic business transactions with suppliers and business partners – in particular in the areas of sourcing and engineering, supply chain management, transport management and quality management – by means of a browser interface or through the integration in internal systems of the Contractual Partner. SupplyOn Services include processing, temporary storage and transfer of data. The respectively agreed SupplyOn Services also include the provision of the corresponding customer support.

2 SupplyOn Services: Functions and processes

The following SupplyOn Services, which must each be ordered separately, are covered by this Services Specification:

- SupplyOn **Portal** supports the company and user administration, supplier registration and the Single-Sign-On integration of portals or applications of the Contractual Partner, online discussions with your business partners as well as a management overview on transactions and master data of a selected business relationship.
- SupplyOn **Supplier Management** allows the representation of supplier management business processes, including supplier master data, together with customer-specific systems
- SupplyOn **Sourcing** is a solution for the online handling of requests for quotation and offers.
- SupplyOn **Contract Management** allows the creation, management and storage of signed contracts.
- SupplyOn **Procurement** supports the processing of catalog requests and free text requisitions in the operative purchasing process.
- SupplyOn **Auction** supports buying auctions.
- SupplyOn **Document Management** supports the provision and exchange of documents (drawings, standards, part submission warrant documents etc.).
- SupplyOn **Collaboration Folders** is a joint virtual project room for storing and managing data centrally.
- SupplyOn **Performance Monitor** shows the supplier assessment data.
- SupplyOn **Problem Solver** supports the processing of complaints.
- SupplyOn **Project Management** supports project planning and project implementation.
- SupplyOn **Technical Review** allows technical feasibility to be clarified prior to the placement of orders.
- SupplyOn **Action Management** supports the creation and monitoring of action plans.
- SupplyOn **Supply Chain Collaboration (SCC)** supports demand and logistics processes.
- SupplyOn **Finance** supports financial and invoicing processes.
- SupplyOn **Vendor Managed Inventory (VMI)** supports the visualization of consumption-based inventory planning processes to support inventory planning.
- SupplyOn **Transport Management (TM)** allows the creation and handling of transport orders with transport service providers.
- SupplyOn **Empties Management** permits the management of transport containers.
- SupplyOn **Visibility & Analytics** allows the visualization and analysis of process data.
- SupplyOn **Manufacturing Visibility** integrates data from production and evaluates these as regards the inventory situation, capacities and supply problems.
- SupplyOn **AirSupply** reproduces logistics, quality and finance processes.

The SupplyOn Services include the processing, temporary storage and exchange of data. They allow the electronic processing of business processes of multiple companies by means of browser interfaces or integration in internal systems of SupplyOn customers.
This section describes the most important functions and processes of the individual SupplyOn Services. In practice, the processes may differ slightly from the described processes.

The subject of the contract are the technical properties and functional scope of SupplyOn Services effective upon conclusion of the respective price agreement, in accordance with the specifications valid at the time of conclusion. SupplyOn reserves the right, during the course of further development of the software or for technical reasons (e.g. change of technology), to modify the scope and characteristics of the functions within the framework of the offered service. When further developing the services, SupplyOn shall take into account the interests of the customer wherever possible and will coordinate the changes with those customers affected by the change in a process defined by SupplyOn (Version Management). The final decision regarding the type and scope of the change is incumbent on SupplyOn. Users will be informed of the planned changes in due time.
Section 9 of the GTC shall apply accordingly.

Costs for migration activities at the Contractual Partner and at SupplyOn resulting from major enhancements or new developments of the SupplyOn Services are to be borne by the Contractual Partner.
In the course of new developments, SupplyOn shall announce the deactivation of the legacy solution well in advance and then deactivate it at the announced time.
§9 of the GTC also applies here accordingly.

2.1 Portal

SupplyOn Portal supports the following processes:

- Company and user administration
- Business partner registration
- Access control
- Single-Sign-On integration of internal systems of the Contractual Partner
- Management Cockpit
- Discussions and Notifications

2.1.1 Company and user administration

The company administration process makes it possible to centrally manage the master data of all organizational units of the Contractual Partner on the SupplyOn platform. The user administration process allows user master data to be managed as well as roles and authorizations to be assigned.

2.1.2 Business partner registration

Business partner registration allows the Contractual Partner to select business partners for registration. These business partners are subsequently invited to use the corresponding SupplyOn Services with the Contractual Partner.

2.1.3 Access control

All users are authenticated and authorized via Access Control in the SupplyOn Portal. Single-Sign-On functions allow direct access to the individual SupplyOn Services.

2.1.4 Single-Sign-On integration of internal systems from the Contractual Partner

The Single-Sign-On integration makes it possible to integrate employee portals and third-party applications from the Contractual Partner into the SupplyOn portal. Integration of employee portals means

that employees of the Contractual Partner can access the SupplyOn Services via the employee portal without having to log in again. Integration of third-party applications from the Contractual Partner means that users from the Contractual Partner's suppliers can access third-party applications from the Contractual Partner via the SupplyOn portal without having to log in again.

2.1.5 Management Cockpit

SupplyOn Management Cockpit offers an up-to-date overview about transaction and master data for one concrete business relationship between the Contractual Partner and its business partner. The data are generated out of selected SupplyOn Services and can be visualized within the Web-Browser or downloaded as a document.

2.1.6 Discussions and Notifications

SupplyOn Discussions and Notifications provides the possibility to start online discussions with your business partners, that are related to a certain business object (available for selected services / business objects e.g. RfQ in SupplyOn Sourcing). In addition, with SupplyOn Discussions and Notifications, you can also create “stand alone” discussions or send messages to your business partners, that have no dedicated context to a business object.

2.2 Supplier management

2.2.1 Business Directory

Master Data Management supports the Contractual Partner in the consolidated and central acquisition and management of the master data of its business partners. The business partner is responsible for maintaining company master data (e.g. D-U-N-S number, tax identification number, company name, address) and other business partner information (e.g. quality and environmental management certificates, contact persons). On request, in-house systems that are connected via an interface can receive a message regarding changes which are relevant to the Buying Company. Buying Companies can retrieve company master data and business partner information and, where applicable, supplement it with additional information (such as assignment to internal organizational units or classification of the business partner) to which only it, or additionally the individual business partner, has access.

2.2.2 Flexible Survey

Via corresponding inquiries, the business partners can be prompted to update or supplement their master data in the Business Directory and provide any other information.
These inquiries can be initiated on an ad hoc basis or automatically.

2.3 Sourcing

SupplyOn Sourcing supports the handling of the request for quotation and offer process for purchasing.

Buyers of the Contractual Partner generate requests for information or requests for quotation based, for example, on templates. The buyer then selects companies from the list of suppliers and adds additional Supplying Companies by e-mail address if required. Registered or invited users at the Supplying Companies can make online offers for those requests. The buyer can view the offers and do the appropriate evaluations.

The bid can be awarded to one or more suppliers following a comparison of the bids.
The buyer can also send requests to non-registered Supplying Companies by entering the e-mail addresses. SupplyOn reserves the right to limit the number of requests sent via this process, if necessary.

2.4 Auction

SupplyOn Auction supports buying auctions between the Contractual Partner and its Supplying Companies. Data from a previous request in SupplyOn Sourcing can optionally be copied over. The Contractual Partner sets up the buying auction in the system and configures it accordingly. The invited Supplying Companies can make binding offers online during the auction. The users of the Contractual Partner can compare the offers online or evaluate them after the auction ends. Optionally and for a separate commission, SupplyOn offers to conduct the auction.

2.5 Contract Management

SupplyOn Contract Management supports contract creation, management of contracts with the business partner in SupplyOn Document Management, integration with a 3rd party digital signature provider and storage of the signed contract documents. The usage agreement with the 3rd party digital signature provider must be provided by the Contractual Partner.

Contract creation from SupplyOn Sourcing
A contract document is created from SupplyOn Sourcing based on offer data aggregated on item level, which are automatically prefilled in a contract template stored by the Contractual Partner.

Contract without business object reference
Contracts can also be uploaded directly in SupplyOn Document Management.

2.6 Procurement

SupplyOn Procurement supports the processing of catalog requests and free text requisitions in the operative purchasing process.

2.6.1 Multi-supplier catalog

With the help of the multi-supplier catalog, articles with previously negotiated prices from different suppliers can be made available to the Contractual Partner's requisitioners. These catalogs can either be created by the Supplying Companies following approval by the responsible buyer or by the Contractual Partner's own procurement department.

2.6.2 Shopping cart and approval (including free text requisition)

The requesting party can access these catalogs within the Procurement solution, as well as search for and order the required articles. A free text requisition can be created for demands that are not covered by catalogs. The structure of this free text requisition is indicated by forms configured on a customer-specific basis. In both cases (catalog request and free text requisition), further information can be added next to the article in the shopping cart. Such information includes, for example, the relevant account assignment and address data. The shopping cart then goes through an approval workflow. For free text requisitions, this workflow can include the involvement of the responsible procurement department. The resulting orders are transferred to the system of the Contractual Partner.

2.6.3 Procurement Sourcing

With integrated Procurement Sourcing, SupplyOn allows the Contractual Partner to submit invitations to bid on the basis of free text requisitions. The broad standard template library and the facility to issue basic express requests allows the buyer to manage their requests with little effort. In addition to GAEB (construction tenders), service requests and transport requests, there are special processes which make it possible to reproduce complex requests in a non-production material context.

As with SupplyOn Sourcing, requests can be transferred to auctions. The quotations from suppliers can be compared on the basis of prices and other (qualitative and quantitative) criteria. The Contractual Partner can award a contract to suppliers via Procurement Sourcing and transfer the request to a downstream process.
The fact that this is integrated into the free text process allows seamless processing from the demand to the invoice stage.

2.6.4 Central Procurement Hub (planned)

With the Central Procurement Hub, the buyer has a central system where they can consolidate their order requests from the subordinate ERP systems. The order requests can be processed in order to supplement or correct account assignment data or prices for example. Depending on the approval workflow, the order request can be approved. Processed and approved order requests are transferred to orders and are then sent to the relevant ERP and the supplier.

2.7 Document Management

SupplyOn Document Management supports the general exchange of documents between the Contractual Partner and its Supplying Companies through the following processes:

- Document change procedure
- General provision of documents
- Provision of documents as part of the request process
- Dispatch of documents by Supplying Companies

Document change procedure
If the Contractual Partner sends a document to the SupplyOn Document Management, the Contractual Partner can have the Supplying Companies that are affected by the change informed of the change by e-mail.
The Supplying Companies of the Contractual Partner can set up a subscription service for appropriately classified documents of the Contractual Partner. In that case, the Supplying Company receives an e-mail when the Contractual Partner changes the document.

General provision of documents
A Supplying Company can download documents directly from the Document Manager if the document is available online.

Provision of documents as part of the request process
The interface to SupplyOn Sourcing allows registered users at the Contractual Partner to select documents and assign requests to them. Supplying Companies can view and download the documents assigned to the request directly in SupplyOn Sourcing.

Dispatch of documents by Supplying Companies
A Supplying Company can send documents to a Contractual Partner, insofar as the Contractual Partner provides a mask for this process to the Supplying Company. The documents sent by the Supplying Company are then available for the Contractual Partner.

2.8 Collaboration Folders

SupplyOn Collaboration Folders support the management of project documents for multiple companies. The Contractual Partner can set up folder structures and give internal users and users from Supplying Companies access rights to the folder structure. The users can then view, process and upload documents. E-mail notifications support the project team in tracking the changes.
SupplyOn Collaboration Folders must not be used for business processes for which specific SupplyOn Services exist (e.g. for the request and quotation process).

2.9 Performance Monitor

SupplyOn Performance Monitor supports the communication of supplier assessment data from the Contractual Partner to its Supplying Companies.
The assessment data are regularly transmitted to the Performance Monitor from the systems of the Contractual Partner or from the SupplyOn systems. The Contractual Partner can use an individual structure of evaluation categories. The results of the assessment can be broken down or aggregated according to different criteria (such as organization unit, location, material group, or part). The users of the Supplying Companies concerned can have the data relating to their company (current and past data) displayed at different levels of detail. Various forms of presentation and evaluation are possible. The users at the Contractual Partner can also view the data that was supplied by their company.

2.10 Problem Solver

SupplyOn Problem Solver supports the processing of complaints by the Contractual Partner about its Supplying Companies with particular consideration of the 8D method in accordance with the process below:

- The Contractual Partner uses an interface to its internal system to set up a complaint in the SupplyOn Problem Solver, which among other things includes a description of the problem and the Supplying Company concerned. Alternatively, the data can also be entered directly in Problem Solver.
- The Supplying Company can be informed by email that new complaints have been received.
- The Supplying Company records the requested information and sends it back to the Contractual Partner in batches. The data are transmitted through the interface to the internal system of the Contractual Partner.
- The Supplying Company confirms implementation of the defined measures in the Problem Solver.
- After implementation and, if necessary, verification of all measures, the Supplying Company and/or the Contractual Partner himself completes the procedure.

At the same time, deadlines are monitored by the Problem Solver. As a result, e-mails can automatically be generated if deadlines are missed.

2.11 Project Management

SupplyOn Project Management supports the handling of projects with a predefined structure involving multiple companies (such as APQP) between the Contractual Partner and its Supplying Companies.
The Contractual Partner creates projects based on templates and defines target dates for the individual steps. It then invites internal users and users at Supplying Companies. They have corresponding access to the project and can view project planning data and upload project results. RAG (red, amber, green) indicators, email notifications and evaluations support the project team in tracking the project and when working through the tasks involved.
In addition, it is possible to combine and monitor several individual projects in one program. This then means that data and dates from the program can also be sent to the individual projects with the help of the system.
By integrating SupplyOn Sourcing, the buyer can submit a project proposal to SupplyOn Project Management when a component is awarded. The dates, schedules and documents can also be transferred here from the request to the project. Several individual projects can be grouped in one program.

2.12 Technical Review

With the help of the Technical Review service, the Contractual Partner can send questionnaires to suppliers prior to awarding orders. On the basis of the supplier’s answers, the Contractual Partner can check the technical feasibility, e.g. of production material, before a project is started. If requested by the

Contractual Partner, Technical Review can be integrated with SupplyOn Project Management, SupplyOn Sourcing and the Contractual Partner's backend systems so that existing data can be used in downstream processes. Additionally, it is possible to use the service Technical Review for processes were supplier would like to ask the customer for an approval. Therefore, the supplier is able to initiate a new business process, e.g. for a supplier-initiated change request on part level, based on a template pre-defined by the customer.

2.13 Action Management

SupplyOn Action Management supports the definition and monitoring of action plans. Supplier-related topics (e.g. complaints, potential for improvements etc.) are compiled here first. Action plans can then be created from the topics or also ad hoc, in which actions can be monitored.
After implementation of the action plan, the user of the Contractual Partner can rate and complete the action plan in terms of effectiveness.

2.14 Supply Chain Collaboration (SCC):

SupplyOn SCC supports order processing as well as logistical processes between the Contractual Partner, its Supplying Companies and the logistic service providers. SupplyOn transmits the information that is made available by the Contractual Partner via a classical EDI system to the Supplying Company.

WebEDI
With WebEDI, the Supplying Companies gain access to the data by means of a browser interface.

EDI
With EDI, SupplyOn also connects the Supplying Companies of the Contractual Partner by means of a direct integration between the SupplyOn system and the internal EDI system of the Supplying Company. In cases where the Supplying Company wishes to send data back to the Contractual Partner by means of the same interface, SupplyOn will validate these data prior to transmission. Here it will be verified whether the Supplying Company is authorized to send data and whether these data are syntactically correct and complete. A verification on content is not made.

The following sections describe the individual SupplyOn SCC processes.

2.14.1 Delivery Instructions Process

The Delivery Instructions business process allows the Contractual Partner to transmit delivery instructions electronically to its connected Supplying Companies. This usually deals with handling general agreements concluded before, which are retrieved by the Contractual Partner in defined batches, i.e. schedule/quantity combinations.
The demand can refer to the near future - and thus indicate a necessary delivery - as well as to planned deliveries (forecast). In addition, information like material and production releases as well as address and contact data are conveyed.
The confirmation of Delivery Instructions allows the Supplying Company to confirm Delivery Instructions to the Contractual Partner. It is possible both to identify messages in general as to be confirmed and also to set a time limit for confirmation. In the latter case, the Delivery Instruction is considered as confirmed after that deadline passes, even without a specific confirmation. The Supplying Company can confirm different quantities and delivery dates in the confirmation.

2.14.2 Call-off/Kanban

The Call-off /Kanban Basic business process allows the Contractual Partner to transmit call-offs to its connected Supplying Companies. In this context, the Delivery Instructions process is used merely for purposes of materials planning by the Supplying Company and the specific delivery is initiated by the call-off/Kanban request. A call-off/Kanban request can include several delivery windows within a specified time period as well as multiple articles. It also contains address and contact information.

2.14.3 Purchase Order

The Purchase Order business process allows the Contractual Partner to transmit purchase orders electronically to its Supplying Companies. Quantity/price combinations and dates are transmitted in the form of supply data. Address and contact data are also exchanged.
The order confirmation allows the Supplying Company to confirm receipt and the content of a purchase order and to send order confirmations back to the Contractual Partner. Depending on the agreements with the Contractual Partner, the Supplying Company confirms information that has not changed, such as date, quantity and price, or confirms with specification of a change. Order confirmations can be edited manually or imported by means of an import interface (upload).

2.14.4 Order Confirmation Management

The Order Confirmation Management process is an add-on to the Purchase Order process. It allows to collaborate and clarify deviating order confirmations before they are transferred to the backend-system of the Contractual Partner. This functionality blocks the data transfer and starts an automatic negotiation workflow. Reconciled order responses and order responses, that meet the business rules, are automatically transferred to the backend-system of the Contractual Partner.

2.14.5 Forwarder Pickup Advice

The Forwarder Pickup Advice business process allows the Supplying Company to issue instructions electronically to a central logistic service provider of the Contractual Partner to pick up the shipment. The logistic service provider receives the information from SupplyOn via classic EDI, where it is consolidated. To authorize shipment, the Supplying Company uses the SCC Application to record the most important business data of relevance to the shipment, which the logistic service provider will need later to initiate a transport order and schedule a vehicle.

2.14.6 Advance Shipping Notification (ASN)

The ASN process allows the Supplying Company to process the dispatch of pending deliveries to the Contractual Partner, to print documents and at the same time to notify the Contractual Partner about the delivery. This process is the logical continuation of the Delivery Instructions, Call-Off and Purchase Order processes. The requirements defined there are combined into shipments using the ASN. This process is closely related to the Forwarder Pickup Advice business process. Advanced shipping notification data can be edited manually or imported by means of an import interface (upload).

2.14.7 Paperless Goods Receipt (PGR)

The Paperless Goods Receipt process is an add-on to the ASN process. It allows the Contractual Partner to exchange document requests and transmit the requested documents related to the delivery electronically. The asynchronous document upload functionality in combination with a separate document EDI message supports a completely paperless goods entry process. The integrated alert functionality informs the business partners about missing documents and avoid blocking situations at the goods receiving process. The Supplying Company can upload documents required for transport and customs purposes direct in the Forwarder Pickup Advice. These documents may be transferred also to the carrier.

2.14.8 P2P Consignment

The P2P Consignment process is an add-on to the Purchase Order or VMI process and the Invoicing process. It allows the Contractual Partner to handle consignment processes. This functionality creates commuted settlement items based on the transferred goods issues with all the material booking references required for invoice control. These items are then available for invoicing in the integrated Finance suite.

2.14.9 Stock Movements

The Stock Movements business process allows the Contractual Partner to transmit stock movement data or stock levels electronically to its Supplying Companies. The warehouse locations and movement data within the warehouse, such as removals, corrections, and additions, are transmitted along with the respective quantity data and dates.

2.14.10 Record of Services

SupplyOn creates an electronic record of services sheet from a purchase order which has been assigned a corresponding ID by the Contractual Partner. After the user of the Supplying Company has recorded the service (partially or in full), the data is transferred to the Contractual Partner's system. The next step is for the Contractual Partner to either send a credit note or update the purchase order from which the supplier can then generate an invoice.

2.14.11 Warehouse Collaboration

The Warehouse Collaboration process allows the management and integration of external warehouses into the supply chain collaboration process. All kind of stock movements (e.g. goods entry, goods issue, inventory differences, scrapping) can be booked, uploaded or sent via EDI to the system form the external warehouse provider and transmitted to the Contractual Partner’s ERP system. Planning and reporting functionality gives transparency about stock situations and support the management of replenishments.

2.14.12 Forecast Collaboration

The Forecast Collaboration process allows the publication of forecast data for different horizons with suppliers. Via the integrated collaboration functionality, suppliers are asked to confirm, decline or provide counter proposals for the forecast. Reports show any shortfalls and changes over time.

2.14.13 Third-Party TMS Integration

The Third-Party TMS Integration supports the integration of external transport management systems into the supply chain collaboration process. The SCC system transmits the forwarder pick-up advice (transport notification) and expects the confirmation by the TMS system with the name of the transport service provider used. In addition, the ASN is made available to the TMS system as finalization of the FPA in order to transmit status information back. In addition, further transport-related documents provided by the supplier can be transmitted to the TMS system.

2.15 Finance

SupplyOn Finance supports the finance processes adjacent to the demand and logistics processes. The information relevant to the invoicing process are exchanged between the Contractual Partner and its suppliers via a central platform.
Access to the data is possible via a browser interface (WebEDI). The Supplying Company’s EDI system can also be connected directly to the SupplyOn system. The SupplyOn System checks that the data which the Supplying Company sends to the Contractual Partner are complete and correct in accordance with the rules which can be defined by the Contractual Partner and the country-specific legal requirements.

The following sections describe the individual processes supported by SupplyOn Finance.

2.15.1 Self-Billing Invoice

The Self Billing Invoice business process allows the Contractual Partner to transmit business data as part of the payment process electronically to its Supplying Companies. To do this, the Contractual Partner generates credit vouchers in its source systems. The credit vouchers contain incoming goods data (such as dispatch numbers and delivery note numbers of the Supplying Company) and price/quantity information, total net and gross amounts and the tax rates that are used.

2.15.2 Invoices

The Invoices business process allows the Supplying Company to generate and print invoices and to transmit them electronically to the Contractual Partner. Invoice data can be generated manually in the web front-end, imported via an import interface (upload) or transferred directly via EDI. In addition, the Supplying Company can transfer invoices via a PDF solution. Optionally, there is also the possibility of connecting to third-party eInvoicing platforms.
The use of this connection must be individually agreed in the specific customer project.

The Purchase-to-Pay process allows integrated order processing (see section 2.14.3) and invoice processing based on the invoice process to improve the quality of the invoices sent to the Contractual Partner:

- If the Supplying Company creates the invoice via the Web front end, relevant order data and ASN data will automatically be copied to the invoice to simplify invoice creation.
- If the Supplying Company transfers invoice data via EDI or an import interface (upload), invoice data will be checked against order and ASN data before they are sent to the Contractual Partner.

The invoice process supports all relevant document types. In addition to invoices, quantity-based self-billing invoices, credit notes and debit notes resulting from price changes and deposit invoices can be generated and processed.

2.15.2.1 Signature and Validation

SupplyOn allows signing and validation of invoices based on a qualified signature solution. SupplyOn transmits the data for signing and validation in the currently valid version of the data format that is defined for each business process.
The SupplyOn solution is based on a distributed system architecture with multiple components.
These are primarily an EDI system and a browser interface for communication with the Contractual Partner and the Supplying Companies, as well as a Web service through a partner for generating signatures and validations. SupplyOn is entitled to change the partner for generating signatures and validations.

The following business processes can be signed or validated.

Incoming Invoices "Incoming Signature”
The Incoming Signature business process allows the Contractual Partner to receive digital signature files for the Invoice business process from its connected Supplying Companies. To do this, SupplyOn first enters into a separate contract with the Supplying Company in which the Supplying Company authorizes SupplyOn to sign on its behalf invoicing data that it transmits by means of SupplyOn. After the contract is received, all invoicing data between the Contractual Partner and the connected Supplying Company is signed in the SupplyOn infrastructure by means of an integrated Web service. The signed invoices are transmitted by means of the defined integration to the internal system of the Contractual Partner.
The Supplying Company can download the signature files generated in its name by SupplyOn through a web application.

Incoming Invoices "Validation"
Validation allows the Contractual Partner to have signature files automatically validated by SupplyOn. SupplyOn enters into a separate contract with the Contractual Partner in this respect, in which the Contractual Partner authorizes SupplyOn to validate digitally signed invoices in its name, which have been signed by SupplyOn on behalf of the Supplying Company.
The validation results are transmitted by means of the integration to the internal system of the Contractual Partner.

2.15.3 Clearing solutions

To reduce or avoid the gap between expected VAT and the VAT actually collected, states are increasingly relying on rules which dictate that invoices should be provided electronically or at least the VAT information that they contain should be sent to the tax authorities electronically and in real time.

2.15.3.1 China Golden Tax solution

As part of the Purchase-to-Pay process described in section 2.15.2, SupplyOn supports the country-specific legal requirements regarding invoicing and accounting in China's Golden Tax System.
The invoice data are validated by SupplyOn and made available as a preliminary invoice for transferal to the Golden Tax System. The entire clearing process is supported by a local partner, thus ensuring that invoices are submitted in a prescribed paper form ("Fapiao") as required by the Chinese tax authorities. This preliminary invoice helps to avoid time-consuming corrections to invoices after tax audits. In addition, invoice data which customers extract from the paper format ("Fapiao") when processing incoming invoices can be validated against the data on the SupplyOn platform before being booked internally.

2.15.4 Invoice status display

The invoice status display offers the Contractual Partner an opportunity to transfer invoice data and information regarding the invoice status to SupplyOn via EDI for invoice documents which were sent directly to the Contractual Partner by the Supplying Company. This provides the Supplying Company with an additional source of information when it comes to the payment status.

2.15.5 Invoice inquiries

With SupplyOn, Supplying Companies can send inquiries to the Contractual Partner. Both general inquiries and inquiries regarding balance confirmations are possible. At the same time, the process for reminding or sending payment reminders to the Contractual Partner is supported.
Following processing by the Contractual Partner, the reply to the messages is automatically sent via email to the Supplying Company.

2.15.6 Remittance advice

With the remittance advice, the Contractual Partner can advise a Supplying Company about payments transferred based on invoices or self-billing invoices with payment details.

2.16 Vendor Managed Inventory (VMI)

SupplyOn Vendor Managed Inventory is used to communicate operational requirements from the Contractual Partner to the Supplying Company. The processes that are shown follow the VMI (Vendor Managed Inventory) logic, which means the Supplying Company can specify quantities and dates itself within defined limits. The Contractual Partner transmits information on requirements and inventory electronically in a message to SupplyOn. That information is then made available to the supplier on a Web interface or in a message.

The following business processes can be handled with SupplyOn Service Vendor Managed Inventory:

2.16.1 Delivery Instructions Process

The transmission of Delivery Instructions is included (for a description see section 2.14.1).

2.16.2 Advance Shipping Notifications (ASN)

The creation of Advance Shipment Notifications by the Supplying Company is included. Stored Advance Shipment Notifications are displayed to the Contractual Partner and the Supplying Company and reflected in the projected inventory level. Existing Advance Shipment Notifications can be confirmed by the Contractual Partner with Incoming Goods or be canceled by the Supplying Company. Generation and further processing are possible using both electronic messages and a Web interface.

2.16.3 Inventory Projection (IPR)

The Supplying Company can use the Inventory Projection for independent planning of deliveries and decisions about delivery quantities. For this purpose, the Supplying Company in the SupplyOn Service always sees the respective inventory data or data on demand that is currently being transmitted by the Contractual Partner and the minimum and maximum inventory levels that have been coordinated between the Contractual Partner and the Supplying Company.
Projected inventories for the future are calculated from this information and the “quantity in transit” (Advanced Shipment Notification, ASN) transmitted by the Supplying Company. The Supplying Company can plan future deliveries on that basis. The Supplying Company can use the SupplyOn Services to simulate deliveries and thus to calculate the optimum delivery date for itself.

2.16.4 Replenishment Planning Monitor (RPM)

In the Replenishment Planning Monitor, the Supplying Company is also responsible for both the delivery date and the quantity delivered. The Replenishment Planning Monitor is suitable for short-term detailed control of deliveries. It does not use inventory projection, so it lists only current inventories and inventory limits. Demands are not used for the Replenishment Planning Monitor.

2.16.5 Alert Monitor

The Contractual Partner and the Supplying Company can view in detail all parts numbers managed by means of the Inventory and Delivery Control Monitor.
They can also focus on critical situations. This is enabled by the Alert Monitor, which lists only the alerts, i.e., the warning messages that may require intervention. This includes violations of inventory limits or overdue advance shipment notifications. The Alert Monitor allows management by exception.

2.17 Transport Management (TM)

SupplyOn Transport Management supports Buying Companies with the management of transports. Processes from transport planning, transport management and commissioning and time window management to freight cost billing are supported.

The following sections describe the individual processes:

2.17.1 Inbound Land/Air/Sea (without CEP)

SupplyOn TM Inbound allows the supplier demand generated by the Contractual Partner within the demand/material planning to be grouped together into transports. In a rule-based manner, the demand is grouped into shipments on the basis of packaging information stored in the system. In a further stage, these shipments are consolidated into loads, taking into account the applicable tariffs and contracts stored in the system by the Contractual Partner. Based on these data, the system suggests the most suitable transport service provider. The final choice of transport service provider can either be made automatically or by the dispatcher. Once the transport service provider has carried out the transport, the system can generate a credit note based on the transport information issued. A mediation process is also available for invoice verification. Interaction is via browser interface, with the inclusion of EDI messages and maps all the parties involved in the process: Buying Company (=shipper), Supplying Company (=supplier) and transport service provider. Shipments can also be recorded directly in the system for ad-hoc transports with no previous demands.

2.17.2 Outbound Land/Air/Sea/CEP

SupplyOn TM Outbound supports transport processing between the Buying Company (=shipper) and its customers as "goods recipients". The shipper's ERP systems send delivery notes or transport orders via EDI to the TM Outbound system. In the next stage, these delivery notes/ transport orders are consolidated into loads, taking into account the applicable tariffs and contracts stored in TM by the Buying Company. Based on this data, the system suggests the most cost-efficient transport service provider. The final choice of transport service provider can either be made automatically or by the dispatcher. Once the transport service provider has carried out the transport, the system can generate a credit note based on the transport information issued.
A mediation process is also available for invoice verification. Interaction is via browser interface, with the inclusion of EDI messages and maps all the parties involved in the process: Buying Company (=shipper) and transport service provider.
In addition, customized solutions can also be implemented with the inclusion of distribution centers (as physical consignors).

2.17.3 Forwarder Pickup Advice

The transmission of Forwarder Pickup Advices is included (for a description see section 2.14.4).

2.17.4 Document Attachments

The exchange of document attachments between the Contractual Partner and its service providers (e.g. logistics company, customs officer) is supported.
The exchange of document attachments with the file extensions .pdf, .jpeg, .xml, .gif, .tif, .bmp through upload/download via the web interface is supported. The attachment size must not exceed 5 MB per attachment and 100 GB per Buying Company. All attachments are checked by a virus scanner during the upload/download. Documents can also be sent to connected logistics companies via EDI.

Supported scenarios

Scenario A:
The Contractual Partner can upload document attachments straight into SupplyOn. Based on stored rights, these are made available to the assigned service providers (e.g. logistics company, customs officers) and can be viewed and downloaded.

Scenario B:
The service provider can upload document attachments straight into SupplyOn. Based on stored rights, the document attachments are made available to the Contractual Partner and its respective users and can be viewed and downloaded.

2.18 Visibility & Analytics

SupplyOn Visibility & Analytics allows data from SupplyOn quality, purchasing, logistics and transport management processes to be visualized and analyzed in interactive dashboards.
Data from these processes are analyzed for this purpose and made available in aggregated form in order to visualize and assess quantitative or time-related deviations.
Optionally, it is possible to transfer the data analyzed and aggregated to the Contractual Partner's systems for further processing.

2.18.1 Usage & Rollout Reports

Usage evaluations are available for SupplyOn core processes. These include overviews and key figures regarding the registration of suppliers, the activation or configuration of the process and the actual usage. The information makes it possible to draw conclusions regarding the degree of rollout and usage. The data are updated weekly and are retained for at least six months.

2.18.2 Business Process Analytics

Process analyses for SupplyOn Services are provided in the Business Process Analytics module. Relevant key figures are prepared and calculated for the particular process. These are then shown in interactive dashboards. Evaluation options allow the analysis of process key figures on various levels in order to come up with activities such as optimizations. The fact that data are retained for up to three years and updated daily allows both operative ad-hoc analyses and long-term assessments into the performance and compliance of the process.

2.18.3 Location and Condition Monitoring

The Location and Condition Monitoring module supports the quality monitoring and localization of goods, shipments, or transports by means of sensors attached to the object to be monitored. Supply route, current location and quality data such as temperature, moisture, or acceleration are visualized in interactive dashboards or transferred to the Contractual Partner via interfaces.

2.18.4 Real-Time Visibility for Seafreight

Real-Time Visibility for Seafreight supports the Contractual Partner during the time monitoring (ETA/ETA deviation) of containers during sea transport. The service provided is an automated information service which monitors and shows the position and the transport status of containers, especially during sea transport. In addition, the container information is linked to the order/ASN information and thus allows materials to be tracked during sea transport.

The data are updated several times a day. Whether or not the data are up to date depends on the information available from the sea freight company or from other sources. The Contractual Partner can receive these data in a variety of different ways: using a browser as a dashboard or via a data interface (API).

2.19 Strategic Risk Management

With Strategic Risk Management location related risks can be understood and respective actions taken. The system allows to search for locations of business partners or customer plants by address or geo-coordinates or to upload multiple locations through excel based file uploads. Backend integration through APIs is possible to exchange master and risk data. Risk data are provided by contracted risk data providers (eg. Munich Re) or custom risk sources. Users can also define custom risk regions and overwrite data provider determined risks with own risk estimations. Predefined tiles highlighting areas of common threads can be retrieved and visualized as overlays on the map display. Retrieved risks per locations can be backend integrated through APIs. The risk layers provided, depend on the chosen risk data provider and are constantly extended. Common risk layers include flooding risks, storm, volcano, tsunami, earthquake related risks. Fine grained access control allows role specific access to capabilities of the solution.

2.20 Mobile Analytics

Mobile Analytics provides the optional capability to provide standard SupplyOn dashboards on mobile devices. Supported are latest Android and iOS platforms and the app is distributed through respective app stores. Configuration of mobile dashboards is performed in separate customer project.

2.21 Manufacturing Visibility

Manufacturing visibility makes it possible to exchange warehouse and production data between the Buying Company and the Supplying Company and to analyze these data. Possible applications include monitoring and reducing stock levels, allowing the supplier to identify supply problems early on or increasing transparency in the supply chain across a number of levels.
In order to make this possible, the manufacturing visibility solutions provide various channels such as email or APIs via which Supplying Companies can provide details of stock levels or production data. Buying Companies transfer demand information, goods receipt data and other data in order to carry out comparative analyses with the supplier data. The results are passed on to Buying Companies and suppliers via an interactive dashboard and interfaces. Those supported are shown below.

2.21.1 Production Progress Monitoring

With Production Progress Monitoring, the procurement and planning data of Buying Companies can be compared with the production status information at Supplying Companies and analyzed. The resulting findings regarding imminent supply threats are visualized via dashboards. Data integration is carried out via standardized APIs or customer-specific interfaces.

2.21.2 Stock Visibility

With Stock Visibility, stock levels and changes at all companies involved in the process can be evaluated. The resulting findings regarding stock shortages or excess stock are visualized via dashboards. Data integration is carried out via standardized APIs or customer-specific interfaces.

2.21.3 Capacity Management

With Capacity Management, capacity agreements between Buying Companies and Supplying Companies with specific logistical demand situations can be compared. The capacity agreements are collaborated via multiple channels, including user interface, uploads or API integrations. The resulting findings regarding capacity excesses or shortfalls at the Supplying Company are visualized via dashboards. Data integration is carried out via standardized APIs or customer-specific interfaces.

2.21.4 Parts Traceability

Parts traceability allows to collaborate inspection and measurement plans for quality measurements between Buying Companies and Supplying Companies. The inspections plans can be created in the user interface or submitted by backend integration from customer quality systems. Supplying companies can enter quality measurements in the user interface, upload them or send them through a backend integration. Flexible rules allow to steer if batch or product level measurements are enforced. QR code based labels can be generated for deep linkage into the specific quality measurements of a part or delivery. The Buying Company can also enforce document attachments to be provided by the suppliers.

2.22 AirSupply

AirSupply enables collaborative logistics and finance processes like advanced capacity planning based on demand forecasts, interactive fine tuning of delivery quantities/dates, order status tracking or self-billing. Supplying companies access the data via a browser interface.

AirSupply M2M for Supplying Companies: Alternatively, Supplying Companies receive data in the form of a standard message by means of a direct integration into their internal system. In cases where the Supplying Company wishes to send data back to the Contractual Partner by means of the same interface, SupplyOn will validate these data prior to transmission. Here it will be verified whether the Supplying Company is authorized to send data and whether these data are syntactically correct and complete.

AirSupply is integrated in the Invoice business process and thus offers a consistent Purchase-to-Pay solution for order and invoice processing.

The following sections describe the individual processes:

2.22.1 Forecast

The Forecast business process allows transparent forecast collaboration on material level.
Medium and long-term forecasts are extracted from the Contractual Partner’s source system and published on a weekly/monthly basis. The Supplying Company analyzes the forecast needs of the Contractual Partner based on exceptions management. The Supplying Company has the option to either accept the forecast or to publish delivery proposals on quantities and dates for a medium-term (flexible) horizon and long-term (provisional) horizon according to its delivery abilities. The Contractual Partner can either agree on the published proposals or reject them. The collaboration between the two parties results in a final agreement.

2.22.2 Purchase Order

The Purchase Order business process allows the Contractual Partner to transmit purchase orders electronically to its Supplying Companies. Purchase orders are generated by the Contractual Partner's source systems. Also for Purchase Orders, the Supplying Company can enter planned quantities and dates in AirSupply according to its delivery abilities.
The Purchase Order process also contains Goods Receipt.

2.22.3 Dispatch Advice

The Dispatch Advice business process allows the Supplying Company to process the dispatch of pending deliveries to the Contractual Partner, to print documents and at the same time to notify the Contractual Partner about the delivery. This process is thus the logical continuation of the Purchase Order and VMI processes. The shipping quantities defined in these processes are the basis for shipments using the Dispatch Advice.

2.22.4 Stock Information

The Stock Information business process allows the Contractual Partner to transmit stock information data electronically to its Supplying Companies. The warehouse locations and movement data within the warehouse, such as removals, corrections and additions plus the stock levels are transmitted along with the respective quantity data and dates.

2.22.5 Self-Billing Invoice

The Self Billing Invoice business process allows the Contractual Partner to transmit business data as part of the VMI payment process electronically to its Supplying Companies. To do this, the Contractual Partner generates credit vouchers in its source system.
The credit vouchers contain reference numbers to the goods movement, incoming goods data (such as dispatch number of the Supplying Company), price/quantity information, total net and gross amounts and the tax rates used.

2.22.6 Vendor Managed Inventory (VMI)

The Vendor Managed Inventory business process is used to communicate operational requirements from the Contractual Partner to the Supplying Company. The processes follow the VMI (Vendor Managed Inventory) logic, which means the Supplying Company can specify quantities and dates itself within defined stock level limits. The Contractual Partner transmits information on requirements and inventory electronically in a message to SupplyOn.

2.22.7 Concession

The Concession business process provides communication and resolution of deviations in the production of the Supplying Company before dispatch. The Supplying Company starts the process and supplies detailed information (e.g. attached images and documents).
A resolution of the problem is then coordinated with the Contractual Partner. The process ends with the Contractual Partner's decision to either re-release the part concerned for dispatch or to block it until further notice.

2.22.8 Notification of Escape

The Notification of Escape (NoE) business process is used to communicate and rectify deviations in the production of the Supplying Company which are identified after the relevant parts have been dispatched. The Supplying Company starts the process and supplies detailed information (e.g. attached images and documents). A resolution of the problem is then coordinated with the Contractual Partner.

2.22.9 Practical Problem Solving / 9S

The Practical Problem Solving (PPS) business process is used to handle deviations and problems including communication between all parties involved (e.g. construction, Materials Review Board (MRB), production, production systems, external providers, customers), to reduce their effects, to correct them as early as possible and to prevent them occurring again. In order to identify the root cause, the parties involved can,for example, use the 5-Why method Ishikawa (cause and effect diagram), upload this to the PPS system and make it available to the Contractual Partner.

2.22.10 On-Time Delivery (OTD)

The OTD business process is used to assess delivery reliability. Once an order has been delivered in full and is therefore complete, the system automatically assesses delivery reliability using customer-specific parameters. These assessments can then be checked by the Supplying Company on an ongoing basis and corrected via a collaboration with the Buying Company if necessary.

2.22.11 Invoices

Further details on this subject can be found in section 2.15.2.

3 Customer specific settings and adjustments

Configuration settings for the Contractual Partner are possible within the SupplyOn Services. These settings are planned and implemented in coordination with the Contractual Partner upon a separate order.

4 Interfaces and formats for integrations with internal systems

4.1 Concept, responsibilities and backwards compatibility

SupplyOn Services offer standardized data interfaces for establishing a connection of internal systems of the Contractual Partner and the Supplying Companies. These interfaces enable automatic data exchange between the respective systems. For this to take place, first a technical connection must be established between the systems and second so-called "mappings" must be configured between the customer format and the standardized SupplyOn format for each individual business process. Alternatively, SupplyOn also offers the possibility of uploading and downloading data manually for selected processes.
The Contractual Party must separately place the order for the connection with SupplyOn; it is not included in the range of services of the respective SupplyOn Services. The responsibility for the internal system, as well as for the preparation of the internal system in respect of creating and handling electronic business processes on the basis of the SupplyOn data format, lies exclusively with the Contractual Partner and/or the Supplying Company.
SupplyOn shall generally carry out further developments of interfaces in such a way that no adjustments shall be required for the customer's connection (backwards compatibility). However, SupplyOn cannot exclude that changes in functionalities or infrastructure may require an adjustment of the connection solution on the part of the Contractual Partner. In such case, SupplyOn shall provide notification well in advance and clear the changes with the customers who are affected by the alterations. SupplyOn Services can be connected to internal systems via the types of connections and formats listed in the following Subsections. The SupplyOn format descriptions as applicable from time to time can be obtained from your SupplyOn contact person.
Prices for the connection and use of the respective formats are stipulated separately in the price agreement.
Only CSV or XML formats are listed hereinafter for interfaces for downloading and uploading data via the user interface. In addition, other formats, e.g. Microsoft Excel or PDF, are available to the user

4.2 Connection possibilities within Portal

	Interface with the Contractual Partner	**Interface with the Supplying Company**
Portal		
Formats and technical connection possibilities:	Login based on SingleSignOn (SSO) in accordance with the SAML 2.0 standard. Transmission of user master data from the SupplyOn platform to systems of the Contractual Partner or vice	

	versa over the SPML, LDAP or REST interface. Upload of company master data to the SupplyOn platform in CSV format or transmission in SupplyOn XML format. Upload of network links in CSV format. Upload of Control Point User Mappings in CSV format.	
Business Directory		
Formats and technical connection possibilities:	Download of profile data of Supplying Companies in XLS and SupplyOn XML format. Transmission of profile data of Supplying Companies to systems of the Contractual Partner in SupplyOn XML format. Transmission of individual profile data of Supplying Companies from systems of the Contractual Partner in SupplyOn XML format.	

4.3 Connection possibilities within Purchasing

	Interface with the Contractual Partner	**Interface with the Supplying Company**
Sourcing		
Formats and technical connection possibilities:	Creation of requests for quotations and receipt of messages by means of SupplyOn XML via HTTPS SOAP (Version 1.1 or 1.2) If the Contractual Partner also uses SupplyOn Document Management, it is possible to include documents from Document Management in requests for quotations.	

Procurement		
	Upload of catalogs in BMEcat 2005.1 format. Upload of master data in CSV or XML format. Backend interface via Web service or RFC in XML or IDOC format for master data. Backend interface for simulating and creating order requests and orders via Web service or RFC in XML or IDOC format.	Upload of catalogs in BMEcat 2005.1 format.
Document Management		
Formats and technical connection possibilities:	Creation of documents including file attachments and receipt of status overviews by means of SupplyOn XML via HTTPS SOAP (Version 1.1 or 1.2) Download of status overview in SupplyOn XML format (SpreadsheetML)	Download of status overview in SupplyOn XML format (SpreadsheetML)
Collaboration Folders		
Formats and technical connection possibilities:	Download of search results as CSV format. If the Contractual Partner also uses SupplyOn Document Management, it is possible to display documents in SupplyOn Collaboration Folders which were sent to Document Management with the ID of the folder of Collaboration Folders.	

4.3.1 Technical basic conditions, Data storage

Sourcing	On average max. 50 MB storage space is provided per Supplying Company.
Document Management	On average max. 50 MB storage space is provided per Supplying Company.
	The following technical sizes must not be exceeded when sending messages: - Max. 500 attachments in one or more documents per message

	- Max. attachment size is 100 MB per message - Max. 500 documents per message - Max. 10,000 references in one message
Contract Management	On average max. 25 MB storage space is provided per Supplying Company.
Collaboration Folders	On average max. 50 MB storage space is provided per Supplying Company.

If the above-mentioned limits are exceeded, the agreed service level commitments no longer apply.

4.4 Connection possibilities within Quality Management

	Interfaces to the Contractual Partner	**Interfaces to the Supplying Company**
Performance Monitor		
Formats and technical connection possibilities:	Importing of supplier evaluation data and master data by means of SupplyOn XML via HTTPS SOAP (Version 1.1 or 1.2) Upload of supplier evaluation data and master data by means of SupplyOn XML and CSV format.	
Problem Solver		
Formats and technical connection possibilities:	Exchange of complaint and supplier response (8D) data by means of SupplyOn XML (based on QDX) via HTTPS SOAP (Version 1.1 or 1.2) or via AS/2 (Version 1.2). Download of complaint and supplier response (8D) by means of SupplyOn XML (based on QDX).	Exchange of complaint and supplier response (8D) data by means of SupplyOn XML (based on QDX) via HTTPS SOAP (Version 1.1 or 1.2) or via AS/2 (Version 1.2) or via upload/download.
Integration products:	Problem Solver Connect (requires SAP ERP/QM, see additional service specification)	
Project Management		
Formats and technical connection possibilities:	SupplyOn XML via HTTPS SOAP (Version 1.1) (creation of projects, upload of attachments etc.) Download of project data and status overview in CSV format	Download of project data and status overview in CSV format

Technical Review		
Formats and technical connection possibilities:	Template-based creation of Technical Reviews with attachments as well as retrievals of Technical Reviews, measures and attachments using SupplyOn XML via HTTPS SOAP (Version 1.2) including WSDL. Downloading Technical Review reports in XLSX format.	
Action Management		
Formats and technical connection possibilities:	SupplyOn XML via HTTPS SOAP (Version 1.1 or 1.2) (exchange of topics, action plans, actions including attachments) Download of topics, action plans and actions in XLSX format Upload of actions for initial set-up based on a SupplyOn XLSX template	Download of topics, action plans and actions in XLSX format Upload of actions for initial set-up based on a SupplyOn XLSX template

4.4.1 Technical basic conditions, Data storage

Performance Monitor	
Restrictions regarding the data transfer for the static method (SupplyOn does not assume data calculations)	<u>Transfer frequency:</u> Data transmission of a Buying Company can only take place on a weekly basis at the most. The schedule for the data transmission and booking must be agreed upon between SupplyOn and the Buying Company. In general, the data provided is displayed in the Performance Monitor within 24 hours (excluding planned downtime) in accordance with the planned schedule.
	<u>Transfer quantity:</u> Up to an average of 10,000 data records per connected Supplying Company or up to 3 million data records overall can be transmitted during each data transfer.
	<u>Holding time of the data:</u> Data relating to assessment periods which are older than two years are deleted. Up to an average of 20,000 data records are held on to for each Supplying Company.
Restrictions regarding the data transmission for the dynamic method (SupplyOn assumes calculations	SupplyOn and the Buying Company define corresponding limits subject to the specific calculation rules of the Buying Company and the data volume which will be generated.

according to the specifications of the Buying Company)	
Problem Solver	On average max. 50 MB storage space is provided per Supplying Company.
	Technical limits for messages in case of incoming messages from Buying Companies Max. attachment size is 20 MB Max. size of all attachments in one message is 20 MB
	Technical limits for messages in case of incoming messages from Supplying Companies Max. attachment size is 20 MB Max. size of all attachments in one message is 20 MB
Project Management	On average max. 50 MB storage space is provided per Supplying Company.
Technical Review	On average max. 50 MB storage space is provided per Supplying Company.
Action Management	On average max. 50 MB storage space is provided per Supplying Company.
	Technical limits for messages in case of incoming messages from Buying Companies • Max. attachment size is 20 MB • Max. size of all attachments in one message is 20 MB

If the above-mentioned limits are exceeded, the agreed service level commitments no longer apply.

4.5 Connection options in the SCC area and Transport Management

	Interfaces to the Contractual Partner	**Interfaces to the Supplying Company**		**Interfaces to transport service providers**
	SCC App / EDI / VMI / TM[1)]	**EDI**[1)]	**SCC App / VMI / TM**	**EDI**[1)]
Technical connection options:	OFTPv2 AS2	OFTPv2 AS2	Upload and/or download	sFTP OFTPv2 AS2
Formats:				
Delivery Instruction (gross/net)	EDIFACT VDA	EDIFACT VDA	CSV, VDA	
Call-off/ Kanban	EDIFACT		CSV	
Individual order and order confirmation	EDIFACT VDA4983 can be used as a data container for attachments If the Contractual Partner also uses SupplyOn Document Management, it is possible to link documents from Document Management in orders.	EDIFACT	CSV	
Dispatch advice	EDIFACT	EDIFACT	CSV	
Forwarder pickup advice	EDIFACT	EDIFACT		EDIFACT IFCSUM
	Interfaces to the Contractual Partner	**Interfaces to the Supplying Company**		**Interfaces to transport service providers**
Transport order	EDIFACT (outbound transport) Web Service			EDIFACT IFCSUM
Transport order status				EDIFACT IFTSTA
Transport order copy	EDIFACT	EDIFACT		
Document attachment for transport orders	EDIFACT / VDA 4983			EDIFACT / VDA 4983

Warehouse movements	EDIFACT	EDIFACT	CSV, VDA	
Self-billing invoices	EDIFACT	EDIFACT	CSV, VDA[2])	
Invoices	EDIFACT VDA4983 can be used as a data container for attachments in the new invoice process	EDIFACT	CSV, PDF	
Remittance advice	EDIFACT	EDIFACT	CSV	
VMI: Inventories and Requirements	EDIFACT;	XML, EDIFACT	CSV	
Replenishment Planning Monitor	EDIFACT	XML	CSV	
Supplier evaluation VMI	XML (alternatively download in CSV format)			

	Interfaces to the Contractual Partner	**Interfaces to the Supplying Company**		**Interfaces to transport service providers**
Entry of services performed	Transfer of the services entered in SupplyOn XML format.			

[1)] Formats for the messages are defined by SupplyOn. Only the SupplyOn format descriptions for EDIFACT, VDA, IDOC and XML are valid

[2)] Use of VPN requires an IPsec-compatible VPN solution
(key exchange via IKE, Hash process: MD5 or SHA1, encryption: AES256 or 3DES).

The Contractual Partner must be able to receive and process error messages. Companies that are connected via EDI have to check incoming messages for duplicates and ignore these if necessary.

Error notifications are sent in one of the following formats which the Contractual Partner must be able to receive:

- EDIFACT: delivery of the erroneous notification via e-mail or APARAK
- XML: delivery of the erroneous notification via e-mail or XML
- IDoc: SYSTAT

4.5.1 Technical framework conditions

A transmission covers all data communication from communication setup to associated cleardown. A transmission consists of 1 to n messages. A message consists of a business object and possibly 1 to n attachments. Attachments are transferred in a VDA container (VDA4983). If a VDA container is used, only one message (in other words precisely one business object with 1 to n attachments) can be sent per transmission.

Data in relation to the Buying and Supplying Companies are transferred in the respective header section of a message. 1 message can essentially only contain data from 1 Buying Company plant code for 1 Supplying Company code (= network link).

All transactions or messages must be structured in accordance with the currently applicable SupplyOn format description in terms of mandatory fields, field formats, field lengths, value ranges, permitted characters etc. If processing of the data in SupplyOn deviates from the format description – for example a mandatory field is only checked as an optional field – this error can be corrected at any time by SupplyOn. However, no right exists to continue to use non-compliant formats.

The companies connected via EDI (Buying and Supplying Companies) have to check the incoming transmissions and the messages they contain for duplicates and ignore these if necessary.

4.5.2 Data volumes

4.5.2.1 General

The data volume must generally be agreed with SupplyOn at the beginning of the project. The following parameters have to be taken into account here.

Parameter	**Default value**
Transmissions per month	Max. 100 per month and Supplying Company
Transmissions per peak hour	As of a total of 200 or more external Supplying Companies: 20% of the number of messages of that day
Average volume per transmission	Max. 10 kB
Max. volume / transmission	Max. 5 MB
Storage time of data (reorganization)	The messages are stored for up to 10 days in SupplyOn EAI systems. In the SCC solution/application, process specific storage times as described in section 4.5.2.2 apply. The data for transport management are stored in the Transport Management solution for up to 6 months.

If the above-mentioned limits are exceeded, the agreed service level commitments no longer apply.

4.5.2.2 Process-specific storage time

Purchase orders (ORDERS) are stored in the SCC solution for at least 3 months after the business transaction is completed. An order is considered completed when the last scheduled or confirmed delivery date is in the past, or the order has been fully invoiced and no open FPA, ASN or invoices are stored in the system

Framework agreements (scheduling agreements) for KANBAN or call-offs are stored in the SCC solution for at least 3 months after the business transaction has been completed. A framework agreement is considered completed when all purchase orders or call-offs referenced to the master agreement are considered completed.

Call-offs and VMI demands are stored in the SCC solution for up to 3 months, provided there are no open FPAs, ASNs or invoices stored in the system.

KANBAN call-offs are stored in the SCC solution for up to 3 months, provided there are no open FPAs or ASNs stored in the system.

Advance Shipping Notes (ASN) are stored in the SCC solution for up to 3 months after the scheduled delivery date.

Stock movements are stored in the SCC solution for up to 3 months.

Goods receipt booking items are deleted together with the referenced business objects (ORDERS, ASN, KANBAN, DELFOR). When deleting the last goods receipt booking item, the entire goods receipt booking is deleted.

4.5.2.3 Process-specific restrictions

The following process-specific restrictions apply.

Process	
Vendor managed inventory	Max. 1,200 transmissions per month and Supplying Company
Delivery instructions	A maximum of 150 individual messages may be sent monthly per Supplying Company. A delivery instruction may contain at most 200 items/schedule lines.
Individual orders	The sum of all order items and schedule lines may not exceed 999 per order.
Paperless Goods Receipt	Max. 50 attachments with an average size of 1 MB per Supplying Company. Additional storage packages (20.000 attachments) can be ordered.
Invoices	An invoice may contain at most 50 items.

All demand processes	Net demands (e.g. for delivery instructions) and gross demands (for VMI processes) should not be sent for the same article.
Transport Management – Inbound Transport	The following applies: a) Up to an average of 100 shipments* per month and Supplying Company may be processed b) Updates of requirements may only be sent if the requirements have actually changed c) A maximum of 1 set of changed demands per day per Supplying Company may be sent d) A maximum of 10 MB of documents may be attached. ***** Definition of a "shipment" in "SupplyOn Transport Management": Any transport order (shipment) saved in the system corresponds to a shipment. A shipment always has a unique sender (Supplying Company) and recipient (Buying Company) and a specific transport date. A shipment can contain several articles and package items (Handling Units) and be handled over several transport route sections.
Transport Management – Outbound Transport	A maximum of 10,000 shipments per day and Buying Company A maximum of 10 MB of attached documents per shipment.

If the above-mentioned limits are exceeded, the agreed service level commitments no longer apply.

4.5.2.4 Changes

As of a total of 200 external Supplying Companies, the following significant increases in the message volume must also be arranged with SupplyOn:

1. an increase of over 25% from one quarter to the next
2. an increase of over 50% from one year to the next
3. an increase of message volumes within 24 hours of over 25% from the monthly average per 24 hours

4.6 Connection possibilities within AirSupply

4.6.1 EDI Interfaces with the Contractual Partner

Technical connection possibilities:	**AS2**	
Processes:	**Formats/Messages:**	
	SupplyOn specific IDOC*	**BoostAero XML**
Order	SO-Order	ORDER SUPPLY INSTRUCTION
OrderHighPriority	SO-OrderHighPriority	ORDER

		SUPPLY INSTRUCTION
Order confirmation	SO-OrderResponse	ORDER RESPONSE SUPPLY INSTRUCTION RESPONSE
Forecast	SO-Forecast	DEMAND FORECAST
Confirmation of forecast	-	FORECAST RESPONSE
VMIDemand	SO-VMIDemand	(VMI) DEMAND FORECAST
StockLevel	SO-StockLevel	INVENTORY FORECAST
Self-billing invoice	SO-SBInvoice	SELF BILLING
Stock Movements	SO-StockMovement / SO GoodsReceipt	RECEIPT ADVICE CONSUMPTION REPORT
Dispatch Advice	SO-ASN	DISPATCH ADVICE
Dispatch advice update	SO-ASNUPD	DISPATCH ADVICE
ASNCancel	SO-ASNCancel	
Non-conformance produced by supplier	-	NonConformanceReport
Confirmation of non-conformance by customer	-	NonConformanceReportResponse
Non-conformance produced by customer	-	NonConformanceReport
MasterData	SO-MasterData	MASTER DATA
StatusNotification	SO-StatusNotification	STATUS ERROR MESSAGE

*In contrast to BoostAero XML format, the SupplyOn-specific IDOC format does not support the full range of AirSupply functionalities (there are restrictions, for example, in relation to certain process parameters). Restrictions likewise apply with respect to performing changes to the SupplyOn-specific IDOC format, since the integrations of other customers who use this format are likewise affected and may have to be changed.

Additionally, there are two report messages which are generated in the AirSupply system and can be sent out to the Contractual Partner. The format is XML:

	Message	**Direction (SupplyOn view)**	**Description**
1	SO-POCollabReport	OUT	Weekly status history information of PO collaboration
2	SO-NetworklinkReport	OUT	Report of all existing customer-relevant network links

4.6.2 EDI Interfaces with the Supplying Company

Technical connection possibilities:	**AS2**
Processes:	**Formats/Messages:**
	BoostAero XML or CSV
Orders overview	ORDER
Order confirmation	ORDER RESPONSE
VMI demands	DEMAND FORECAST

Stock information There are three subtypes on message level: Stock level Stock movements Goods receipt	 INVENTORY FORECAST CONSUMPTION REPORT RECEIPT ADVICE
Self-billing invoice	SELF-BILLED INVOICE
IMO	INVENTORY FORECAST
VMIPlannedReceipts	SUPPLY NOTIFICATION
ForecastOverview	DEMAND FORECAST
Confirmation of forecast	DEMAND FORECAST RESPONSE
Dispatch Advice	DISPATCH ADVICE

Error notifications are sent in one of the following formats which the Contractual Partner must be able to receive:

- SYSTAT (XML IDOC)
- StatusNotification (BoostAero XML)

4.6.3 Technical framework conditions, message volume

Maximum number of messages per month (This number includes SYSTAT / Status Notification messages.) The detailed message definition can be found in the table below.	The following limitations regarding message volumes must be observed: • maximum 400 Forecast messages per Supplying Company and month • maximum 400 Order/OrderResponse messages per Supplying Company and month • maximum 1.000 VMI messages (demand, stock level, consumption) per Supplying Company and month • maximum 200 ASN/GoodsReceipt messages per Supplying Company and month • maximum 200 SBInvoice messages per Supplying Company and month • Maximum 0,1% of the monthly message volume* is rejected by SupplyOn by the automatic error handling and not booked in the AirSupply application (excluding problems on SupplyOn side) As of a total of 200 or more external Supplying Companies, the following significant increases in the message volume must also be arranged with SupplyOn: • an increase of over 25% from one quarter to the next • an increase of over 50% from one year to the next
Maximum number of messages that are sent at the peak hour of the day	As of a total of 200 or more external Supplying Companies: 20% of the number of messages of that day

Maximum size of messages	The following limitations regarding message sizes for IDOC must be observed: • Average size per message is <10 kB • maximum size per message is <4,0 MB • No attachments (exceptions: PO, DA) The following limitations regarding message sizes for BoostAero XML must be observed: • average size per message is <20 kB • maximum size per message is <8,0 MB • No attachments (exceptions: PO, DA, NCR) The following technical restrictions apply. • Maximum size per http transaction: 4.0 MB • Maximum size of an attachment per transfer (NCR, PO): 20 MB
Frequency of message transfer	The frequency of message transfers is limited to: • 1 VMI Demand / VMI Article per week • 1 SBI / VMI article per week • 1 Stock level / VMI article per day • 1 Stock consumptions / VMI article per day • 1 Forecast / Forecast Article per week In case of technical failures or data inconsistency the messages will be sent again.
Message formats	Required fields, field formats, field lengths, value ranges and characters allowed in the message must be in exact accordance with the specifications provided by SupplyOn.
Maximum data volumes in the EAI infrastructure (i.e. how long can data transmissions be checked)	The messages (before and after transfer) and conversion logs are stored for 30 days within the SupplyOn EAI infrastructure. No archiving of any data is done on SupplyOn side.
Maximum data volumes in the web application (i.e. how long is data visible on the platform)	Data are regularly archived in the AirSupply archiving solution and deleted after successful archiving of the operational database.
Maximum number of active articles (articles that are available in the GUI in any view)	• 50 active forecast articles per Supplying Company • 20 active VMI articles per Supplying Company • 75 active material master data instances per Supplying Company
Restrictions regarding the uploading of attachments via UI	• Dispatch Advice: 20 MB • Notification of Escape, Concession: 20 MB • PPS: 20 MB
General restriction for attachments (concerns the Dispatch Advice, Notification of Escape, Concession (NCR) and PPS processes)	On average 50 MB of storage space is provided for the Contractual Partner per process and per connected Supplying Company.

If the above-mentioned limits are exceeded, the agreed service level commitments no longer apply.

In the following table the individual messages and their limitations are defined:

IDOC	BoostAero XML	Restrictions
SO-OrderHighPriority	NA	* 1 Message can only contain data for/from 1 Supplying Company plant code * The maximum number of PO lines = 50
SO-Order (including type Callup)	ORDER SUPPLY INSTRUCTION (type Callup)	
SO-OrderResponse	ORDER RESPONSE SUPPLY INSTRUCTION (type Callup) RESPONSE	
SO-Forecast	DEMAND FORECAST	* 1 Message can only contain data from 1 Buying Company plant code for 1 Supplying Company plant code (= network link) and for 1 article * The maximum number of positions (demand data) = 200
SO-VMIDemand	(VMI) DEMAND FORECAST	* 1 Message can only contain data from 1 Buying Company plant code for 1 Supplying Company plant code (= network link) and for 1 article * The maximum number of positions (requested data) = 50
SO-StockLevel (= VMI Stock Level)	INVENTORY FORECAST (= VMI Stock Level)	* 1 Message can only contain data from 1 Buying Company plant code for 1 Supplying Company plant code (= network link) * The maximum number of positions (articles) = 50
SO-SBInvoice	SELF BILLING	* 1 Message can only contain data for 1 Supplying Company plant code * The maximum number of positions (articles) = 50
SO-GoodsReceipt (without VMI consumptions)	RECEIPT ADVICE	
SO-GoodsReceipt (VMI consumptions only)	CONSUMPTION REPORT (=VMI consumptions)	
SO-ASN	DISPATCH ADVICE	* 1 Message can only contain data from 1 Buying Company plant code for 1 Supplying Company plant code (= network link) * The maximum number of positions (UX) = 50

SO-ASNCancel	NA	* 1 Message can only contain data from 1 Supplying Company plant code * The maximum number of positions (UX) = 50
SO-MasterData	MASTER DATA	* 1 Message can only contain data from 1 Buying Company plant code for 1 Supplying Company plant code (= network link)
n.a.	NonConformanceReportResponse	1 Message can only contain data for 1 Supplying Company plant code
n.a.	NonConformanceReport	1 Message can only contain data for 1 Supplying Company plant code

4.6.4 Connection options for the integrated invoicing process (eInvoicing)

4.6.4.1 EDI Interfaces with the Contractual Partner

Technical connection possibilities:	Customer-specific implementation
Formats/Messages:	Customer-specific implementation

The Contractual Partner must be able to receive and process error messages. Companies that are connected via EDI (Buying and Supplying Companies) have to check incoming messages for duplicates and ignore these if necessary.

4.6.4.2 EDI Interfaces with the Supplying Company

Technical connection possibilities:	AS2, OFTP, OFTP2
Formats/Messages:	EDIFACT, XML

4.6.4.3 Data storage (reorganization)

The messages are stored for up to 10 days in the SupplyOn EDI system. The temporary storage period for invoices in the invoice system is 3-6 months and can be defined on a customer-specific basis.

4.7 The connection of business partners via EDI or M2M

Business partners (e.g. Supplying Companies, transport service providers) are connected to the SupplyOn infrastructure via the technologies and formats described in section 4.4 and 4.5, Supplying Companies preferably with CLEO Communications' Lexicom Client. SupplyOn can only carry out the connection if the business partner provides an EDI expert for the duration of the connection.
Precisely one EDI connection is made per business partner. The connection period of the business partners per EDI is restricted to 6 weeks from the start date jointly agreed by the Contractual Partner and the business partner. All additional services provided by SupplyOn shall be invoiced on the basis of work rendered. The payment for such additional work is the legal obligation of the Contractual Partner unless a declaration of cost assumption on the part of the respective business partner is available to SupplyOn in writing.
In cases in which the Supplying Company cannot install or operate the EDI interface with a high reliability, for example if the connected company can frequently not be reached via EDI or messages are often transmitted that do not comply with the SupplyOn regulations, SupplyOn is authorized to switch that company to a web-based connection.

4.8 Customer-specific connection possibilities

Generally, SupplyOn also supports customer-specific connection technologies and formats. These must be assessed and specified with regard to process security as part of a separately commissioned consulting project. SupplyOn will subsequently prepare an individual offer for the implementation and operation of the customer-specific interface. This possibility does not exist for AirSupply.

5 Registration and activation of business partners

For the registration of business partners, SupplyOn provides the Contractual Partner with the following functions via an Internet browser or another format which has been agreed upon by both parties:

- Compilation of business partner master data
- Release and transmission of master data to SupplyOn
- Tracking the registration status of the business partner
- Escalation management
- Deactivation management

After transmitting the master data to SupplyOn using the Internet browser or another format which has been agreed upon by both parties, SupplyOn assumes the processing of rolled out business partners and provides the following services:

- Inviting business partners who have not yet registered with SupplyOn to register
- Informing the business partners reported by the Contractual Partner, about the use of the new service for the cooperation with the Contractual Partner
- Tracking the activation of business partners including follow up and escalation, if required
- Activation of the business partners for the respective SupplyOn Service

SupplyOn offers reduced functionality with simplified and free registration via an e-mail address (hereinafter referred to as "E-Mail Access") for occasional use of selected SupplyOn Services by Supplying Companies. SupplyOn provides the following functions for registration and activation in this regard:

- Compilation of business partner master data
- Release and transmission of master data to SupplyOn
- Tracking of the registration status of the business partner's users if necessary
- Escalation management if necessary

Once the master data has been transmitted to SupplyOn, the Supplying Companies addressed via E-Mail Access are available for use in the respective SupplyOn Service. Users receive the initial invitation to

register as well as access to the relevant business transaction following initiation by the Contractual Partner.

In the event of excessive use of the SupplyOn Services via E-Mail Access, SupplyOn reserves the right to inform a Supplying Company of the customary fee-based registration for regular and extensive use of the SupplyOn Services via E-Mail Access. If, in such case, the Supplying Company continually refuses a fee-based registration, SupplyOn reserves the right to exclude this company such Company from further use of the SupplyOn Services via E-Mail Access in the future.

Customer eGTC allows the Contractual Partner to electronically provide specific terms and conditions (GTC) for the usage of SupplyOn Services to its business partners. The online confirmation of the GTC is integrated in the SupplyOn registration and connect booking process. Additional one-time fees apply for the usage of this feature.

6 Consulting

SupplyOn offers the Contractual Partner an extensive range of consultation services. The aim of the consultation is to enable the Contractual Partners to obtain the maximum benefit from the use of SupplyOn solutions. Essentially, this comprises the efficient electronic connection of the supply chain partners, the improvement of supplier collaboration and individual Supply Chain processes. The offer consists of the following components:

Implementation projects

- Business Case
  - » Identify and rate levers and potential in a benefit case
  - » Compare costs and benefits
  - » Continuous control of actual costs and realized potential
- Qualification
  - » Comprehensive preparation of the company and its supply chain partners for the introduction and use of SupplyOn processes
  - » Adaptation of existing supply, distribution and transport processes
  - » Definition of organization, roles and responsibilities
  - » Development of an integrated KPI, reporting & management concept
  - » Ensuring the necessary master data quality
- Implementation and ERP integration
  - » Program and project management, total or partial project management
  - » Analysis of existing processes, creation of a requirements catalog and definition of target business processes
  - » Creation of performance specifications and requirements specifications
  - » Configuration of the SupplyOn solution
  - » Backend integration into ERP system and processes, (e.g. SAP)
  - » Technical system connection (connectivity and message exchange)
  - » Testing of the solution, commissioning and piloting
- Rollout and Training
  - » Migration, implementation and rollout planning
  - » Plant/department rollout: Producing and implementing a concept
  - » Buy side and sell side training: Producing and implementing a concept
  - » Buy side and sell side user enablement: Producing a concept and implementing customer-specific requirements
  - » Registration of business partners (Support exceeding the services described in section 5)

Supply Chain Optimization

- Quick Scan short projects
  - » Focused analysis of selected areas of the supply chain
  - » Determination of potential and recommendations for supply chain improvement
- Operational Excellence Projects
  - » Tangible cost reductions and improvements in performance of operational supply chain processes
  - » Stabilization of production supplies and procurement logistics as well as improvement of distribution logistics and level of service for finished products and service parts
  - » Make, simplify and automate processes effectively, leanly and measurably
  - » Constantly reduce handling times, process costs and inventories and increase process reliability
- Strategic supply chain optimization
  - » Analysis of the market requirements for handling times, costs, inventories and quality of the value creation chain
  - » Creation of the value creation chain across site, system and company borders
  - » Definition and introduction of standardized supply and distribution models
  - » Creation of supply chain strategy, network, collaboration, process integration and technology and systems

The provision of these services will be performed in cooperation with the contract partner after separate commissioning.

7 Necessary system requirements

To be able to use the SupplyOn Services via the browser interface, the Contractual Partner has to fulfill certain technical requirements (e.g. released browsers as well as browser versions). The currently valid system requirements are described in detail at www.SupplyOn.com/requirements.

8 Response times

The time which the Internet browser requires to set up a page depends on state-of-the-art technology. This means that the response time during transfer and processing of small data volumes is very short. When transferring or processing very large amounts of data or uploading and downloading files, the response time may be longer e.g. depending on the available bandwidth of the customer connections.

9 Provision of data for archiving by the Contractual Partner

SupplyOn AirSupply:
The archiving of platform data of the Contractual Partner is an integral part of the AirSupply solution. This includes all processes except for "OTD", "Concession", "NoE", "PPS/9S" and "eInvoicing." The archiving of invoices as part of the "eInvoicing" solution can be commissioned as an option.

Other SupplyOn Services:
SupplyOn does not archive the Contractual Partner's platform data that is processed through SupplyOn. The Contractual Partner is informed of the deletion of platform data and the archiving concept is agreed upon by both parties. The Contractual Partner must separately commission the provision of the platform data stored at SupplyOn in a format suitable for archiving.

10 Security declaration

SupplyOn warrants the security of the SupplyOn Services within the scope of the security and operating concept (in its currently valid version).

11 Obligation of the Contractual Partner to cooperate

To ensure efficient use of SupplyOn, the Contractual Partner must fulfill the following prerequisites:

- It must designate a Company Administrator (CA). SupplyOn recommends appointing an employee who is familiar with the company organization and/or administration of users in IT applications to serve as CA, for example an employee from IT, central sales department, procurement, or the organizational department.
- SupplyOn also recommends designating a person to be responsible for the rollout, as well as key users who can provide support to ensure that the entire project proceeds efficiently.
- The Contractual Partner shall provide the data to SupplyOn within the framework of connection to internal systems of the Contractual Partner in accordance with the definition of SupplyOn in the interface description. This requires implementation and ongoing support for a corresponding integration solution (EAI software and data interface) by the Contractual Partners. This is not included in the scope of services of SupplyOn.
- Within the framework of connection to internal systems of the Contractual Partner, the Contractual Partner must address the business partners by means of an unambiguous identifier that is individually assigned to a company unit that is registered on SupplyOn. A D-U-N-S number for the corresponding company unit is also required for registration of business partners.
- The Contractual Partner shall provide SupplyOn with the data of the respective Business Partners required for registration via the Internet browser or any other mutually agreed format.Furthermore, the Contractual Partner shall support the rollout by providing respective information to the Supplying Companies and, where applicable, with escalations at companies that unwilling to cooperate.
- In the case of SupplyOn E-Mail Access solutions, the Contractual Partner shall be responsible for the correctness and accessibility of e-mail addresses. Access to business objects is only possible via the links in the e-mails sent.
- The Contractual Partner is aware that delivery by e-mail cannot be guaranteed. For example, the following errors can occur that prevent delivery:
  - E-mail addresses are incorrect
  - The employee is absent
  - The employee no longer works for the company
  - The e-mail ends up in the spam folder
- SupplyOn is neither responsible for the correctness of e-mail addresses nor can SupplyOn take responsibility for the delivery of E-Mail Access processes for the reasons stated above. SupplyOn therefore recommends that you consistently request feedback processes (for example, purchase order confirmations) from the Supplying Companies to avoid process problems.
- Certain SupplyOn Services inform the users actively if important information changes. Details are included in the relevant online documentation. The notification e-mails generated by the system do not release the Contractual Partner from having to check regularly whether new or changed data of the business partners are available in the systems. For this reason, the Contractual Partner has to log on regularly to the SupplyOn Services in order to check whether there is any relevant information.

- SupplyOn acts as a courier to transmit the declarations made among participants in connection with the use of the platform. If participants intend to conclude contracts with other participants via the SupplyOn platform (for example, for orders or auctions), it is the responsibility of the participants to agree on the legal and commercial conditions. SupplyOn recommends that regulations also be made regarding the impact of disruptions to the components used by the participants or SupplyOn (for example, repetition of an auction).
- As when operating in-house solutions (e.g. EDI Manager), faults and downtimes cannot be ruled out altogether when running online platforms such as SupplyOn. Therefore, the Contractual Partner shall itself have emergency plans in place for this case. The Contractual Partner is also aware of the fundamental risk of Internet connections to certain countries being slowed down or even completely blocked for longer periods, e.g. by governments. As a result, access to the SupplyOn Services would no longer be possible for the users of Buying and Supplying Companies from this country.
  SupplyOn shall notify customers immediately after becoming aware of such a blockade.
  In this case, the customers are responsible for implementing corresponding emergency plans.