

Standard Customer Support Guide

At TrueCommerce our mission is to make EDI painless by providing products and services that are simple to use, robust and affordable. The TrueCommerce Customer Support Team is committed to providing the highest quality support services to our customers.

Maintenance and Support Package

The following support services and product release updates are included at no additional cost as part of the software license(s).

- 8 AM to 7 PM ET weekday Customer Support via phone or email
- 24 hour access for Trouble Ticket submission / status, trouble shooting guides and knowledge base articles via the TrueCommerce Customer Portal at <http://support.truecommerce.com>
- Quick response by qualified support personnel for all critical issues
- Free software updates
- Free trading partner mapping updates

Supported Configurations: We will provide Standard Support for Licensed Software that is used within a Supported Configuration. A Supported Configuration may include specific operating system levels, TrueCommerce custom developed scripts, databases, label printers, device drivers, and applications. Please refer to the Product Literature section of our website (<http://www.truecommerce.com>) for information relating to the currently Supported Configurations and System Requirements. We will work to keep this information current and will continue to update it on a regular basis.

Upgrade Assurance: Updates to TrueCommerce software are available to all licensed users. TrueCommerce will notify customers of all Software Updates via a text message sent to your EDI mailbox, or via email. You may then download or request media for the updates.

Third Party Products including Citrix: If we determine that the problem is related to a product from a vendor with whom we have a cooperative support relationship, then we will collaboratively work with that vendor to address the problem. If we determine that the problem is related to a product from a vendor with whom we do not have a cooperative support relationship, we will ask you to request that the vendor work with us to address the problem. If the issue relates

to the third party product and not to the TrueCommerce Software, then the third party vendor, and not TrueCommerce, must resolve that issue for you. Our Support Services do not include installing, troubleshooting, fixing, or providing product patches or updates for any other third party products or otherwise supporting third party products.

Although TrueCommerce software products and utilities do operate within Citrix and Terminal Service environments, TrueCommerce will not provide technical or Customer support for Citrix and/or Terminal Services. We will assist in determining that the software operates correctly on the computer on which the software is installed. Any Citrix, or Terminal Services must be provided by the customer.

Data recovery / re-transmission: TrueCommerce will, free of charge, restore and/or resend any EDI transaction for a period of thirty (30) days from the original transmission date. Older transactions may be recovered for a processing fee.

While we make every effort to archive all of your historical transactions, you are responsible for implementing procedures to backup your data, software and equipment. TrueCommerce is not responsible for the loss of archive data, delays or costs that result from the customer's failure to backup and restore programs.

Remote Computer Access: In order for TrueCommerce Customer Support Engineers to effectively resolve issues in a timely manner, we may require remote access to your computer system(s). Remote access normally requires no additional software to be installed on your computer. Failure to allow Customer Support Engineers to access your computer systems remotely may prohibit our ability to resolve your issue. When performing remote diagnostics, TrueCommerce will work with you to ensure that your existing security is maintained.

Management of Customer Issues

Opening a Trouble Ticket: If you identify a problem with your Licensed Software, please visit our Customer Portal at <http://support.truecommerce.com> to submit a Trouble Ticket. You must open a separate Trouble Ticket for each identified problem. The Customer Portal will always provide you with the most up-to-date status of any Trouble Tickets. You will also find a wealth of trouble shooting guides and knowledge base articles that will assist you in resolving many issues.

Severity Levels: When you contact us about a problem and we open a Trouble Ticket, you must set an initial Severity Level for that problem based on our Trouble Ticket criteria. Please refer to the Severity Level Definitions section below for descriptions of the different issue Severity Levels. As the case progresses, we will let you know if the problem no longer fits the definition of the Severity Level originally assigned to the problem, and we may want to discuss an adjustment to the Severity Level. Your feedback regarding any adjustment is important to us and we will try to give you advance notice of any plans to adjust the Severity Level of the Problem. If we are unable to contact you after repeated attempts to discuss an adjustment, we may temporarily adjust the assigned Severity Level while waiting for your response.

Customer issue management is broken into several key activities. The first activity is an acknowledgement that you have contacted us (by phone or electronically) about a problem. Our goal is to acknowledge the Problem within sixty (60) minutes of our receipt of such contact. When we acknowledge the problem by phone, we will note the Severity Level you assign to the problem. We may ask you for designated contacts and other information that we will need to work with you on your issue. We will open your issue, log it into our issue tracking system, and assign a Trouble Ticket identification number. Our Customer Support Engineers will then manage the issue in accordance with the response goals appropriate for the Severity Level assigned to the problem (see Support Response Goals section).

Our initial efforts on Critical issues will be focused on service restoration. After your Licensed Software has been restored to service, we will then focus on issue resolution. Our timing goals for service restoration and issue resolution start when you open a Trouble Ticket, and are based on the assumption that you will respond to us in a timely fashion to provide us with any information we may reasonably require to resolve the issue. These goals are outlined in the Support Response Goals table below. Our ability to meet our Service goals may be negatively affected by (i) delays caused by you; (ii) delays caused by network, system or telephone line problems, outages or denials of service; (iii) delays

caused by Trading Partners, or (iv) other similar issues or events outside of our control.

We may also close your Trouble Ticket under the following circumstances:

- (a) You advise TrueCommerce to close the issue;
- (b) The issue is not caused by your Licensed Software;
- (c) You do not respond to us after we have repeatedly tried to contact you;
- (d) We mutually agree to close a Trouble Ticket;
- (e) You have reported a Licensed Software issue and we have advised you to download a Patch or Software Version Update that we believe will resolve that Licensed Software issue;
- (f) We make a good faith determination that the issue is likely not resolvable even with additional time and resources;
- (g) We determine that your Licensed Software is operating in accordance with its Documentation;
- (h) Where your suggestion for a new feature or enhancement to the Licensed Software may be included in a future Software Version Upgrade; or
- (i) Other circumstances in accordance with our support processes.

If you still need assistance on the same issue after we have closed a Trouble Ticket you may either reopen the previous Trouble Ticket (via the Customer Portal) or open a new Trouble Ticket.

Severity Level Definitions:

“Critical” means a problem has occurred where (i) your mission critical system(s) are down; or (ii) a substantial portion of your mission critical data is at a significant risk of loss or corruption; or (iii) you have had a substantial loss of service; or (iv) your business operations have been severely disrupted; or (v) an issue in which the product causes your network or system to fail catastrophically or that compromises overall system integrity or data integrity when the product is installed or when it is in operation (i.e. causing a system crash, loss or corruption of data, or loss of system security) and significantly impacts your ongoing operations in a production environment, and in each of the foregoing situations (i) through (v), no workaround is immediately available.

“High” means a problem has occurred where major functionality is severely impaired. Your operations can continue in a restricted fashion, although long-term productivity might be adversely affected.

“Medium” means a problem has occurred that has a limited adverse effect on your business operations.

“Low” means (i) a problem where your business operations have not been adversely affected; or (ii) a minor condition or Documentation error that has no significant effect on your operations; or (iii) a suggestion for new features or an enhancement regarding the Licensed Software.

Support Escalation Process

TrueCommerce is committed to delivering high-quality products and support to our customers and partners. In the event that you need to escalate a problem, our senior technical staff is ready and available to help you quickly bring your issue to closure. The following escalation process is designed to efficiently and effectively resolve your issue while keeping you informed every step of the way. A manager is assigned to every escalation case. The manager is responsible for evaluating your situation, facilitating the issue resolution across all TrueCommerce departments, and acting as an advocate on your behalf.

An escalation may be initiated when, after working through our standard support processes and with our teams on a Critical issue, you are not satisfied with the level or timeliness of service you have received. Additionally, an escalation should be initiated when there is tangible impact to your production environment, when there is high risk to the business operations, or when we fail to meet our Support Response goals.

The entry point into the TrueCommerce escalation process is through the Customer Support call center. When connected, please ask for the Escalation Manager. Please have any relevant Trouble Ticket numbers available to help us quickly access the details of your issue. Additionally, please convey any information relating to deadlines that you are facing, or actions that you think are immediately needed. The TrueCommerce Escalation Managers are empowered to make quick decisions on the next steps that need to be taken. Any issue that cannot be resolved immediately will be managed directly by the Escalation Manager. The Escalation Manager has access to development, network and service resources that are empowered to resolve your issues. Escalation Managers will notify and engage the appropriate Executives within TrueCommerce as necessary.

Your Escalation Manager will work collaboratively with your staff to establish an issue resolution plan. This plan will be communicated with you, your staff and the TrueCommerce stakeholders.

Escalated issues will be closed when:

- (a) We mutually agree that the problem has been resolved in accordance with the issue resolution plan objectives;
- (b) You advise us that you no longer require the issue to remain open, or that the issue should be downgraded in severity;
- (c) We mutually agree that the issue cannot be resolved; or,
- (d) The issue cannot be reproduced and had not recurred over an agreed upon monitoring period.

Support Options

Standard Support: We will provide Standard Support for all issues at all Severity Levels for Licensed Software until the date of their End Of Life (EOL). We will then continue to provide Standard Support for all Cases at all Severity Levels for twelve (12) months following EOL. During this time, we will typically either provide an existing software fix, or may consider the issue when developing a future Software Version Updates. At the end of this twelve (12) month period, we will stop providing support for the Licensed Software. Please refer to the TrueCommerce website for specific product EOL details.

When the Publisher's of third party systems integrated with TrueCommerce products discontinue support of a given version of their software, TrueCommerce will discontinue support as well. This includes TrueCommerce Business System Plug-in's, TrueCommerce Electronic Labeling Plug-in's, and support of software on a given Operating Systems, etc.

On-Site Support: To meet any special needs TrueCommerce offers on-site support on a time and materials basis to assist you with issues such as:

- Assess and recommend EDI implementation improvements
- Troubleshoot new or ongoing cases
- Installation, integration, or setup of TrueCommerce software
- Training of your in-house team

Support Response Goals

Standard Customer Support	
Hours of Support	8AM -7PM EST
Acknowledge Customer contact	within 60 minutes
Critical Issue	
Initial Response by a Customer Support Engineer following Acknowledgement	within 1 Business Hour
How Initial Response will be provided	call back or email
Service Restoration timing objective	within 8 Business Hours
Issue Resolution delivery timing goal	within 10 days
High Issue	
Initial Response by a Customer Support Engineer following Acknowledgement	within 4 Business Hours
How Initial Response will be provided	call back or email
Issue Resolution delivery timing goal	Within 10 days
Medium Issue	
Initial Response by a Customer Support Engineer following Acknowledgement	within your next Business Day
How Initial Response will be provided	call back or email
Issue Resolution delivery timing goal	within 25 days and/or next Software Update
Low Issue	
Initial Response by a Customer Support Engineer following Acknowledgement	within 2 Business Days
How Initial Response will be provided	email
Issue Resolution delivery timing goal	consider for future Software Update

Issues not covered by our Support Services include:

- Third party software problems
- Installation, Support, configuration of Citrix or Terminal Services environments
- Business Consulting services
- System Administration, or Database Administration services
- On-site support
- Configuration or resolution of hardware issues (e.g. servers, firewalls, routers, printers)
- Customization of software
- Customization of labels
- Development interfaces to other software systems
- Training after initial product setup
- Data entry or data configuration (e.g. entering store lists)
- Support for Licensed Software installed in non-standard product configurations or with non-certified label printers

Non-standard Support Services such as those listed above may be available from TrueCommerce for an additional fee on a Consulting Services basis. Please contact the Customer Support manager for special support quotations.

Holiday Coverage: The holidays listed in the table below are observed by TrueCommerce. All support requests submitted on a holiday will be addressed the following business day.

TrueCommerce Holidays
New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day

TrueCommerce Planned Outages: From time to time TrueCommerce may perform system maintenance on our TC.Net system. We will make every attempt to notify customers of planned outages at least three business days prior to the outage. During these planned maintenance outages, we will be unable to provide customer support within the support goal response times listed above.