Service Level Agreement for NaviPartner Support & Hotline

INTRODUCTION

This document describes how NaviPartner's Hotline and support can be used and how you as a customer can expect assistance with your system and connected hardware.

DIFFERERENCE BETWEEN SUPPORT AND HOTLINE

NaviPartner offers two complementary services:

1) Support (described on page 2) is available for all active customers.

2) Hotline (described on page 3) is only available to customers who pay a monthly hotline service fee.

Support

NaviPartner offers the following services to all active customers:

- Access to customer portal:
  https://portal.navipartner.com/
- Access to available system documentation.
- Access to available best practices manuals.

NAVIPARTNER CUSTOMER PORTAL

NaviPartner offers access to an online ticketing system called NP Customer Portal. The Customer Portal allows the customer to:

- o Receive support through creation of tickets called "cases".
- o Monitor all cases both active and archived.
- o Review status on timebank.
- o Review changes to timebank.

Cases created in NP Customer Portal can be used for any kind of communication such as:

- o Request for training and education.
- o Request for system configuration.
- o Request for system development.
- o Request for NP participation in scoping, workshops, discussions or similar.
- o Request for information on best practices.
- o Report a system error.
- o Suggest a new feature.

Terms and Conditions for using NP Customer Portal

Support through NP Customer Portal is subject to NaviPartner´s general Terms and Conditions.

All inquiries through NP Customer Portal are billable with two exceptions:

- Problems caused by a system error in one of NaviPartner´s Applications.
- Preliminary evaluation of support cases where the request can be handled within 15 minutes e.g.
  - o Giving a ballpark estimate.
  - o Providing a link.
  - o Clarifying simple challenges.

NaviPartner alone determines the complexity of the support cases.

Expectations to the Customer

The Customer should follow these best practices when using NP Customer Portal:

- o Refrain from creating multiple cases on the same inquiry.
- o Put an effort into describing the inquiry fully using screenshots and/or recordings when needed.

All dialogue between the Customer and NaviPartner, using NP Customer Portal, should be kept in English. NaviPartner maybe conditionally offers to translate Customer´s inquiries, but this cannot be expected.

NAVIPARTNER SYSTEM DOCUMENTATION

NaviPartner puts an effort into documenting and providing configuration guides for existing solutions. Updated material is available online at:
https://docs.navipartner.com/

Hotline

Navipartner offers a Hotline as a paid service. The service entitles the Customer to assistance via phone limited to salesclerks/salespeople that experience problems completing a sale and/or have issues with POS hardware. All other inquiries must be submitted using NP Customer Portal https://portal.navipartner.com/.

It is a prerequisite that any request via hotline pertains to software or hardware licensed and configured by NaviPartner. It is further required that the Customer has received training and/or read relevant systems documentation prior to contacting Hotline.
NaviPartner's Hotline has the following service goals under normal operation:

- Ensure the completion of sales in the POS.
- Receive and initiate correction of hardware problems or errors. Hotline diagnoses the problem and, if possible, solves the problem via remote support.
- Assists with guidance in the use of NP Retail, e.g., if a salesperson has forgotten a step in a sales process flow.
- A typical hotline call is simple and has a maximum duration of 10 minutes. Training and education are not covered by hotline.

Assistance with hardware
- Assistance is offered on equipment that has been in operation and has not been packed and/or moved since the commissioning.
- Assistance is only offered on hardware that is purchased from and/or approved by NaviPartner. Approved hardware can be found on page 4.
- As far as possible, diagnosed problems are solved immediately via remote support. If a hardware problem cannot be solved by the hotline, a case is created for NaviPartner's technical department.

Prerequisites for assistance on hardware
- NaviPartner must be able to gain online access to the machine to which the equipment is connected and have the necessary software rights to solve a given problem.

Hotline is primarily used by POS users. Other users must use NP Customer Portal to submit requests, that is unless they have a hardware related error.

- Hotline strives to answer calls as fast as possible, typically within 30 seconds.

Hotline diagnoses and rectifies errors via remote support if possible. If a problem cannot be solved via remote support, a support case will be created and sent to a specialist in the given area. The specialist begins the case resolution as soon as possible, but no later than the next working day.

The hotline is open and staffed as follows:
All days (GMT+1):

07.00-22.00 Danish and English-speaking staff

Webshop support
All support pertaining NaviPartner delivered webshops must be attained through NP Customer Portal. The Hotline does not assist with webshop related inquiries.

Billable services
If the Hotline assists with services that are not covered by the Hotline agreement, that support can be billed via invoice or consumption of hour from the timebank in accordance with the NaviPartner´s General Terms and Conditions.

Hardware available for Hotline assistance:

NaviPartner Hotline can solely assist with issues related to the hardware listed below:

POS PC:
- o HP Engage One Pro 15.6

Payment terminals:
- o Ingenico iPP350 PSAM terminal
- o Ingenico iPP350 BAXI terminal
- o Ingenico Move3500 BAXI terminal
- o Ingenico Lane3000 BAXI terminal
- o Ingenico Link2500 BAXI terminal
- o Ingenico iSMP4 BAXI terminal

Barcode scanners:
- o Zebra DS4608
- o Zebra DS8178
- o Zebra DS9308
- o Zebra DS2278

RFID scanner:
- o Zebra RFD8500

RFID printers:
- o Zebra ZD500R
- o Zebra ZD621R

Receipt printers:
- o Epson TM-T88V
- o Epson TM-T88VI
- o Epson TM-m30
- o Epson TM-P20
- o Epson TM-P80

Label printers:
- o Zebra ZD410
- o Zebra ZD420
- o Zebra ZD421

Card printer:
- o Magicard Pronto 100

Ticket printers:
- o Zebra ZT230
- o Zebra ZT411