

Service Description

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1. Definitions

The following definitions apply in this Service Description. See further definitions in Rillion's General Terms and Conditions (found at <https://www.rillion.com/legal-documents>) and or the relevant Order Form and/or SOW.

"**Administrator**" means the person, or persons, of Customer's personnel who internally shall support Customer's Users and have the authority to contact the Rillion Support.

"**Business Days**" means weekdays, Monday to Friday, except weekdays that are public holidays in Sweden.

"**Defect**" means a failure of the Solution to operate in all material respects in accordance with this Service Description or what has otherwise been agreed in writing between the Parties and for which Rillion is liable according to the Agreement.

"**Helpdesk System**" means the system connected to the Customer Portal which is used by the Customer to receive support.

"**Incident**" means a support request registered through the Helpdesk System by Customer's Administrator.

"**Response Time**" means the timeframes within which Rillion will respond as indicated in section 9.3.

"**Rillion Support**" means Rillion's personnel and systems responsible for providing support and handle incidents as described in section 9 of this Service Description.

"**Service Credits**" means the credits that Customer is entitled to claim as per section 8.3.

2. Service Description

2.1. Rillion will, as part of the Customer's subscription to the Solution, provide support for the Solution. The Solution aims to provide supplier invoice management services generally and to control automation within the processes of posting, reviewing and approval of supplier invoices.

2.2. The Solution is delivered as software-as-a-service, meaning that Rillion will host the Solution (which may be by a Sub-contractor) and will make it available to the Customer and its Users via a web interface.

3. Data Capture and E-Invoice

3.1. E-invoices of supported formats may be imported into and interpreted by the Solution.

3.2. Data capture of paper / pdf-formats software may connect to the Solution, but they are not included in the Solution.

4. Integrations

Integrations are made available via standard Rillion interfaces. The Solution includes maintenance, operations, and availability of the standard integration interfaces.

5. Solution features

The following tables define the features included in the provision of the Solution depending on the package ordered by the Customer and additional features are included if expressly stated on the Order Form.

	Prime– Essential	Prime – Professional	Prime – Premium
SSO	Included	Included	Included
Approval Workflow	Included	Included	Included
Mobile & Email Approval	Included	Included	Included
Insights Overview	Included	Included	Included
Recurring Invoice Automation	Included	Included	Included
Recurring Invoice Automation and Contract		Included	Included
Analytics		Included	Included
AP Benchmark		Included	Included
Build-Your-Own Report			Included
Automation Coach and Service Delivery Manager			Included

	One – Essential	One – Professional	One – Premium
Approval Workflow	Included	Included	Included
Mobile & Email Approval	Included	Included	Included
Recurring Invoice Automation	Included	Included	Included
Insights Overview	Included	Included	Included
Analytics		Included	Included
Document and Contract Management		Included	Included
SSO			Included

5.1. SSO

Possible to authenticate via Single Sign On (SSO) for supported authentication providers.

5.2. Approval Workflow

Invoice approval based on a defined workflow of approvers.

5.3. Mobile & Email Approval

Approve invoices via mobile and email interfaces apart from the web interface.

5.4. Insights Overview

Gives the user insight and overview of their tasks.

5.5. Recurring Invoice Automation

Automated approval of recurring invoices.

5.6. Recurring Invoice Automation and Contracts

Automated approval of recurring invoices based on stored contracts.

5.7. Analytics

Visualisation of data from invoices and how they are processed in Rillon.

5.8. AP Benchmark

Benchmark of invoice processing data.

5.9. Build-Your-Own Report

Access to analytics data for use in external BI system.

5.10. AI Coding

The Solution suggests account coding based on AI.

5.11. AI Coding and Workflow

The Solution suggests account coding and workflow based on AI.

5.12. PO Matching

The Solution suggests account coding and approve invoices based on purchase orders, created in the Solution where available or imported from the supported ERP systems.

5.13. Purchase Requisition and Budget Management (Buyer and Budget)

Ability to create and approve requisitions that can be used for approval of invoices. Requisitions can be pre-approved via Budget Management.

5.14. Document and Contract Management

Ability to store and handle documents, contracts and their access rights within the Solution.

5.15. Pay

Ability to pay approved invoices via Check, ACH and Virtual Cards.

5.16. Expense

Ability to manage reimbursement and travel expenses.

5.17. Payment file

File export with information on payments that should be initiated based on approved invoices.

5.18. External data capture services

Data capture of paper and PDF invoices can be done by an external partner as a service. If this is selected, the supplier of this service shall be stated on the Order Form or otherwise be agreed in writing between the Parties.

5.19. Self-managed data capture alternatives

Data capture can be done by the Customer, by using third-party scanning applications.

5.20. Sandbox environment

An environment for test or development. This environment allows customers to test system functionality and settings, including integration. It is important to note that the test environment does not offer the same performance or SLA guarantees as the production environment.

The test service is strictly for functional testing of core services and integrations. No performance testing is allowed.

Extra sandbox/development/test environment as well as data refresh after initial population can be purchased as a separate service (and will be charged separately by Rillion).

5.21. Archive

Ability to store historic invoices for viewing purposes only. It is important to note that the archive environment does not offer the same performance or SLA guarantees as applicable for the production environment.

5.22. Automation Coach and Service Delivery Manager

The Automation Coach service drives to streamline AP processes, KPI alignment, and continuous improvement following the Implementation Services. The Service Delivery Manager facilitates systematic cooperation, ensures service continuity, monitors quality, and supports resource planning after the Implementation and Automation Coach Services. The service includes 10 hours per month, and additional hours may be purchased upon request, subject to availability.

6. Integration/Rillion Connect

Integrations are made available via standard Rillion interfaces as described in the specifications of each API (SOAP, REST, text, XML). For integrations provided by Rillion, functionality and limitations are described in each integration specification. All specifications are provided by Rillion through selected information channels. The Services include maintenance, operations, and availability of the standard integration interfaces in the Solution.

7. Data security

Rillion's security documentation can be found at <https://www.rillion.com/trust-center/security/#security-info>.

7.1. Redundant Data Storage

All Customer Data in the Solution is stored using Azure Local Redundant Storage (LRS), containing multiple copies in the same data centre environment to minimize risk of data loss or physical data corruption.

7.2. Recovery Service

Customer Data in the Solution is stored in states once a day and could be recovered by Rillion if needed. Recovery is available for the Customer for 30 days. Customer must ensure that original content from connecting systems/ERPs or other Customer systems is available outside the Solution and possible to re-read into the Solution for further handling. All backup data in the Solution is stored on Geo Redundant Storage (GRS) that is replicated across multiple geographically separated Azure regions and data centers.

7.3. Solution Monitoring

Solution components such as servers and related services performance may be monitored in real time by Rillion personnel during Business Hours on Business Days. Various system alarms will trigger on predefined levels supporting quick handling of critical Solution issues. The availability of Rillion Prime is monitored and measured every 5 minutes.

7.4. Limitations

Any recovery process under clause 7.2 does not include synchronization with systems integrated with the Solution. Integration services with external system is not included if not specifically stated in the contract.

8. Availability

8.1. Scope

This section describes the Availability level(s) of the Solution.

8.2. Definitions

Below is an explanation of the terms used in this section

"**Service Window**" means the time frame Rillion reserves to perform scheduled maintenance of the Solution. Service windows are not counted in the Availability period.

"**Availability/Available**" means the Customer's ability to login to the Rillion Service.

"**Service Time**" means the time the Solution is guaranteed as Available during a Measurement Period.

"**Down Time**" means the time during which the Solution has been unavailable during a Measurement Period.

"**Measurement Period**" means one calendar month.

8.3. Solution Availability

Solution Availability (production environment)	99,5% (Essential, Professional) 99,8 (Premium)
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Service Time	7/24/365, with the exception for Service Windows
Service Window	According to service schedule in Solution portal
Service Credits	
Below 99,5% (99,8% Premium) but above 97%	5% of subscription fee
Below 97% but above 95%	10% of subscription fee
Below 95%	25% of subscription fee

- 8.3.1. If the Availability of the Solution falls below the Solution Availability levels set forth above, the Customer is entitled to claim financial compensation in the form of Service Credits as described above. Service Credits are based on the current monthly subscription fee and is calculated according to above. The Availability of the Solution is monitored and measured every 5 minutes by Rillion.
- 8.3.2. Maintenance of Solution through Defect corrections is described below under the Rillion Support section.
- 8.3.3. Service Credits are Customer's sole and exclusive remedy for any breach of Solution Availability.

8.4. Availability Calculation

The Availability of Solution is measured every 5 minutes by Rillion. Availability of Solution is calculated as below.

$$\frac{(\text{Service Time} - \text{Downtime})}{\text{Service Time}} = \text{Service Availability}$$

8.5. Limitations

- 8.5.1. Any interference caused by inaccuracies in Customer's infrastructure is excluded in the Availability calculation.
- 8.5.2. Customer shall be responsible for the maintenance, use and availability of their own network connection to the Solution.
- 8.5.3. Rillion reserves the right to perform necessary measures in the event of a serious threat to the Solution, during which time the Customer's access to Solution may be temporarily restricted. Such Interruption shall not be taken into account in calculating the Solution Availability.
- 8.5.4. Rillion reserves the right to improve, enhance, modify, and make commercially reasonable changes to the Solution. Rillion will notify the Customer in advance of changes to the Solution if such changes will materially affect the manner in which the Customer uses the Solution or the manner in which the Solution operates or performs.
- 8.5.5. The total monthly service credit amount can never exceed 50% of subscription fee.
- 8.5.6. If single-sign on is implemented as part of Solution the functionality of authentication is dependent on the Customer's authentication provider. Rillion will not take the responsibility for the potential Down Time related to authentication issues caused by the Customer's authentication preferences.

9. Rillion Support

9.1. Rillion Support introduction

- 9.1.1. Rillion Support's organisation consists of 3 levels. 1st and 2nd line handles incoming incidents and escalate, if necessary, to 3rd line who has access to R&D and other resources if needed.
- 9.1.2. Support is provided in English, Swedish, Finnish or Danish.
- 9.1.3. Customer's Users must contact Customer's Administrator for support. The Administrator may contact Rillion Support if needed.
- 9.1.4. The Administrator has login information to the Helpdesk System provided by Rillion Support and a case is initiated by an Incident being registered in the Helpdesk System.

- 9.1.5. In the Helpdesk System, the Administrator can follow the Incident and in parallel have contact with Rillion Support through the Helpdesk System and by telephone and mail.
- 9.1.6. The case number obtained when registering an Incident is the key to all communication around the Incident.
- 9.1.7. Detailed information with login details, phone numbers and web links etc. is provided in connection with Customer entering into production with Rillion and thereby being handed over from Rillion 's delivery and project organization to Rillion Support. The handover takes place in an information meeting with the Customer at the end of the implementation project.

9.2. Included under Rillion Support

- 9.2.1. Defect correction is covered within the Subscription Fee's monthly charge under Rillion Support, alongside essential usability support provided specifically to the Customer's Administrator.
- 9.2.2. The Customer will have access to the Helpdesk System and support organisation.
- 9.2.3. Manuals, tutorials, Q&As, release notes and general documentation will be available from within the product and/or through Rillion's Customer Portal.

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9.3. Priority and Response Times Rillion Support

- 9.3.1. Rillion Support will confirm receipt of an Incident and act within the Response Times specified below.

Priority
Priority 1 Defects which cause complete Down Time of the Solution. Not possible for any Users to access the Solution. There is no workaround solution available for the Customer. Business critical.
Priority 2 Defects that have an aggravating effect on the use of the Solution but that are not business critical. Affects key functionality or a majority of overall users. Risk of becoming business critical.
Priority 3 Defects that have considerable effect on the use of the Solution but that are not Priority 1 or 2. Reduced functionality due to errors and/or effects more than 25% of overall Users. Business impact is low. A workaround is available for the Customer.
Priority 4 Non-significant effect on the functionality of the Solution. Effects only individual Users or single documents. Non-critical functions of the Solution. No actual business impacts.

Support level	Essential	Professional	Premium
Response Time in business hours/days Priority (1-4)	3h; 12h; 3d; 10d	3h; 12h; 3d; 10d	2h; 8h; 2d; 5d

- 9.4. For Incidents relating to a Defect with confirmed Priority 1 or 2 as described above, the work begins and are ongoing continuously with high priority until the Defect is resolved.
- 9.5. If a Defect is identified, Rillion may offer a permanent solution, a temporary fix, or suggest a workaround. In the event of a temporary solution or workaround, Rillion commits to providing the Customer with a plan within 15 Business Days detailing when and how the Incident will be permanently resolved. This policy applies to Defects assigned Priority 1 and 2.
- 9.6. Rillion reserves the right to change the classification (Priority 1, 2, 3 or 4) that the Customer initially stated in an Incident. Any adjustment of an assigned classification and reason for the adjustment shall be notified to Customer.

9.7. Terms and conditions for Rillion Support

- 9.7.1. Customer commitments

- 9.7.1.1. The Customer reports designated Administrators to Rillion Support and in return, the Customer receives login information for the Helpdesk System and instructions.
- 9.7.1.2. The Customer is responsible for ensuring that all Incidents are initially registered in the Helpdesk System and that the case number obtained is used in continued communication through the Helpdesk System, by phone or email.
- 9.7.1.3. The Customer is responsible for initiating and confirming contact with any third-party User who needs to be in contact with Rillion Support.
- 9.7.1.4. Customer accepts that Customer's Administrator(s) is authorized to:
 - 9.7.1.4.1. Log in, register, and follow up Incidents in the Helpdesk System
 - 9.7.1.4.2. Order Services, trainings, or changes to Solution settings
 - 9.7.1.4.3. Confirm any costs that may will be invoiced for Services performed to the Customer.
 - 9.7.1.4.4. Initiate / request Rillion Support's contact with any third-party User.
 - 9.7.1.4.5. Request registration of additional Administrators.
- 9.7.1.5. The Customer is responsible for ensuring that the Customer's Users follow the technical and user guidelines for the Solution applicable from time to time and any associated release notes.
- 9.7.1.6. The Customer shall provide Rillion Support with a name and function of the primary contact who during the Customer's normal business hours shall be Rillion Support's main contact person.

9.7.2. Rillion commitments

- 9.7.2.1. Rillion shall use commercially reasonable endeavours to make the Solution available 24 hours a day, seven days a week, except for: (i) planned maintenance communicated in advanced on <https://status.rillion.cloud/>. (for Rillion Prime such planned maintenance is carried out outside Business Hours, and for Rillion One such planned maintenance may be carried out during Business Hours), and (ii) unscheduled maintenance (provided that Rillion has used reasonable endeavours to give the Customer reasonable notice in advance).
- 9.7.2.2. Rillion Support shall provide the infrastructure needed for a benefitable cooperation with processes, routines, personnel, and associated documentation to promote the use of Rillion and give efficient support.
- 9.7.2.3. Rillion shall offer and provide various relevant services and documentation in connection with the support, such as consulting, education, FAQs, descriptions and manuals.
- 9.7.3. All Support is conditional upon the Customer registering an Incident in the Helpdesk System.
- 9.7.4. Customers designated Administrator(s) must have undergone training in the Solution or otherwise obtained equivalent knowledge and are the only Users that are entitled to contact Rillion Support, log in and register Incidents in the Helpdesk System.
- 9.7.5. If an Incident occurs out of any circumstances according to clause 10.3 in the General Terms and Conditions, the time spent for handling the Incident may be charged to the Customer.
- 9.7.6. Recurring requests for usability support covered by manuals or requests for longer, more complex reviews may be charged to the Customer or imply that Rillion Support recommends the Customer training.
- 9.7.7. Rillion reserves the right to use Subcontractors for the execution of the support. However, Rillion shall be fully liable for all Rillion 's obligations when hiring a Subcontractor.

10. Out of Scope exclusions for the Implementation Services

- 10.1 Working outside Business Hours, unless agreed with Rillion in advance.
- 10.2 Any activities not directly related to the Professional Services outlined within the SOW.
- 10.3 Custom development beyond basic configuration mentioned in the Service Description.
- 10.4 Third-party software licensing.
- 10.5 Business process analysis and reengineering.
- 10.6 Managing the Customer's network or infrastructure, which is generally the responsibility of the Customer or its IT service provider.
- 10.7 Changes to the user interface or user experience to cater to a specific customer's branding or usability preferences.
- 10.8 Implementing custom security features or protocols that are outside the standard security measures provided by the Solution.
- 10.9 Handling ongoing, ad hoc customer requests after the initial implementation phase.

10.10 The Solution is cloud-based. Any requirements for on-premises installations, special hosting or maintenance are out of scope.

10.11 Integrating with third-party applications that are not part of the standard integration suite of the Solution. Extensive work to integrate with obscure or non-standard systems is out of scope.