



SCOPE OF SERVICES TB.ONE



SET-UP SOFTWARE

| | TB.ONE PROFESSIONAL | TB.ONE ENTERPRISE |
|--------------------------------------|--|---------------------|
| ACCOUNT SET-UP (INCLUDING 1 USER) | • | • |
| KICK-OFF CALL | 60 minutes | 90 minutes |
| INTERFACE CONSULTATION | 30 minutes | 60 minutes |
| FEED TEST | 5 × | 10 × |
| TEST ORDER (INCLUDING MESSAGES) | 5 × | 15 × |
| SOLUTION DELIVERY MANAGER | Standard | Advanced |
| ACCOUNT SET-UP | Your TB.One software is set up and configured within the Tradebyte SaaS system. An admin user is created, and the customer receives the access data. | |
| KICK-OFF CALL | In a conference call, the customer and Tradebyte talk about the existing infrastructure and find the optimal way of working with TB.One. | |
| FEED TEST | The data provided by the customer (feeds) are tested manually and automatically. The automatic tests create entries in an error list which are then processed. | |
| INTERFACE CONSULTATION | Tradebyte tests technical and content possibilities and works with the customer to find the optimal solution. Afterwards, an FTP/SFTP access and an API user are created and the customer receives the access data. | |
| TEST ORDER | Before the actual go-live, Tradebyte makes test orders available for the customer's account, so a intensively test of the order processing for each sales channel connection can take place. Some sales channels also transmit test orders before go-live. | |



SET-UP CHANNEL

| | TB.ONE PROFESSIONAL | TB.ONE ENTERPRISE |
|--|---|--|
| WEBINAR PARTICIPATION (SALES-CHANNEL-SPECIFIC) | • | • |
| INDIVIDUAL SALES CHANNEL TRAINING | - | Optional (pricing according to service conditions) |
| INTEGRATION TICKETS | 10 | 20 |
| GAP ANALYSIS CONCERNING SALES CHANNEL REQUIREMENTS | Optional (pricing according to service conditions) | • |
| TECHNICAL CLARIFICATION WITH SALES CHANNEL | - | • |
| SOLUTION DELIVERY MANAGER | Standard | Advanced |
| WEBINAR PARTICIPATION | Tradebyte regularly offers webinars about the basic functions and technical connection of TB.One and the specific requirements of many channels. | |
| INTEGRATION TICKETS | Depending on the edition, a different number of integration tickets is included in the scope of services. | |
| GAP ANALYSIS CHANNEL REQUIREMENTS | Should the customer decide to sell on an additional sales channel, Tradebyte analyses the respective data requirements and tells the customer which new sales-channel-specific requirements need to be fulfilled. | |
| TECHNICAL CLARIFICATION WITH CHANNEL | Tradebyte takes care of the transmission of the data to a sales channel and clarifies the technical aspect of the new connection. | |
| SOLUTION DELIVERY MANAGER | A specialist for onboarding and the integration process enables every customer to start selling on sales channels. The contact may vary from project to project, according to availability. | |



OPERATIVE EXCELLENCE

| | TB.ONE PROFESSIONAL | TB.ONE ENTERPRISE |
|---|---|--|
| WEBINAR PARTICIPATION (BASIC FUNCTIONS) | • | • |
| INDIVIDUAL TRAINING SESSIONS | - | Optional (pricing according to service conditions) |
| SUPPORT TICKETS (MONTHLY) | 5 | 10 |
| HOSTING, MAINTENANCE, FEATURE UPDATES | • | • |
| PROACTIVE MONITORING | - | • |
| SLA | - | • |
| TEST ACCOUNT (PERMANENT / LIVE SYSTEM) | Optional (pricing according to service conditions) | • |
| SUCCESS MANAGEMENT | Standard | Advanced |
| BACKUP | 3 months | 6 months |
| INDIVIDUAL CHANNEL TRAINING SESSIONS | Individual training sessions for channel specifics are available on request. These training sessions are tailored specifically to the customer's individual situation. | |
| SUPPORT TICKETS | Depending on the edition, a different number of integration tickets per month is included in the scope of services. | |
| HOSTING AND MONITORING | The customer's data are saved on the Tradebyte servers, which are constantly maintained and monitored. Data mirroring prevents loss of data, continuous monitoring immediately reports any malfunctions regarding the data transmission to the sales channel servers. | |
| FEATURE UPDATES | TB.One is continuously developed. With technical innovations, new opportunities or channel requirements all customers automatically receive new feature updates and can decide at which point in the four-week release period feature updates go-live on their account. | |
| SUCCESS MANAGER | A personal contact for business matters helps the customer increase the potential turnover and provides customer-oriented solutions. | |



ADDITIONAL SERVICES

SERVICES

| | | |
|--|-----------|---------|
| ½ DAY WORKSHOP / TRAINING (Ansbach or alternatively in-house training plus expenses) | Flat rate | € 650 |
| 1 DAY TRAINING | Flat rate | € 1,100 |
| INDIVIDUAL WEBINAR (2 hours)/ TOPIC AND PARTICIPANTS AS REQUIRED | Flat rate | € 300 |
| CONSULTING, PROCESS CONSULTATION | At cost | * |
| CONSULTATION AND SYSTEM MIGRATION TESTING (Interfaces, ERP) | At cost | * |
| 2ND LEVEL SERVICES | | |
| INSTALLING BACKUP | Flat rate | € 300 |
| TESTING FOR NEW OR CHANGED DATA FEEDS | Flat rate | € 150 |
| DATA CORRECTION (e.g. in case of import error or erroneous mass processing) | At cost | * |
| EXTENDED MONITORING OR BACKUP | At cost | * |
| TEST ORDER PACKAGE (10 additional test orders) | One-time | € 300 |

* All prices and fees in euros, plus statutory value-added tax, offer is non-binding and subject to alteration.



ADDITIONAL SERVICES

SOFTWARE ADD-ONS

| | | |
|---|---------------------|---------------|
| TB.META SET-UP (module for individual import/ export interfaces) | At cost | * |
| TB.META (basic fee, monthly) | € 200 | € 100 (Lite) |
| EXTERNAL TEMPLATE SET-UP | Flat rate | € 150 |
| DELIVERY DOCUMENTS SET-UP / CONFIGURATION (generic channels) | Flat rate | € 600 |
| SCAN DESKTOP SET-UP / CONFIGURATION (including training) | Flat rate | € 3,300 |
| TEST ACCOUNT (permanent) | One-time Monthly | € 450 € 75 |
| TEST ACCOUNT (temporary, max. 4 weeks) | One-time | € 300 |
| USER ACCOUNT PACKAGE (10 additional users) | Monthly | € 30 |
| DHL INTRASHIP WEBSERVICE / SHIPPING 2.0 (over all channels configured for it) | One-time Monthly | € 300 € 30 |

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ADDITIONAL SERVICES

INVOICING AT COST *

| | |
|-----------------------|---------|
| HOUR | € 150 |
| WORKSHOP DAY | € 1,900 |
| PERSON DAY CONSULTING | € 1,100 |

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