

## **MAINTENANCE AND SUPPORT SERVICE EXECUTION GUIDELINES**

**Introduction.** Our support team is available through our Global Support Center. In order to help our Clients, solve any issue related with the system and/or hardware purchased with **Netlogistik** during the performance of a professional and adequate service. Once our Global Support Center has been contacted, we warranty to submit the corresponding Support Case and share the response term of such, thus in accordance with the severability. The issue shall be duly attended by a specialist duly trained on the usage of the corresponding tool.

**Our mission.** Keep our Clients operating with the minimum impact as possible regarding their operation performance. Reestablish the regular operability of the systems, taking into consideration that the alternative may be provisional seeking a definitive solution within a term that does not affect the operations in a negative way.

**Reach.** Provide support regarding any Software tools, as long as the corresponding Support and Maintenance Policy remains enforceable under the provisions of a Master License and Service Agreement and its attachments.

**Our goal.** Provide a service that reduces the impact against the operation caused by issues related with the Software or Hardware, at the same time carry out the improvement of the System's performance. We want your company to reach the maximum performance possible through the usage of our Solutions, providing the client with the broadest experience in order to aid any issue

**Service/Plan description.** The following table shows the description of each Support and Maintenance plan to be applicable in the corresponding attachment:

<b>Plan</b>	<b>Availability (business days x hours)</b>	<b>Schedule</b>	<b>Number of incidents to be reported per month (tickets)</b>
<b>Essential Plan</b>	5x10		Limited to 8 (eight).
<b>Essential Plus</b>	5x10		Unlimited
<b>Premier Plan</b>	6x12		Unlimited
<b>Premier Plus</b>	7x24		Unlimited

### **NOTES.**

**For the Essential and Essential Plus Plan** the schedule runs from Monday to Friday, within a 10-hour daily range as agreed by the parties in the corresponding attachment.

**For the Premier Plan** the schedule runs from Monday to Saturday, within a 10-hour range as agreed by the parties in the corresponding Attachment.

**For the Premier Plan Plus** the schedule runs daily, within a 24-hour range during the validity

term of the corresponding attachment executed among the parties.

Our Support Center can be accessed on a 24x7 (24 hours a day, seven days a week) basis, through the following methods:

1. Support website: <https://netlogistik.atlassian.net/servicedesk/customer/portal/3>
2. Support lines:

Mexico	(52)-555 282 1321
USA	(1)-877 209 2494
Colombia	(57)-800 518 4768
Argentina	(54)-800 345 1882
Panama	(507)-836 6066
Spain	(34)-900 499 018
Chile	(56)800719944
Peru	(51)80071213

In case of Software related products, the Support and Maintenance Service provided it shall be carried out remotely, therefore the Client must rely with a remote connection method on the environment subject to support. It is deemed as a responsibility from the Client to keep said connection available at all times whenever its usage is required. The support in site shall be provided upon the **Client's** request and in accordance with the provisions established under the Master License and Service Agreement and its Attachments.

Regarding Hardware related products, the undertaking of such shall be ruled under the corresponding Master Service Agreement and its attachments.

Inasmuch, **Netlogistik** shall require from the Client to create a contact directory of the staff in charge of receiving the support and maintenance related petitions from the final users, therefore, such contacts shall be the ones sending the corresponding request to us.

**Structure.** Consultants handling requests submitted to the Netlogistik Global Support Center must update each report in the platform named "Jira" or any other software that Netlogistik applies for such purposes. This ensures a comprehensive record of applied solutions for various issues and builds a reliable knowledge base to facilitate the fastest and most effective resolution of future concerns.

Considering the above, we can access the list of pending cases from the **Client**, in order to duly follow up such. In addition, we rely with detailed information regarding the facilities, installed products, hardware, etc., thus with the purpose that any person attending the case, relies with the broadest background information in order to do so.

**Netlogistik** updates the calls, monthly reports, including users, causes, priorities, and status, in order to maintain control regarding the request index submitted in our Global Support Center.

**Netlogistik** will support third party software and hardware related with these support services, as acquired through our company, or if the case may be, if relying with an enforceable Support and Maintenance Policy that covers the corresponding licenses and/or hardware, ensuring that the tools maintain the required functionality standards required by the organization.

**Attention Process.** The issues submitted in **Netlogistik** Global Support Center are carried out in Spanish and English by our specialized consultants. As of the date in which the request has been duly submitted, we shall carry out the following:

- a) Information collection regarding the issue submitted.
- b) Report filing notifying the **Client** and the allocation of the corresponding case file number in order to follow up the case.
- c) Assignment of the case to the corresponding support specialist.
- d) The support specialist assigned to the case shall contact the **Client**, in order to notify that the case attendance has started.
- e) Issue analysis and evaluation of potential solutions and the corresponding notification to the **Client**.
- f) Issue remedy. In those cases, in which the issue has not been resolved during an identified term, an escalation process shall be carried out to another specialist with broader experience or else directly with the manufacturer/developer of the product.

## SERVICE LEVEL AND ESCALATIONS

**Severity Evaluation:** After reporting a case, the **Client** through the Global Support Center website, can choose one of the four following priorities, therefore the latter must be bound to the corresponding definitions.

If any situation in which the case fails to match the criteria of such definition, the support consultant shall notify the **Client** regarding the corresponding notification.

**Severity Level 1.** Also called crashed system. This kind of issue is the most severe. It is caused by an event in which the operability of the application has stopped due to a failure of such. Thus require the issue's immediate elimination and aid in order to allow the continuation of the corresponding operations, thus lacking from any serious impact on the **Client's** business. There are no other applicable options available, the issue must be resolved.

**Severity Level 2.** This is the second most severe, also included among the high impact issue category, this can be described as a severe issue, the main characteristic or the critical commercial function is failing to operate or is seriously damaged, nevertheless, at least one short term applicable solution remains available.

**Severity Level 3.** This issue level has a medium impact that reduces the functionality or utility of the application, but the condition is not severe for the operation remains continuing the product. An immediate solution is available that can be applied or used with a low operative impact or null. This issue may affect the individual user only, not affecting the entire system.

**Severity Level 4.** This kind of issue is the less severe. It may be described as a minimal issue arising as a component or to failure or unsatisfactory characteristic. This level of issue may be ignored or disregarded and lacking of any negative impact on the operations. No data integrity issues arise in this level of severity. A deferred maintenance of the issue is deemed accepted. A short-term solution is not required.

Following up the foregoing, the following table shows the priority service levels depending on the priority level for each case:

Case Priority	Response term.	Attendance term as of response stage.
<b>Severity Level 1</b>	0 to 15 min.	20 min.
<b>Severity Level 2</b>	0 to 15 min.	1 hr.
<b>Severity Level 3</b>	0 to 15 min.	1 business day
<b>Severity Level 4</b>	0 to 15 min.	2 business days

**Response time:** Term elapsed between the event in which the **Client** submits the request report and **Netlogistik** attends such, through any method available.

**Attendance term:** Term as of the support consultant assigned to the case starts the attendance of the issue and seeks or analyses a potential cause of the incident.

Cases related to Severity Levels 1 and 2 cases shall only apply for productive surroundings. If you require attendance regarding these two priorities for non-productive surroundings. The **Client** must send a written notification from a managing level member to the following address [support@netlogistik.com](mailto:support@netlogistik.com), indicating the reason why the exception wants to be made.

Under regular bases, cases related to Severity levels 1 and 2 shall apply for cases arising from any incident and level 4 and 4 cases, for any kind of issue.

**Incident:** Nonscheduled interruption of a service or a quality reduction of such.

**Issue:** A cause, or potential cause of one of more incidents.

Cases shall be addressed in accordance with the priorities submitted in the follow up system, thus taking into consideration the attendance terms may be extended if:

- Regards a hard to reproduce issue, or those lacking from any error logs;
- Requires the creation of patches;
- Requires data processing;
- Upon the requirement of carrying out modifications on the code, or
- A third party (provider) needs to be involved.

It is worth to recall that the purpose of the Support and Maintenance Service Department is to allow the **Client** to operate. A fast alternative is acceptable for those Severity level 1 or 2 issues. if the proper solutions are available, this shall be carried out. If the solution takes more than the recommended 1 or 2 hours, one provisional solution shall suffice, thus must be applicable as long as it doesn't affect the operation or requires the fulfillment of considerable modifications in the system.

The escalation of the issue shall be filed by **Netlogistik** Support Expert responsible in the case follow up system.

**Issue Solving.** The main purpose is to make the system to run correctly. The secondary purposes include the prevention of damages against the system and integrity of the data base.

Upon a situation in which the **Netlogistik** Support Technician is unable to solve the issue, this shall report immediately to the corresponding **Netlogistik** support entity of greater Severity Level or other third party, for source code modification related issues, this under the consideration that the **Netlogistik** Support Technician shall not carry out any modifications to the code. The person(s) that solve the issue shall file complementary notes related with the issue solution.

The responsibility of the issue shall correspond to the **Netlogistik** Support Technician originally assigned to the case regardless of the support entity currently working to resolve it. This implies the possibility from the **Client** to request any updates related to the case, always acting through the same person appointed to do so. Therefore, case reassignments shall be viable only upon those situations in which a specialist assigned originally to a case cannot continue to provide follow up. Upon those cases the contact enrolled by the **Client** for the case, shall be notified in this matter.

**Issue Conclusion.** The issue managements are part of a close cyclic process. **Netlogistik** Support Technician is responsible for notify the **Client** whenever the problem is duly solved and to request the case conclusion. The status of the issue shall be updated to “Concluded” as of the moment that the **Client** agrees such issue solution. The status of the “Concluded” deletes the issue from the opened issue reports list.

If the **Client** fails to respond regarding the issue conclusion request, the Three Strike rule shall apply, this means that after sending three notifications, each separated by one business day, if we lack from any answer by the **Client**, therefore the case shall be deemed closed.

It is worth to mention that under **Netlogistik** support department policies and after performing under the best practices known in the industry, a support case cannot remain more than 14 (fourteen) days opened caused by the following situations attributable to the **Client**:

- Lack of any validation or solution demonstrations delivered by **Netlogistik**;
- Lack of any information delivery or scenarios deemed required to continue with the analysis of the issue;
- Any other obstacle not attributable to **Netlogistik** that impede to carry out the issue solution.

Upon any of the situations described above, the expert in charge of the support assigned to the case shall notify the **Client** regarding the necessity of closing the case and that shall be resumed as a new case, thus upon the existence of the conditions to continue the performance of such. It is important to mention that these kinds of cases shall be filed in a follow up array by **Netlogistik** in order to be attended afterwards, acknowledging that it matches both parties interest, to resolve the incident.

In case of lacking enough elements in order to determine the root cause of an issue, the **Client** must allow the temporary closing of the case, this under the acknowledgement that shall be contact in case that the issue arises again, referencing the previous case, in order to track the background existing on the matter.

**Coverage Restrictions.** All the services described in here are, by definition, related with Support and Maintenance, applicable to projects duly concluded and transferred to support under the

current guidelines. In order to identify a case as support related, an incidence must occur demonstrable in an installed instance or previously tested by **Netlogistik** (only cases related with productive surrounding can be considered as high or critical priority).

The following shall not be deemed as Support and Maintenance related activities:

- a) Not relying with an enforceable and valid Support and Maintenance Policy or having its invoice with more than a month of expiration.
- b) Consultancy: Any other request that requires consultancy regarding configuration or operative related situations not currently into production and/or transferred to the support area.
- c) Configurations different from those implied during operation or trigger new functionalities unforeseen in the original project or the subsequent stages. Any operation related with the system that has not been validated in advance by the service area and that has not been transferred to support.
- d) Implementation processes in other warehouse: Any operation related with a new warehouse in the system that has not been validated in advance by the service department and that has not been transferred to support.
- e) New user's implementation processes. Any other operation related with a new user (client) in the system that has not been notified in advance to the support area, attaching the corresponding tests array for its review.
- f) Training: Any training related with the usage of the systems, thus under an administrative and operative scope.
- g) Database Management Support, in case of not hiring the corresponding policy through **Netlogistik** or from any of its technology partners.
- h) Supporting any new features deemed as required by the **Client's** operations that the system originally lacks.
- i) Functionality or configuration support in non-productive surrounding or any configuration process in non-productive surroundings.
- j) Operative system management support.
- k) Support services related with any request that has not been caused by a failure (see definition of failure).
- l) Network related issues, including routers, segment, network hubs, etc.
- m) Installation processes with additional users, including configuration of personal computers, RF devices, voice terminals, printers or any other kind of hardware required for the system performance.
- n) Third party software failures or computer equipment (PCs, servers, RF units, voice terminals, etc.), including electric energy related issues and component failures or when the support and maintenance services of said software or equipment where not hired from **Netlogistik**.
- o) System patches installation process provided by **Netlogistik** abroad the warranty coverage term, or patches from third parties (operative system, database, etc.) without prior approval from **Netlogistik**.
- p) Support in site under petition from the **Client** without previous negotiation with **Netlogistik**.

**Failure definition.** A failure is defined by an alteration on the expected results in accordance with the standard functionality and standard sequences of the product, as long as this alteration does not include an error in the data, a change regarding the reach or tested practices, an operational error, an error affecting the operative system, a hardware malfunction or an error in the database motor.



Following up, these are the description of the considerations regarding the failures:

- a) Any sequence regarding the operation process, if this is executed according to the provisions of the approved procedure.
- b) Generates incorrect accounting of the inventory, the historic data transition that supports such, or even the way in which the results are reported.
- c) Generates incorrect data creation. This failure generally appears during massive loads, the recipes, and positive adjustments.
- d) Generates incorrect data updates. This failure generally appears during inventory related activities, the execution of tasks, movements and attribute changes.
- e) Generates incorrect data elimination. This kind of failures generally appear during negative adjustments, the execution of task, provision, cyclic accounting, and maintenance of the historic data.
- f) Generates incorrect tasks assignments. This kind of failures appear in the licenses settings, tasks assignment and user configurations.
- g) Compatibility hassles with the versions of the operative system, database or components certified by the developer.

### **Requirements to provide support to new implementations and updates on the systems.**

Before **Netlogistik Global** Support Center may provide the proper service during the whole life cycle of the systems, it is deemed required that the **Client** notify **Netlogistik** regarding any implementation on a new warehouse, user (client), new functionalities (standard or custom developed) or changes on the current configuration of the systems, prior to its production release.

The documentation that must be delivered is the following:

- Solution summary or over view of the configuration of the processes implemented or modified.
- Design documentation upon any modification applied to the systems.
- Support Checklist.
- Detailed summary of the components of modified or developed codes.
- Detailed summary of the code components modified or created.
- Test arrays, containing the involved scenarios during the implementation(s) carried out and certified in surroundings alternative to the productive.

This documentation must be submitted for validation before releasing the update to the production environment. Netlogistik's support area must perform this validation in order to provide an effective service; however, in cases where Clients submit their modifications directly, the process may vary. Additionally, before the release, a meeting should be conducted between the Netlogistik support area and the client (and the Netlogistik service department if required during the implementation) to collaboratively review the changes and address any questions or concerns that may arise.

**Client's responsibilities.** The following activities must be carried out by the **Client** as part of the internal maintenance and as a proactive way to avoid ant issues related with the systems provided by **Netlogistik**.

- Refinements – configuration and maintenance.
- Services Administration and databases.
- Users and password management and in general the configuration of the systems.
- Maintenance of printing task.
- Computer equipment supervision, administration and control.
- Maintain technical support on the application on first level, this shall report any issues to Netlogistik.

- Steady connection to remotely access the surroundings. It is important to mention that the remote connections that may limit the access to the internet, shall delay the issue solution time considerably.
- Maintain standardized surroundings (production, development, tests, etc.) regarding the systems within a reasonable periodicity (at least each 4 months).
- Creation of tests scenarios related with support cases in order to carry out tests for netLogistiK and the Client.
- Release cases solutions in productive surroundings under a coordination scope with Netlogistik, having IT (Informatic Technologies) and operation personnel that validates the updates at the time of application.
- Upon any performance related issues regarding the systems, a diagnosis report must be generated and send to the data base (depends on the motor and version of the database, for instance Oracle specifically for AWR and ADDM reports), as well as to report the incident through a phone call to Netlogistik to review online under availability basis.
- Any other item not mentioned herein, but considered during the course of the System Management, provided prior to the Go-Live stage (Productive system kick off).

**Warrant**

**Netlogistik** warrants to the **Client** that the services shall be provided according with the specifications of the Support and Maintenance Services established in this document and the corresponding Agreement and its Attachments.

-----END OF THE APPENDIX-----