Service Guide

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1. Service Overview

This Service Guide describes the on-demand services (each, a "Service") available from Abacus Labs, Inc. and its affiliated companies (collectively, "Emburse") to its customers (each, a "Customer") that is accessed by the Customer over the Internet or through an application downloaded by Customer, as reasonably modified by Abacus™ from time to time. The Service(s) are described more fully below.

2. Services

2.1 Abacus Expense. Abacus Expense is a simple, highly configurable, cloud-based web and mobile expense report management service. Abacus Expense includes:

- Functionality that automates the preparation, routing, approval, and processing of expense reports under defined business policies and rules;
- Remote access to the Abacus software for expense reporting over the Internet as a mobile web app on devices that meet the minimum requirements of the Expense service;
- Configurable expense policy and routing controls;
- Real-time expense submission at point of sale;
- Multi-tiered Hierarchical approval workflow;
- Enterprise reporting and analytics;
- Ability to integrate corporate and personal credit cards;
- One (1) ERP integration
- ACH reimbursement;
- Unlimited custom expense and team fields;
- Ability to issue virtual and physical payment cards to Authorized Users through the Emburse Cards program (subject to program terms and conditions);
- Access to technical support as described in the Emburse Support Policy; and
- Guided Implementation services as described in Section 3 below.

2.2 Travel. The Abacus Travel service includes:

- Functionality that automates the preparation, routing, approval and processing of travel reservations (such as airline, hotel, rail and car rental) under defined business policies and rules;
- The ability to search and display various reservation inventories from multiple sources, including GDS and direct connections;
- Intelligent profile management allowing travelers and travel managers to update important travel information;
- Notification options to alert travelers of travel policy compliance issues;
- Ability to integrate with a variety of travel management companies;
- Access to the Travel through the Abacus mobile app;
- Access to a robust reporting engine for standard or customized reports;
- Access to technical support as described in the Emburse Support Policy; and
- Implementation services as described below.

2.3 Abacus Recruiter. Abacus Recruiter provides customers with an expense management solution to manage reimbursements to non-employee groups. Abacus Recruiter includes:

- Functionality that automates the preparation, routing, approval, and processing of expense reports under defined business policies and rules for non-employee groups, including volunteers, recruits, contractors and consultants;
- Real-time expense submission at the point of sale;
- Ability to reimburse expenses within forty-eight hours;

- Automated reconciliation alerting users to submit expenses upon purchase;
- Ability to issue virtual and physical payment cards to users;
- Flexible approval workflows;
- One (1) ERPs integration or data export; and
- Guided implementation services for the configuration of Abacus Reach in a phased process in cooperation with Customer's resources, including live, webinar-based training for administrators and approvers.

3. **Implementation.** Abacus provides a guided implementation in collaboration with the Customer that includes an assigned implementation manager and recommendations for ongoing areas for optimization.

   3.1 Abacus and Customer will work together to scope out implementation requirements via a phone call:

   - Understanding Customer's org chart and approval hierarchies;
   - Understanding any additional data to be tracked for each candidate and on each expense;
   - Understanding expense policies;
   - Confirming export file needs with accounting software and other systems; and
   - Scoping Emburse card issuing needs (if applicable).

   3.2 Abacus provides remote implementation through which the parties will work together to ensure Customer's documented requirements are accurately reflected and configured inside of the Service. The Implementation Manager will guide Customer through completion of implementation activities designed to enable Customer to make account adjustments as needed post-implementation.

   3.3 Upon completion of the configuration, Abacus and customer will validate the workflow through submission, review, approval, and data export. Abacus will then provide live, webinar-based training for administrators and approvals. Customer will have access to the recorded session for future use.

   3.4 As a pre-requisite the implementation, Customer will provide the following:

   - a chart of accounts for expense management
   - identification of additional expense fields that are needed for each report,
   - appropriate policy rules based on Abacus parameters, and
   - a user list with applicable roles.

4. **Other Services**

   Additional ancillary services are available for additional fees if and when ordered under a mutually acceptable order between Abacus and a customer.