Service Guide

Revised May 7, 2021

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1. Service Overview

This Service Guide describes the on-demand services (each, a "Service") available from Nexonia, 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 Nexonia® from time to time. The Service(s) are described more fully below.

2. Services

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

- Functionality that automates the preparation, routing, approval, and processing of expense reports under defined business policies and rules;
- International Tax and VAT support;
- GSA per-diem rates;
- Support for custom fields and dimensions, in accordance with Customer's implementation;
- Access to the Expenses through the Nexonia mobile app;
- Access to a robust reporting engine for standard or customized reports;
- Access to technical support for administrators and end-users as described below; and
- Implementation services as described below and purchased by Customer;

2.2 Nexonia Travel. The Nexonia 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 Nexonia mobile app;
- Access to a robust reporting engine for standard or customized reports;
- Access to technical support for administrators and end-users as described below; and
- Implementation services as described below and purchased by Customer;

2.3 Nexonia Time Sheets. Timesheets is a comprehensive suite of time tracking tools designed to provide controls and automation of processes. Timesheets includes:

- Functionality that automates the entry and tracking of employee time with a variety of entry methods;
- Automated timesheet reminders;
- Ability to track billable time against projects or project rates;
- Ability to track vacation, sick and other paid time off, subject to Customer's purchase of and integration with Nexonia Time Off;
- Support for custom fields and dimensions, in accordance with Customer's implementation;
- Access to Timesheets through Nexonia mobile app;
- Access to technical support for administrators and end-users as described below; and
- Implementation services as described below and purchased by Customer;

2.4 Nexonia Purchasing. Leveraging Intacct or NetSuite integration, allows users to create purchase requests in Nexonia and route them through approval processes configured to the customer's needs. Once approved in Nexonia, the purchase requisition is exported to your ERP to create a Purchase Order. Nexonia Purchasing includes:

- Ability to add Purchase requisitions;
- Select vendors from orders previously created;
- Associate orders with employees;
- Email notifications for approvers;
- Ability to route requisition order for approval;
- Approve purchase requisitions by email notification;
- Export requisitions to ERP;

2.5 Nexonia Accounts Payable. Leveraging Intacct or NetSuite integration, allows users to create invoice payment requests in Nexonia and route them through approval processes configured to the customer's needs. Once approved in Nexonia, the invoice is exported to your ERP to create a Vendor Bill ready for payment. Nexonia Accounts Payable includes:

- Ability to add bills;
- Select vendors from bills previously created;
- Associate bills with employees;
- Allow vendors to create bills by email;
- Ability to route requisition order for approval;
- Approve bills by email notification;
- Export bills to ERP;

2.6 Abacus Reach. Nexonia leverages Abacus reach to provide customers with an expense management solution to manage reimbursements to non-employee groups. Abacus Reach 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;
- Ability to sync expenses to a variety of ERPs or export data; 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. Solution Administrator.

The Solution Administrator service provides ongoing consulting & configuration engagement as well as prioritized support case handling and is available for the Nexonia Expenses service. A designated team of Emburse Solution Administrators (ESA's) will meet with customers periodically to stay abreast of business objectives, propose and demonstrate system behavior options, and implement configuration changes in your Services. Solution Administrator service includes the following:

3.1 A designated team of Emburse Solution Administrators (ESA's) will meet with customers periodically to stay abreast of business objectives, propose and demonstrate system behavior options, and implement configuration changes in your Services. This includes:

- providing ongoing consulting to optimize processes;
- conducting education on new features;
- administration support for the system through back-end configuration changes upon Customer's request (as further described below);
- hands-on assistance with the Customer self-service administration screens; and
- facilitation of periodic reviews of open support cases (as further described below).

3.2 The Solution Administrator service covers configuration changes only within the scope of the existing deployment footprint. Nexonia will make reasonable efforts to address the identified business requirements within the configurable capabilities of the system without customization to the code base. Any changes that may require code changes are outside the scope of this offering.

3.3 Customer will be able to identify up to 4 Authorized Support Contacts (ASC's) and 3 Authorized Change Requestors (ACR's) who will have access to be able to create cases via the Nexonia help center portal. As part of this case submission process, these case submitters will identify whether a case is being submitted to (a) ask a question, (b) report a problem, or (c) request a configuration change. They will also have the ability to specify a Priority of Urgent, High, Normal, or Low, as described below. Nexonia Support Coordinators will verify the chosen case Type and priority and make modifications to the priority to align with the descriptions below, if necessary. Support Engineers will then work "Report a Problem" cases in the following order, and provide updates for "Report A Problem" cases in accordance with the frequency identified below:

Priority Order	Case Classification
1	Urgent cases submitted by **Emburse Solution Administrator** clients
2	Urgent cases submitted by other clients
3	Non-Urgent cases submitted by **Emburse Solution Administrator** clients
4	Non-Urgent cases submitted by other clients

Priority	Description	Scope of Impact	Time to First Response	Status Update Frequency	Availability of Support [1] (hours per day x days per week)
Urgent	An incident should be categorized as Urgent if the Services are substantially inoperable and a mutually agreed upon workaround has not been implemented in such a way that the issue has been mitigated, including data or security issues.	Majority of users within a country or business unit	2 hours	Every 4 hours	24 x 7 (English only)
High	An incident should be categorized as High if a critical product feature stops working, preventing transactions from being imported, created, submitted, approved, processed or extracted or a substantial persistent performance problem exists		6 hours	24 hours [1]	12 x 5
Normal	An incident should be categorized as Normal if a product feature is not working or an intermittent system performance issue or bug exists.	One or more users	24 hours [1]	72 hours [1]	12 x 5
Low	An incident should be categorized as Low if it is a system performance issue affecting a single user, a cosmetic product or documentation error exists which does not impact user operation		48 hours [1]	Upon request [1]	12 x 5

[1] Excludes weekends and holidays observed by Emburse.

** Notifications may be made via the Help Center messaging system, the case tracking system and email.*

In the event Nexonia fails to achieve the Response Levels set forth above for two consecutive billing periods, Customer's sole and exclusive remedy shall be termination of the Emburse Solution Administrator service without penalty or fee.

4. Emburse Audit Services

The Emburse Audit Services are available for the Nexonia Expense and Nexonia Invoice services. Emburse Audit includes online review of receipts, policy exceptions and vendor validation by a team of auditors as part of the approval process within Nexonia. English is the supported language for all audit comments.

4.1. Emburse Audit

Emburse Audit provides an intelligent audit model that will analyze Customer's expense transactions against pre-defined criteria to assign a probability of non-compliance with policy. Those with a high probability of non-compliance are then routed to a team of independent human auditors for review. Once routed, independent human auditors will audit the targeted expense reports as the first step in Customer's approval process of the expense report. Each audit includes the following actions:

- Validate of data points including date, amount, currency, expense type classification, VAT/Tax amount (subject to configuration of VAT/Tax rules in the Service), and merchant
- Receipt substantiation, consisting of receipt verification to ensure that receipts are attached, legible (including amount, currency, date, and merchant) and match the expenses listed in the expense report.
- Review of targeted line items flagged by our technology; and
- Returning line items to the expense owner within seventy-two hours of submission or re-submission of the expense report with instructions as provided by Customer in the event a required receipt is missing or illegible. Customer may configure the service to return an expense report to an expense owner (up to a maximum of two (2) times) or to provide alternate treatment in the approval flow.

The Emburse Audit service includes highly configurable business rules engine as wells configurable approval routing workflows, MCC verification, and merchant verification, to assist with compliance.

4.2. Emburse Audit Plus

The Emburse Audit Plus service consists of all of the services described above for the Emburse Audit service.

In addition, each audit will every expense report submitted by Customer will be routed to an independent human auditor for verification. Each audit will include the following actions:

- Review of a report submitters response to a policy compliance warning to determine legibility or validity of business explanation;
- Review of expense itemizations and receipt details for hotel expenses per Customer's travel policy;
- Verification that the number of attendees identified on a report (if required) matches the number of guests on the receipt (if displayed);
- Verification that the included receipt is a valid tax receipt with a VAT registration number; and
- Review of designated expense type classifications identified by Customer during the setup process to validate the associated business reason and inclusion of non-allowable items.

5. Implementation. Nexonia provides two (2) implementation types based upon Customer's order for Services (excluding Abacus Reach).

5.1 Standard Implementation (available for all products). The Standard Implementation for Nexonia Services includes the following:

- Nexonia Corporate Credit Card Integrations;
- Nexonia Accounting System integration via direct API or flat file;
- Policy(ies) configuration;
- Approval logic configuration; and
- Training services as described below.

5.2 Quick Starter Implementation (only for Expenses product). The Quick Starter Implementation for Nexonia Services includes the following:

- Nexonia Corporate Credit Card Integrations;
- "Best Practices" export of approved expense data in .csv format **(no customization);**
- "Best Practices" expense policies configuration for all expense categories **(no customization);**
- "Best Practices" approval workflow configuration **(no customization);**
- Administrator, User accounts only. Limit of two administrators.
- Training services as described below.

5.3 Training Services

Training is provided to Customer through the Nexonia Training Camp program. This program offers unlimited training support using three principal methods: instructor-led training, visual training with how-to video tutorials, and written step-by-step instructions.

6. Customer Support & SLA

Unlimited admin and end-user support provided through our help center - http://help.nexonia.com. Additional support services are available as described in the Support for Emburse Services guide found here. The Services will achieve the service level commitments described in the Service Level Commitments for Emburse found at here.

7. Other Services

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