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Service Description

Basware AP Automation, G-Cloud 15

2026

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1 Basware AP Automation

Basware AP Automation Standard package contains Basware AP Automation, Basware P2P Connector and Basware Analytics (with up to 30 users). Service level is SaaS Two. Basware AP Automation Premium package contains Basware AP Automation, Basware P2P Connector, Basware Insights (with up to 30 users), and Basware SmartCoding. Service level is SaaS Two.

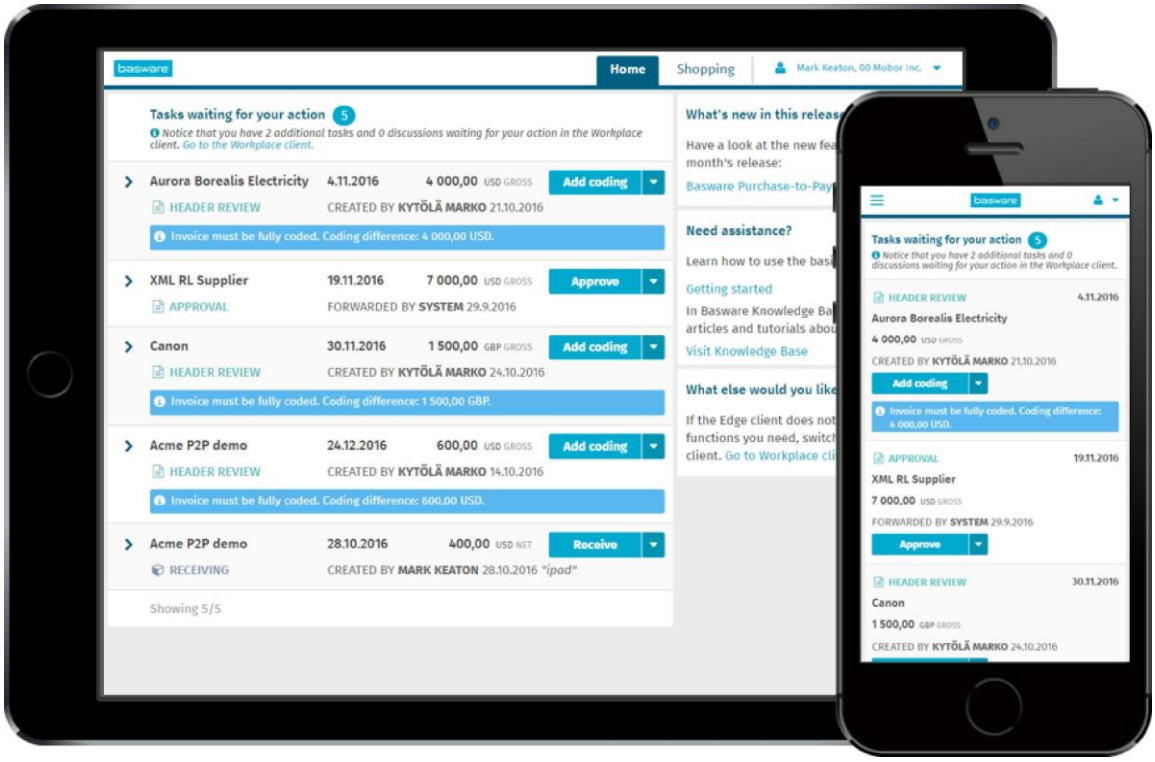
Basware AP Automation is designed to enable centralized, paperless, and highly automated invoice handling process for businesses of all sizes. With Basware AP Automation companies can integrate external systems and manage processes across countries, companies, languages, currencies, and many ERPs, as well as handle the wide range of tax requirements and government regulations. Basware AP Automation provides process transparency, personal accountability, and overall control, meeting the requirements of SOX, IFRS, Basel III, and other financial regulations.

Key features

- 100% paperless invoice process from day one by leveraging e-invoice receiving services from Basware Network
- Visibility and control over the entire invoice handling process with full compliance to company policies and industry regulations
- Automated matching of all purchase order invoices with efficient exception handling logic
- Recognition and automatization of recurring invoices
- Advanced automation for invoice processing including automated coding of non-PO invoices
- Advanced capabilities for capturing early-payment benefits
- Secure and fast-to-setup integration to external systems
- Anytime, anywhere access across mobile and tablet devices

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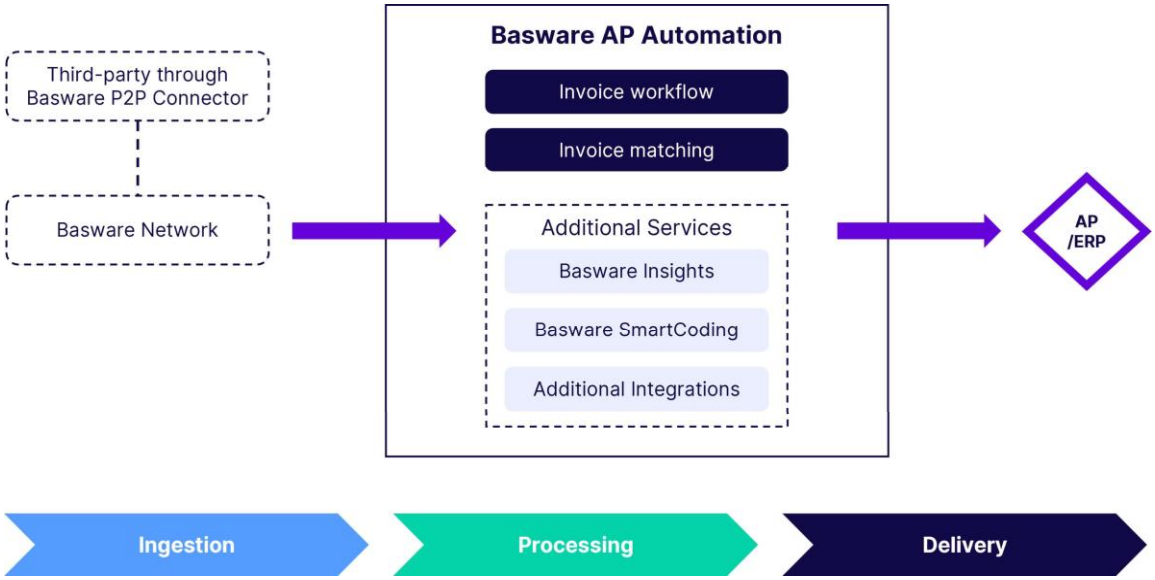
Basware AP Automation

1.1 Basware AP Automation Process Overview

Basware AP Automation supports multiple methods of processing invoices that are received from Basware Network or from a third-party provider using the Basware P2P Connector. The following services are included in AP Automation by default:

- Transferring invoices to the ERP system
- Ingestion and validation
- Advanced workflow for non-PO invoice processing
- Advanced order matching engine for PO invoice processing
- Advanced spend plan matching engine for processing recurring invoices
- Visibility and control
- for accounts payable clerks
- for business users anytime and anywhere

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Basware AP Automation process overview

The standard Basware AP Automation service can be extended with additional services:

- Basware SmartCoding - advanced machine learning service to automate the invoice coding proposals for the non-PO invoice documents.
- Basware Insights - provides data driven recommendations to help users to get actionable insights faster.

1.1.1 Ingestion and Validation

Invoices are ingested to the service using Basware Network. In addition to the ingestion from Basware Network, invoice documents can be created manually. When arriving in the system, invoices go through a validation activity before initializing the workflow. The invoice data content is validated with a set of business rules. For example, duplicate invoices are recognized and stopped from processing. Successfully validated invoices continue in the invoice process.

The customer controls the output of the validation by defining the required business rules. These business rules can be applied in various activities throughout the invoice process.

1.1.2 Advanced Workflow for Non-PO Invoice Processing

The service provides an advanced workflow for processing invoices. It enables a setup of different approval activities and processes for all non-PO invoices. The output of the service is a fully coded and fully approved invoice document, ready to be transferred to the ERP. All company policies regarding invoice approval flows are embedded in the actual service setup.

A typical workflow consists at least of Receive and Validate activity, Review activity, Approve activity, and Transfer activity. The service automatically routes the non-PO invoices through the process. The service automatically moves the invoice forward in the process after an activity is completed, for example, after a business user approves the spend on the invoice.

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The customer controls the output of the service and the invoice process by defining the workflow requirements during the initial setup. Different activities, parameters, recipient resolvers, and authorizations can be defined in the workflow to comply with the company policies and industry regulations. The default approval activities are:

- Review - technical invoice approval to prepare for the financial invoice approval
- Header approval - financial invoice approval for the full invoice sum
- Row approval - financial invoice approval for a specific set of financial coding row dimensions
- Admin approval - additional financial approval for documents that require an extra approval, for example high value invoices that require financial approval from CFO

Invoices are routed to the workflow service using invoice process configuration. Invoice coding dimensions are automatically or manually added to the invoices during the process. The service provides different methods for creating invoice coding varying from fully automatic to manual.

- Automatic coding - automatic coding templates generate the invoice coding automatically. The coding is applied during an activity in the invoice workflow. The automatic coding templates are created and maintained by the customer. The automatic coding template service uses the invoice header and line data to find the correct coding template. The output of the service can be validated automatically or manually during the invoice process. For example, a business user can receive a Review task for an invoice where the coding has been proposed.
- Coding templates - coding templates generate the invoice coding semi-automatically. Frequently used invoice coding combinations can be stored as a template and be used multiple times by the user to generate the invoice coding for different invoice documents.
- File upload - invoice coding information can be uploaded using an Excel-based template. This can be used for creating many coding rows for a single invoice.
- Manual creation - the user can manually add and edit the invoice coding information in the invoice document.

In addition to these default methods for coding creation, Basware SmartCoding is available as an add-on service to automatically generate invoice coding proposals.

The invoice coding can also be created during the approval activities. After the invoice approval workflow is successfully completed, invoices are transferred automatically or manually to the ERP.

1.1.3 Advanced Order Matching for PO Invoice Processing

The matching service is available for purchase orders created in Basware P2P, and for all purchase orders created by the third parties. All purchase orders are classified into the following purchase order types:

- Standard purchase order
- Return purchase order
- Service purchase order

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- Blanket purchase order without receipts

The matching service associates the invoices automatically with the correct purchase orders, purchase order lines, and/or goods receipts. It uses different association methods and validations to achieve the highest possible level of automation. The association methods are:

- Line-level matching - primary association method for invoices that contain invoice lines. The invoice line details are used to find the association. For example, it can use purchase order number in combination with product codes.
- Best-fit matching - primary association method for invoices that do not contain invoice lines. This is an enrichment service that generates invoice lines for matching based on the available data from the invoice and the purchase order.
- Cascade matching - secondary association method for invoices that contain invoice lines. This is an extension to the matching service: if line-level matching fails the service tries to use the best-fit matching.

After the association has been created successfully, the output of the association is validated by a set of tolerance rules. Typical validation rules are related to price difference or quantity difference. Additional rules can be applied to validate other required content, for example payment terms.

The customer controls the output of the matching service by defining the association settings and validation tolerance thresholds. The output of the order matching may require an additional workflow to resolve identified deviations. For example, price differences require an approval workflow for the full sum or for the actual difference before the invoice can be transferred to the ERP.

1.1.4 Visibility and Control

The service provides visibility and control over all invoices and the related documents, to all users. There are two main user personas defined in the service for granting visibility into the invoice process and for controlling the progress of invoices in the process.

- Accounts payable clerk - the service offers a dedicated user interface for the accounts payable clerks to manage the invoices in process. They can perform various deviation mitigation activities to move the invoice forward in the process. The advanced workload management service creates dedicated working queues for accounts payable clerks to make sure they focus on the correct activities to achieve their business outcomes, such as capturing early payment discounts or on-time payments of supplier invoices.
- Business user - the service offers a dedicated user interface for the users who need to perform review or approval activities on the invoice and invoice related documents. These users can access and complete their invoice related tasks anywhere using any device.

The customer controls invoice visibility through user rights and invoice visibility rules.

1.1.5 Spend Plan Matching

Spend plans can be created to manage and automate the invoice processing for recurring nonPO spend. There are three types of spend plans that can be used to manage different types of recurring spend:

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- Schedule-based spend plans
- Budget-based spend plans
- Budget-based spend plans
- Self-billing spend plans

The spend plan approval workflow is similar to the non-PO invoice approval workflow. It ensures that the spend is managed and approved according to the company policies.

The spend plan matching service associates invoices automatically with the correct spend plan and spend plan row. After the association is created successfully, the output of the association is validated by a set of tolerance rules.

The customer controls the output of the spend plan matching service by defining the association settings and validation tolerance thresholds. The output of the spend plan matching may require an additional workflow to resolve identified deviations. For example price tolerance failures require an approval workflow for the full sum before the invoice can be transferred to the ERP.

1.2 Integrations

Basware P2P offers a standard integration using REST API or an XML-based flat file integration. Basware also offers a certified SAP Connector for integrating with SAP ECC6 and S/4 HANA onpremise installations. In addition to the standard integrations, Basware offers customer-specific integration scenarios based on ERP-specific requirements. With Basware Integration service, customers can integrate to multi-ERP systems, Cloud ERP systems, or traditional on-premise systems.

1.3 Detailed Service Content

- Initial setup: The initial setup of Basware AP Automation is done by Basware Professional Services. The customer defines the content for the setup with the Professional Services. For example: invoice content values, such as invoice coding dimensions, and invoice processes, such as non-PO invoice process.
- Non-PO invoice process: This process is used for processing non-PO invoices. During this process, invoice coding dimensions are applied to the invoice and the invoice content is validated. The output of this process is an invoice that is fully approved according to the customer policies and transferred successfully to the ERP.
- PO invoice process: This process is used for processing PO invoices. During this process, associations are created by automatic and/or manual matching between the invoice and the purchase orders, purchase order lines and/or goods receipts. The deviations that are identified during the automatic and/or manual matching may require an additional workflow. The output of this process is an invoice that is fully matched and approved according to the customer policies and transferred successfully to the ERP.
- Spend plan invoice process: This process is used for processing recurring invoices. During this process, associations are created by automatic and/or manual matching between the invoice and the spend plan and the spend plan row. The deviations that are identified during the automatic and/or manual matching may require an additional

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workflow. The output of this process is an invoice that is fully matched and approved according to the customer policies and transferred successfully to the ERP.

- Adjusting the service setup: Adjustments to the service after the setup can be made, but they require a Change Request.

- Implementation project deliverables: AP Automation has been set up in the customer

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- Implementation project deliverables: AP Automation has been set up in the customer system and it has been tested successfully. The customer has been instructed on how to report possible quality issues to Basware.

1.4 Initial Setup

The customer defines the required setup of Basware AP Automation with the Professional Services. The Scope Statement contains process definitions, invoice content definitions, and integrations to other systems. Basware AP Automation service is configured according to the definitions of the customer. A hypercare period starts after the Go-Live. During this period, Basware may perform additional fine-tuning of the service. Standard monitoring of the service starts after the hypercare period.

1.5 Changes After the Initial Setup

Changes to the initial setup are often needed to fine-tune the processes to achieve touchless invoice processing. The add-on services, like Basware Insights, are a source for the fine-tuning activities. These changes to the setup may require a Change Request for Professional Services.

1.6 Fees and Invoicing

The fees for the service are invoiced as a monthly subscription unless otherwise agreed with the customer.

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2 Basware P2P Connector

Basware P2P Connector service enables the customer to securely import documents to the Basware P2P solution from in-house or third party services. These services are typically scanning, e-invoice or EDI services that are not provided by Basware.

The P2P Connector data transfer and possible additional message conversions are managed by Basware, in the same way as documents from Basware services. The Basware P2P solution will receive the imported documents via the P2P Connector. This is done by using the same integration as, for example, e-invoices from the Basware Network, and the customer can use Basware Portal for monitoring.

2.1 Delivery of Invoices via P2P Connector

After the documents are ready to be imported in the customer's inhouse or third party service, the documents are transferred to Basware Network via P2P Connector. The Basware Network interface supports several transfer protocols and message formats. In the Basware Network the documents are received by the sending side account, to be further routed to the receiver side processing. The document processing is Basware's responsibility starting from the moment when the documents are sent to Basware Network interface. They are positively acknowledged in the sending service (if supported by the transfer method).

2.2 Invoice Processing and Format Conversion

Basware P2P solution requires that the invoice data format is suitable for the solution. In the Basware Network, the data file is converted into the suitable data format. The Basware Network supports several electronic invoice data formats by default.

Data formats that do not comply with Basware standard format specifications, require data format conversion. In the data format conversion the customer data is converted to a format that can be processed in the Basware P2P solution. The invoice files must meet the minimum data content requirements. Incomplete data files will be rejected in the service. The rejection notification method depends on the implementation and protocol.

The Basware Network delivers an invoice data file and an invoice image to the Basware P2P solution. The service also supports invoice attachments that are referred to in the invoice data file.

2.3 Detailed Service Content

- Source of invoice data: Invoice data file created by the customer or a third-party system • Invoice types: Invoice and credit memo
- Supported invoice data formats:
- Finvoice 2.01, 3.0
- TEAPPS 2.7.2, 3.0
- OIOUBL

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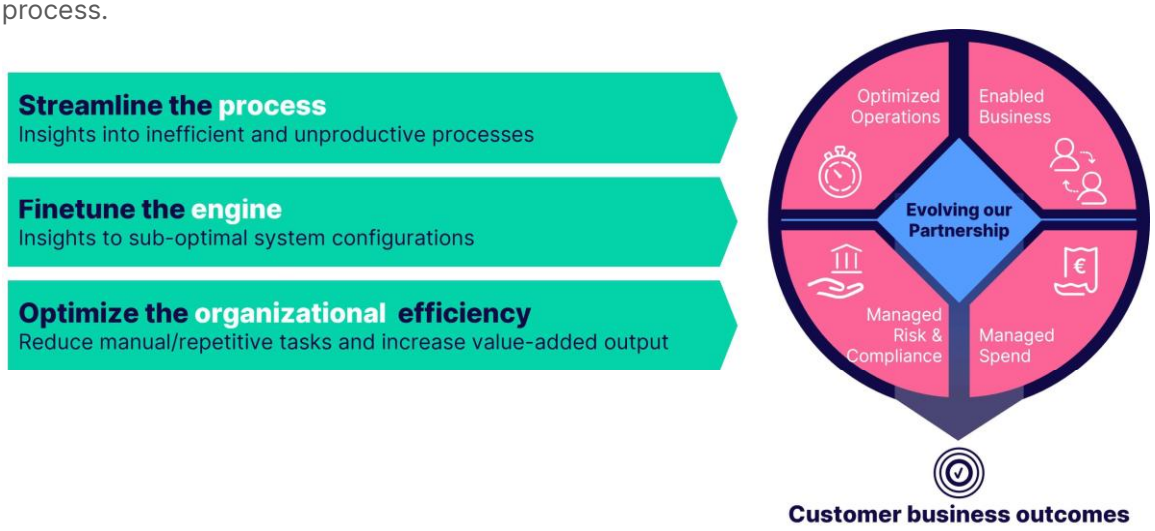
- cXML 1.2.025
- Peppol 3.0
- UBL 2.0, 2.1
- Json (with Basware Network REST API)
- Other/custom formats require custom conversion, subject to scoping and additional fee
- Supported protocols: SFTP, HTTPS, REST API
- Invoice image: Invoice image provided from customer system in pdf format. Invoice data must contain reference to the image file.
- Attachments: Supported attachment file extensions are pdf, tif, tiff, jpg, jpeg, txt, htm, html, ppt, pptx, docx, doc, xls, xlsx, csv, odt, png, and rtf. Invoice data must contain reference to the attachment file.
- Implementation project deliverables:
- An account is set up and configured for the customer in the Basware service
- P2P Connector sending integration is configured, data connection between customer's system and Basware is tested
- Data conversion from the customer's invoice data format to a format supported by Basware is charged on time and material basis (only valid if customer sends other than supported invoice file format)
- Confirmation to the customer that the flow of test invoices from the customer to Basware works without errors
- Basware has informed the customer that the agreed solution has been deployed, and that invoices can be sent via the Basware Network into Basware P2P solution.

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3 Basware Insights

Basware Insights is the newest generation of Basware Analytics, built on top of Basware's data platform and powered by Tableau. Basware Insights provides data driven recommendations to help users get actionable insights faster. By providing new ways to interact with the process data, Basware Insights delivers deeper visibility into more areas of the customer's P2P process.

Because Basware Insights is built on the data platform, the extraction, transformation, and loading procedures required to build the data models for the different dashboards are decoupled from the P2P database. This allows Basware to access more data than before. For example, Basware can now mine the process action log to provide deeper visibility on the P2P process.



Customer business outcomes

Key features:

- When applicable, drill down to core business objects such as invoices or purchase orders.
- Drill up and down hierarchical dimensions such as organizations and categories.
- Use filters to create custom reports, save them, and share them with other users.
- Save selections and filters on a dashboard as a custom view. Users can create many custom views for one dashboard and share them with other users who have the appropriate user rights.
- Download reports in PDF, PNG, CSV, Microsoft Excel, and Microsoft PowerPoint formats.
- Subscribe to a view or workbook to regularly receive an image or PDF snapshot of the selected view by email, no login required.

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3.1 Initial Setup

The initial setup of Basware Insights is done by Basware SaaS Operations and it does not require any content definition from Basware Professional Services or form the customer.

3.2 Data-Driven Recommendations

Inspired by user feedback for the current Basware Analytics product, Basware Insights takes a fresh approach in which it acts as a virtual advisor for its users. The service delivers data-driven recommendations that help users find relevant information and focus on the most effective ways to improve their processes. Users can find actionable insights without first needing to slice and dice the data.

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Basware Insights creates the recommendations using associations between similar historic process performances, projected trends, and predictive algorithms. The recommendations will become more sophisticated over time as Basware develops the service.

3.3 Dashboards

Basware Insights offers packaged, interactive dashboards that display data visualizations for the Purchase-to-Pay process. Users can sort and filter data on the dashboards based on their needs, and benefit from many functions for interactive data analysis. Each dashboard contains many worksheets that interact dynamically. When the user selects data from one sheet, the other worksheets adjust accordingly.

3.4 Data Availability

Dashboards are built based on purchase and invoice document data and related processing information available in Basware P2P. By default, data is available from the past two full years and the current year where applicable. Generally, the data is aggregated on a monthly level. Not all Basware P2P data is used by Basware Insights. The data has been curated from multiple tables to serve each intended visualization.

3.5 Limitations

The service is not designed to support extensive reporting, data extraction, or billing reconciliation. Reporting in this case means tabular representations of unaggregated data. Data extraction refers to downloading data. The service is not available on test environments unless otherwise agreed. The service is not designed for use on mobile devices.

3.6 User Authorization and Access

Basware Insights access is granted for a specified user quota based on the agreement. Basware Insights provides secure mechanisms for sharing sensitive data. Users can only see data that they have been granted access to in Basware P2P Administration. All reporting views and dashboards automatically apply the organization user rights so that only the information that is permissible to the user is visible on reports. Additionally, the service has row level security on cost center level, which means that the users are only allowed to access those cost centers that they have explicit access rights to. Coding row level security is only available for dashboards in which coding row data is used.

4 Basware SmartCoding

Basware SmartCoding is an additional AP Automation service to generate invoice coding proposals for non-PO invoices. The service generates the proposal for users during the invoice process. The service proposes up to five values for each invoice coding dimension. It applies the dimension value with the highest confidence level to the invoice. The user can then make the following decisions on the applied proposal:

- Accept the proposal. The user accepts the applied coding dimension value.

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- Adjust the proposal. The user can update the coding by selecting another dimension from the top five values.
- Reject the proposal. The user selects a dimension value other than in the proposal to adjust the invoice coding.

4.1 Generation of Invoice Coding Proposal

The SmartCoding service generates invoice coding proposals for all invoice documents that are routed to the service. Invoices are routed to the service according to the invoice process configuration in AP Automation. These invoices will get invoice coding proposals generated by the service. The service applies the values with the highest confidence level to the invoice. It stores the other values for the user.

The customer determines the invoice coding dimensions. The set of dimensions are defined and documented in the project during service setup. The invoice coding proposal then contains the agreed invoice coding dimensions. The service automatically applies the invoice coding values with the highest confidence level (Top 1). The service can generate up to five dimension values per invoice coding dimension (Top 5). The user can view these five dimension values and make adjustments to the proposal.

The customer controls the service output and the invoice process with threshold settings. In addition to the thresholds for the confidence levels, the customer can set the reliability of the service output. The customer can use reliability to define a different process for invoices that have unreliable coding.

To adjust the field set, a change request must be raised.

4.2 Detailed Service Content

- Initial setup: Initial setup requires configuration work in AP Automation. The configuration work is to be ordered separately.
- Technical setup: The technical setup is based on the analyzed data capabilities and requirements. There are two options for the technical setup.
- Standard setup: A single technical setup for all of the customer's organizations. The same invoice coding dimensions are set up for the predictions.
- Advanced setup: Basware splits the customer organization into smaller clusters. Each cluster has a unique setup of the SmartCoding service. This can be required if there are different output requirements for the service. With the advanced setup, the customer can different output requirements for the service. With the advanced setup, the customer can get:
- Different invoice coding dimensions for each cluster
- Improved accuracy for the dimension values due to reduced complexity
- Shorter service training time and improved inference of the service

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- Thresholds: The output of the service is controlled by threshold settings. The customer maintains thresholds in the Data management section in AP Automation. The customer can set three reliability types for the thresholds:
- Apply value - The proposed value by the service is marked as a reliable value and directly applied to the invoice document.
- Apply value, mark the coding unreliable - The proposed value is applied, but the document is automatically flagged as unreliable. This flag can be used to steer the invoice process.
- Do not apply - The proposed value is not applied and the service will return an empty value for the dimension.
- Standard monitoring: Standard monitoring starts after the initial setup is completed. Basware is responsible for monitoring the service. Significant fluctuations in the service will be investigated and resolved when needed.
- Reporting: Customer can access reports to follow the success of the service. The reports are available only in English.
- Adjusting the service setup: Adjustments to the service after the setup can be made through a change request.

4.3 Initial Setup

The customer defines the required invoice coding dimensions that the service will propose and the time when the service will be used in the invoice processing life cycle. SmartCoding and AP Automation are configured according to customer definitions. A hypercare period of two weeks starts after the go-live. During this period, Basware fine-tunes the service to increase the accuracy levels of the defined invoice coding dimensions. Standard monitoring of the service starts after the hypercare period.

4.4 Changes After the Initial Setup

The accuracy of the proposals by the service may fluctuate over time after the go-live. There can be various reasons for these fluctuations, such as data-related changes. Basware continuously monitors the service. Basware will investigate and correct excessive fluctuations of the service when needed. Basware is not responsible for resolving fluctuations caused by mass changes in the invoice data.

4.4.1 Occasional Changes

4.4.1.1 Occasional changes in the invoice data

Changes in the invoice data influence the accuracy level of the proposals. If the new invoice data uses the same clear data pattern as the existing invoice data, the invoice data will be automatically added to the service. For example, if a new dimension value, such as a cost center, is added, it will be added to the service training automatically after it has been used on several invoice documents. The service will gradually reach the desired accuracy levels for

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several invoice documents. The service will gradually reach the desired accuracy levels for these new dimension values.

4.4.1.2 Occasional changes in the invoice coding dimension values

New dimensions values, such as new cost center values, influence the accuracy level of the proposals . New values will be automatically added to the training of the service after they have been used on several invoice documents. The service will gradually reach the desired accuracy levels.

Removing dimensions values, such as closing a cost center, can be controlled using the external validation functionality in AP Automation. Invalid values will fail the validation and will not be applied to the proposal. The removed dimensions will gradually disappear from the proposals of the service.

4.4.2 Mass Changes

Mass changes to invoice coding dimension values are typically planned changes to the customer's chart of accounts, such as closing and opening new cost centers due to organization restructuring. These changes will cause a temporary drop in the service accuracy. The customer must raise a change request to mitigate the duration of the drop in service accuracy. The new values will be automatically added to the service after they have been used on several documents, so the service will gradually reach the desired accuracy levels for the new values of the updated dimension. Changes to the dimension values can also be trained to the module. This is done with a template provided by Basware. The customer edits the template with old and new values, and the new values will be proposed after the module has been trained. The outcome of the service can be controlled, using the thresholds and reliability settings.

4.4.3 Configuration Changes

All configuration changes to the service require a change request to update either the AP Automation configuration or SmartCoding service configuration.

4.4.3.1 Add new invoice coding dimensions to the service

Adding a new invoice coding dimension to the service always requires an analysis of the eligibility of the new dimension. The analysis can be requested via a change request. After the new dimension is identified as eligible, it will be added to the set of dimensions to be predicted by the service. Adding a new dimension may require changing the setup. The new dimension may change the setup from standard to advanced. This will be identified during the analysis.

4.4.3.2 Remove invoice coding dimensions from the service

Removal of an invoice coding dimension from the service can be requested via a change request. The removed dimension will still be included in the invoices with SmartCoding proposals that were generated before the removal date. SmartCoding reports will include the removed dimensions until all these invoices have been successfully transferred. To remove the dimensions from these documents, the documents must be reprocessed by the service.

4.4.3.3 Add a new organization

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A new organization can be requested via a change request.

4.4.3.4 Remove an organization

Removal of an organization or an entity from the service can be requested via a change request. The removed organization can still have invoice documents with SmartCoding proposals that were generated before the removal date. SmartCoding reports will include the removed organization until all these invoices have been successfully transferred. To remove the organization from these documents, the documents must be reprocessed by the service.

4.4.3.5 Change the invoice process

The SmartCoding service is activated in the invoice process during the initial setup. Changes to the process location where the service is applied require a change request.

4.4.3.6 Changes to the advanced validation of the invoice coding

To ensure the correctness of the invoice coding dimensions, the SmartCoding service proposals can be validated using the Advanced Validation feature in AP Automation. Advanced Validation is a set of externally maintained rules, typically coming from the ERP. Changing the advanced validations, such as changing an ERP system, can impact the accuracy of the service. A change request is required to validate the impact of these changes to the service.

4.4.4 Reporting

Success reports are available for customers to improve the success of SmartCoding. The reports provide details of the output created by the service. These reports are available only in English.

4.5 Fees and Invoicing

Fees for the service will be invoiced as a monthly subscription unless otherwise agreed with the customer.

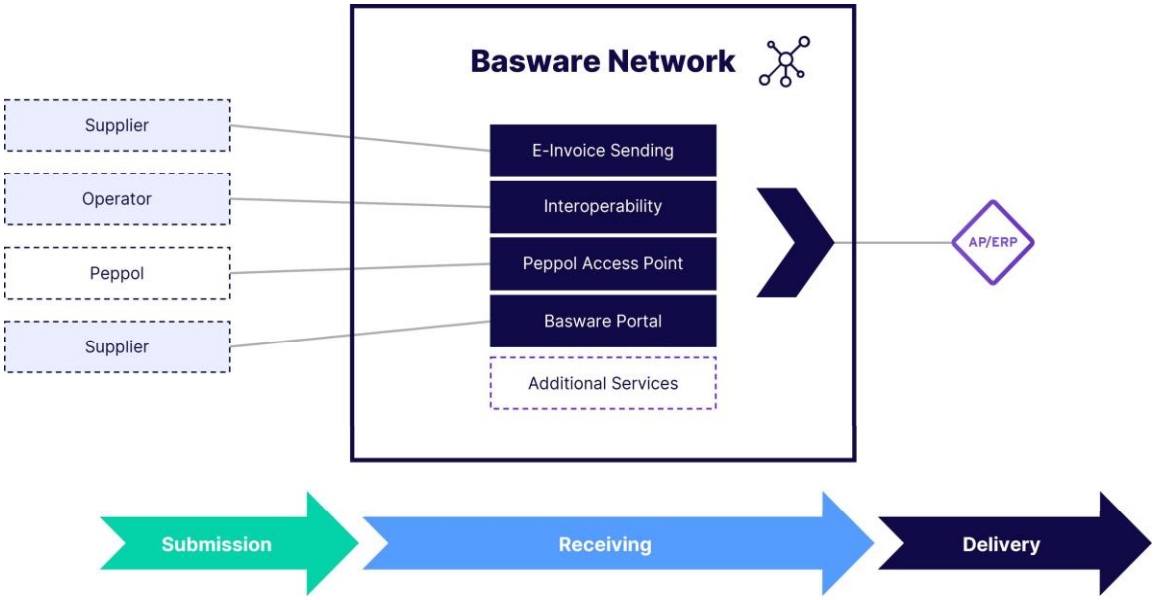
5 Basware e-Invoice Receiving

Basware e-Invoice Receiving package includes Basware e-Invoice Receiving, Basware Portal for Suppliers, Basware Reporting, Basware SmartPDF, and Basware Portal for Tracking with Invoice Tracker.

Basware e-Invoice Receiving service connects the customer to Basware Network and enables einvoice delivery to the customer's accounts payable system in a single electronic format, regardless of its origin. The Basware Network supports multiple methods of e-invoice submission. With Basware e-Invoice Receiving subscription, the customer can receive einvoices from:

- Suppliers using Basware e-Invoice Sending service
- Suppliers using other e-invoicing services connected to Basware Network (Interoperability)
- Suppliers connected to Peppol network
- Suppliers registered to Basware Portal using invoice Key-In

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E-invoice channels

Basware e-Invoice Receiving service submission channels can be extended additional services. The service has been designed in a standardized way to help the customer to comply with legal requirements related to e-invoicing, in countries that are using post audit model and do not impose country-specific rules for format, content, or e-invoice infrastructure. To help steer suppliers to the optimal method of invoice submission, Basware e-Invoice Receiving subscription includes self-service tools for supplier enablement.

5.1 E-Invoice Channels

5.1.1 Receiving Invoices from Basware e-Invoice Sending Customers

The Basware e-Invoice Sending customers can send electronic invoices to all their customers that are using Basware e-Invoice Receiving service or customers that are represented by Basware's interoperability partners. Receiving e-invoices from suppliers that are using Basware e-Invoice Sending service does not require any supplier onboarding or technical setup project. It is enough that the supplier knows the e-invoicing address (endpoint ID) they use for sending invoices to the customer.

https://www.basware.com/en/solutions/e-invoicing-network/sending-e-invoices/

5.1.2 Receiving Invoices from Basware Network (Interoperability)

Basware has built and actively maintains and expands an interoperability network with global reach. Using the interoperable and open network Basware's customers can receive electronic documents from any supplier connected via any participating service provider – all through a single connection. For Basware customers, the interoperability network delivers extended global reach and easy access to electronic messaging networks regardless of the service provider their trading partners use. For service operators, the interoperability network enables enhanced connectivity and additional connections between trading partners (suppliers and customers). Interoperability works like telephone roaming: onboarded to the network once,

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suppliers and buyers can easily exchange e-messages with any of the members in the network using any connected service provider.

https://www.basware.com/en/solutions/e-invoicing-network/network-interoperability

5.1.3 Receiving Invoices from Peppol Network

Peppol is a message exchange framework, where large number of service providers are hosting access points using common standards and connectivity processes instead of bi-lateral interoperability. Basware e-Invoice Receiving customers can receive invoices from the Peppol network after Basware has registered the customer's endpoint ID to the Peppol directory. https://www.basware.com/en/compliance/peppol-compliance/

5.1.4 Receiving Invoices from Basware Portal for Suppliers

Basware Portal for Suppliers is a cloud-based service, included in Basware e-Invoice Receiving service. With Basware Portal for Suppliers, registered suppliers can create invoices online and send them to Basware e-Invoice Receiving customers. The suppliers can enter invoice data send them to Basware e-Invoice Receiving customers. The suppliers can enter invoice data manually, or the data can be converted from a purchase order that is received in Basware Portal. Conversion functionality is available only if the buyer customer has the Basware e-Orders service. Suppliers can also submit credit invoices.

5.2 Self-Service Tools for Supplier Enablement

Self-service tools for supplier enablement are included in all Basware e-Invoice Receiving subscriptions without additional fees . These tools are intended for companies who have purchased Basware e-Invoice Receiving service and prefer to start with a lighter self-service approach and run supplier enablement by themselves .

Included tools and deliverables:

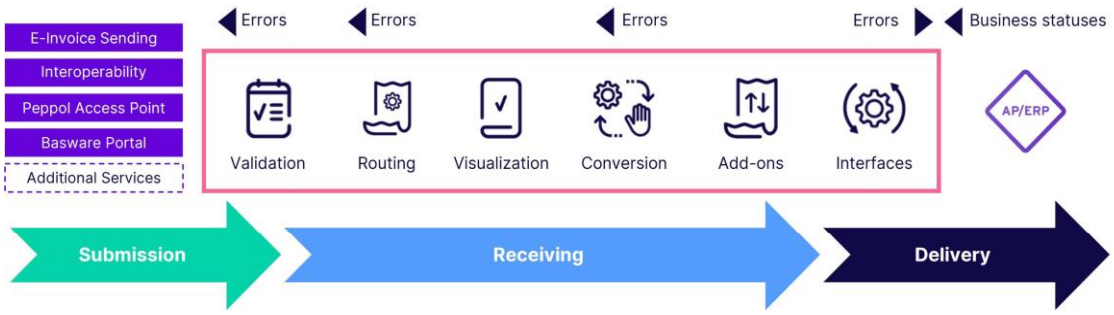
- Enablement tools in Basware Portal - with the tools available in Basware Portal, customers can create, run, and track supplier enablement campaigns by themselves . The tools allow customers to send mass email communications with customized messages to their suppliers . The customers can use Basware standard landing pages or their own landing pages. From these pages, the suppliers can navigate to the Basware service registration. With a few steps, the suppliers can start sending e-invoices to the customer. Suppliers can use, for example, Basware SmartPDF or Basware Portal for Suppliers, or an existing e-invoicing solution that is already connected to Basware Network. Links to various instruction materials are available via Basware Portal.
- Instruction materials - customers will receive a quick guide on how to use supplier enablement tools in Basware Portal and how to run effective supplier enablement campaigns. The material is in English.

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- Standard communication templates - the instruction material includes standard communication templates that the customers can use when approaching their suppliers. The templates are available in more than 20 languages in Basware Portal.
- Standard reporting tools - with the tools available in Basware Portal, the customers can follow up the progress of their supplier enablement campaigns .

5.3 Receiving and Delivering E-Invoices

The following figure explains the e-invoice receiving process.



Basware Transactions Processing Chain

When Basware has received an invoice file into Basware Network from any of the invoice

When Basware has received an invoice file into Basware Network from any of the invoice submission channels / services, the first processing step is invoice validation. The service checks that each invoice fulfills the minimum data requirements so that the invoice can become a rout-able business document.

If the supplier has not submitted invoice images for each invoice, Basware generates images with a standard layout or according to the agreed specifications.

After the routing, the invoices are processed with receiver-specific configuration. First, the solution converts the invoice data into the receiving format. That format can either be one of the Basware's core formats or a custom format. A custom format requires a separate custom conversion to be acquired. Receiver-customer specific validations and some limited data enrichment can be done if the customer has selected these additional services.

If transferring the invoices to the recipient fails, the service sends a notification to the recipient. The delivery status will be available also for the suppliers that use suitable monitoring and tracking services.

5.3.1 Invoice Routing and E-Invoicing Address

Invoice routing is based on the recipient's e-invoicing address, sometimes also called "endpoint ID". The e-invoicing address is owned by the receiver and communicated to the invoice senders. When the e-invoice data arrives to Basware e-Invoice Receiving service, the recipient's e-invoicing address is checked and matched with the routing registration at Basware. In that registration, each e-invoicing address is associated with the Basware's

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customer entity and invoice delivery channel, processing rules, format, and transfer protocol used in the receiving system integration.

Basware maintains the e-invoicing addresses and routing database for its internal processing purposes. If required, Basware can publish the customer's e-invoicing addresses to national and international e-invoicing address registries. These registries and directories are set up by the public authorities or e-invoice industry alliances to help the suppliers to discover which of their customers can be invoiced electronically, and what are the official e-invoicing addresses to be used. Some directories, such as the Peppol directory, also act as technical routing databases for service providers to do dynamic routing lookup, instead of using their own local routing databases.

5.3.2 Transfer Protocols

Basware delivers electronic invoices to the receiving customer with FTP Push as default. Other transfer protocols are listed in section Detailed Service Content.

5.3.3 Invoice Formats

The data format used for receiving invoices is specified individually for each customer when the interface is created for receiving the invoices. The Basware e-Invoice Receiving service supports TEAPPS XML by default. Other supported standard formats are listed in section Detailed Service Content.

Basware can support also other file formats than those listed as Basware standard formats. The Format Conversion for Receiving is a separately charged service.

When a customer purchases a receiving connection, Basware provides a standard set of invoice When a customer purchases a receiving connection, Basware provides a standard set of invoice fields that are available for the customer to use. The actual list of fields available to customers can vary according to the format or operator restrictions, or invoice content that has been provided to Basware. Any additional fields are configured and charged separately.

5.3.4 Invoice Image

In most cases, the receiving customer wants an invoice image that resembles the printed invoice. The image can be viewed in the invoice processing system and printed if needed.

If the supplier has not included their own invoice image, Basware will automatically compose one from the invoice data, with a default invoice layout template.

5.3.5 Web Tool for Monitoring Transactions

The Basware e-Invoice Receiving service provides a web-based tool for monitoring invoice and purchase message traffic. With this monitoring service, the receiver can track the status of invoices being processed in the Basware service. The receiver can use the tool also to monitor error messages and alarms.

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5.4 Detailed Service Content

The detailed content of the service is described in this section and in Scope Statement. Possible additions to the content can be agreed upon in the scope statement meeting that starts the delivery meeting.

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Classified as Private

- Service content: Standalone service package including Basware e-Invoice Receiving, web tool for monitoring transactions, Basware Portal for Suppliers, Basware Reporting, and selfservice tools for Supplier Enablement.
- Service account: One Basware e-Invoice Receiving service account for one customer entity included.
- Add-on: additional service accounts for separate integrations or for billing purposes
- Multiple business unit handling: Service includes a maximum of five customer business units within the same country. One receiving e-invoicing address per one customer business unit.
- Add-on: additional business units can be assigned to the service
- Transfer protocols:
- SFTP Push (Customer is responsible for setting up its own FTP server)
- HTTPS Push (Customer is responsible for setting up its own HTTP server)
- HTTPS Get (Basware Network Rest API)
- Add-on: Connection via Virtual Private Network (VPN)
- Supported standard invoice formats:
- Finvoice 3.0
- TEAPPS 3.0
- OIOUBL 2.0.1
- cXML 1.2.025
- Peppol BIS 3.0
- UBL 2.0, 2.1
- CII (Cross Industry Invoice)
- ZUGFeRD 2.1, 2.2
- Factur-X 1.0.06
- Json (with Basware Network REST API) • Add-on: other formats with custom conversion
- Invoice content:
- One invoice template with basic invoice information
- Debit invoice
- Credit memo
- Fields:
- Header-level fields: supported
- Line-level fields: supported
- Invoice image: Standard invoice image created by Basware
- Depends on the receiver’s system's capability to accept invoice images
- Depends on the sender's format and image
- Attachments of invoice:
- Support for invoice attachments
- Depends on the format and the receiver's system's capability to accept invoice attachments

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- Basware Portal user interface languages: Arabic, Chinese (simplified), Chinese
- Basware Portal user interface languages: Arabic, Chinese (simplified), Chinese (traditional), Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Norwegian, Polish, Portuguese, Russian, Slovak, Spanish, Swedish, Thai, Turkish
- Service deliverables:
- Customer service account in Basware services
- Production environment
- Pre-production environment for implementation testing, for max. 100 invoice documents
- Access credentials to Basware API or file interface have been delivered to the customer
- Login credentials to Basware Portal UI have been delivered to the customer
- Receiver's e-invoicing address published to the relevant local and international e-invoice registries.

5.5 Fees and Invoicing

Transaction fees are invoiced based on the actual volume on a monthly basis or based on prepaid subscription bundle. If the service consumption exceeds the subscription, an overage fee is charged. Implementation fees are invoiced according to the terms of the customer's agreement. Services are set up and charged per Basware Service Account. Separate service accounts enable split billing and/or account-specific Basware services, for example for a new country or for an additional legal unit.

5.6 Data Security and Contingency of Basware Transactions Service

Concerning traffic on the Basware Transactions (BT) service:

- All traffic to and from BT is encrypted (HTTPS) or secured with a dedicated VPN connection
- All traffic to and from BT is authenticated (all senders/recipients are know)
- All files in transit are stored for a minimum of three months in a temporary storage in a multitenant capable file system.

Concerning data security:

- Physical security of the servers is in accordance with the Finnish Telecommunications administration guidelines.
- Administration rights of the hardware and software is limited to select people within the unit managing the Basware Transactions production environment.

Concerning the contingency of the Basware Transactions platform operations:

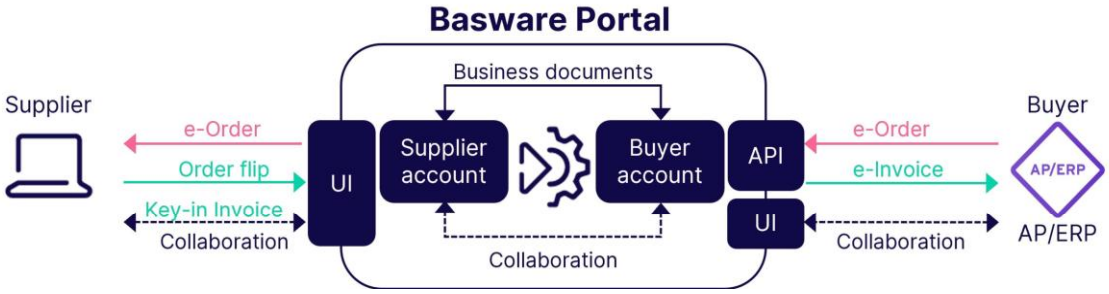
- All operational data is backed up and transactional data is also stored. Note: Actual documents are stored for a minimum of three months. • Backups are in a separate physical location from the servers.

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- In the event of a catastrophic failure of the Basware Transactions, the software is hardware independent and can be restored in a separate location.

6 Basware Portal for Suppliers

Basware Portal for Suppliers is a cloud-based service for Basware e-Invoice Receiving customers for interacting with their suppliers. The suppliers must be invited to register to Basware Portal. Registered suppliers can either create e-invoices in the Key-in service or receive and respond to e-orders, depending on the services and add-ons used by the customer.



Invoice processing

6.1 Supplier Onboarding

Basware invites the suppliers by email to register into the service. The suppliers receive an email with a unique, token-based secure link to the portal. The suppliers register to the portal before the service is activated.

The customer provides a list of its suppliers and their email addresses to Basware, preferably using Vendor data integration via Basware Open API. If the supplier email addresses are not available, Basware provides the customer with a list of supplier-specific links to the registration web page. The customer can then invite their suppliers to the service by sharing these supplierspecific links via a paper letter campaign. Alternatively, Basware can create a customer-specific URL (a registration web page) and the customer can communicate the URL to their suppliers via different channels.

6.2 Basware Invoice Key-in

Suppliers can enter basic header level data and row level data and add attachments to the invoice. The data is validated in real time. The legal invoice image as a PDF is generated automatically when the invoice is sent. This invoice image can be viewed and printed after the invoice has been created. Supplier can also create a credit memo based on the already sent invoice. All invoices that are not yet sent, are stored as drafts and can be completed and sent later.

The invoice data is available in Basware Portal for 18 months. After 3 months from the document delivery, the actual invoice files (legal invoice image PDF file, XML invoice data file, and invoice attachments) are removed.

The support for a country includes pre-defined local mandatory fields, number and date formatting, and the currencies used in the supplier country.

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6.3 Initial Setup

- Basware Portal for Suppliers
- All available fields are listed below. Visible and mandatory fields are defined by the supplier country.
- Any additional work requested by the customer will be billed according to time and materials.

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7 Basware Reporting

Basware Reporting is an online reporting tool that allows customers to generate reports with standard data content. The service is available as a complete self-service tool. After the initial setup, customers can configure the reports on their own. The content of the available reports is described in the Basware Reporting user interface.

7.1 Initial Setup

Pre-made reports can be either downloaded or ordered to email addresses defined by a user who has access to Basware Reporting. When the report is delivered via email, the email contains a ZIP file that includes the report files in CSV format. The email also contains a link to download the report. If the size of the report is more than 5 MB, only a link to the download functionality is available.

In Basware Reporting, the user will see both the pending report requests and reports that are already delivered . It is possible to download, search, and sort old reports up to past 90 days.

Basware Reporting requires separate access rights. A user with access to Basware Reporting can create reports for the whole organization of the contractual party, as defined during the implementation project . The service is activated to a maximum of two users. The user can add any email addresses as recipients. The recipient list is separate for each report.

7.2 Timing of Report Execution and Delivery

Reporting data is available for the previous day and earlier. The report includes transactions in delivery statuses “Delivered” and “Rejected” (undelivered). Documents that are currently processed are not included in the report. The reporting schedule can be set as daily, weekly, or monthly. The cut-off time is midnight, according to the time zone that the user has selected in Basware Reporting .

- A daily report will be generated when the data is completed for the previous day considering the selected time zone .
- For a weekly report, the user must select the day range of the week. The report is created th e next day after the full week that is defined by a user. For example, the user has set a weekly report from Wednesday to Tuesday. The report is generated each Wednesday for the previous seven days.
- A monthly report is generated the first day of the following month. For example, the report for July is generated on the 1st of August.

7.3 Report Types

Currently available reports are:

- Inbound Transaction Report for e-Invoice Receiving Customers
- Outbound Transaction Report for e-Invoice Sending Customers

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- Outbound Transaction Report for e-Invoice Sending Customers
- Inbound Rejection Transaction Report for e-Invoice Receiving Customers
- Outbound Rejection Transaction Report for e-Invoice Sending Customers

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8 Basware Portal for Tracking

Basware Portal for Tracking enables buyer customers to publish invoice approval and payment statuses from their account payables processes to their registered suppliers using Basware Portal. The service consists of three main elements:

1. Vendor data and supplier onboarding
2. Status integration with the AP tool
3. Basware Portal as a tracking user interface

Basware Invoice Tracker extends the tracking capability to suppliers that are not registered as Basware Portal users. Supported sending channels are:

- e-Invoice (requires vendor ID in the invoice data)
- SmartPDF (requires vendor ID in the supplier extract)

8.1 Vendor Data and Supplier Onboarding

The customer will provide a list of its suppliers and their email addresses to Basware using vendor data integration via Basware API. Basware will invite the suppliers to register for Portal as a part of Portal Key-in.

Suppliers receive an email with a unique, token-based secure link to the Portal. If the supplier email address is not available, Basware can provide the customer with a list of supplier-specific links to the registration web page. The customer can invite their suppliers to the service by sharing these supplier-specific links via a paper letter campaign. Alternatively, Basware can create a customer-specific URL (a registration web page) and the customer can themselves communicate the URL to their suppliers via different channels. The invitation campaign roll-out schedule will be agreed between the customer and Basware.

The supplier onboarding process consists of two phases: registering the supplier company to Basware Portal and activating the offered/selected e-invoice sending service. Registered supplier administrators can add and remove other users on their company profile page.

8.2 Status Integration

Status integration options depend on the customer's overall solution:

- Basware P2P Cloud services will be integrated directly to Basware Network.
- Legacy Basware solutions (on-premise, IP SaaS) will use internal status API. This integration is most limited, especially concerning the status related additional information, that is available for Invoice Tracker users (add-on).
- Third party AP/ERP systems can integrate to the service using Basware Network REST API notification POST.

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8.3 Basware Portal User Interface for Tracking

Basware Portal is a generic user interface for monitoring and tracking, and also for configuring organization and service settings. Suppliers mainly use the interface for tracking invoice documents and accessing some additional services such as invoice key-in. For tracking, the supplier will navigate to the Documents section, where they can see the list of the most recently updated documents. Only invoices that are sent via supplier service account are visible for them in the Portal. The default retention period for the documents is 90 days. Currently, supported sending channels are:

- e-Invoice
- Portal Key-in

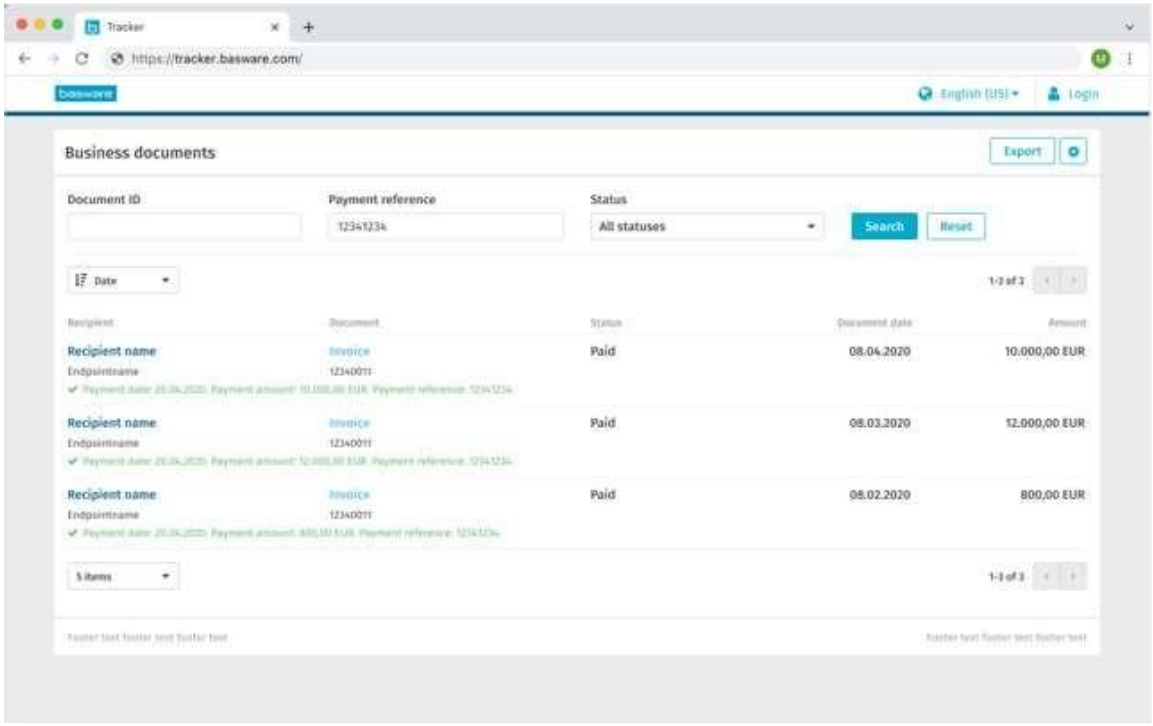
The invoice status field shows the latest invoice status. The status history can be viewed in the invoice-specific view under the History section. The statuses available depend on the status integration used and on what status events are released from the AP process. Supported business statuses are:

- Received
- In flow
- On hold
- Approved for payment
- Ready for payment
- Transfer for payment
- Partially paid
- Paid
- In dispute
- Rejected
- Rejected by recipient
- Rejected by Customer
- Rejected during delivery
- Rejected by administrator

8.4 Invoice Tracker User Interface

The Invoice Tracker user interface is a simple view of sent invoices, providing basic invoice header level information and the latest processing status. No status history is provided. Some statuses may include additional information.

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Invoice Tracker user interface

The following data is shown:

- Recipient: name of the recipient or buyer organization and name of the receiver endpoint (name registered to the e-invoice address used as the delivery endpoint)
- Additional text field: status-related additional information that is posted together with the document status from the AP application.
- Document: document type and document number
- Status: latest document status
- Document date: original document date from the sent document
- Amount: original amount from the sent document

Supported statuses	Status-related additional text / example
In process	Estimated payment date: dd.mm.yyyy.
On hold	Invoice has been disputed. The buyer has contacted you.
On hold	Invoice is on hold. Comment from the buyer: "Buyer comment here"
Rejected	Invoice has been rejected and will not be paid.
Approved for payment	Estimated payment date: dd.mm.yyyy.
Ready for payment	Estimated payment date: dd.mm.yyyy.
On hold	

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On hold	Payment is on hold. Invoice may not be paid by dd.mm.yyyy.
Partially paid (supported only by REST API notification POST integration)	Latest payment date: dd.mm.yyyyy. Latest payment amount: 999.99 EUR. Payment reference: xxxxxxxxx. Total paid: 9,999.99 EUR. Next estimated payment date: dd.mm.yyyy.
Paid (last partial payment) (Supported only by REST API notification POST integration)	Latest payment date: dd.mm.yyyyy. Latest payment amount: 999.99 EUR. Payment reference: xxxxxxxxx. Total paid: 9,999.99 EUR.
Paid	Payment date: dd.mm.yyyy. Payment amount: 999.99 EUR. Payment reference: xxxxxxxxx.

8.5 Search, Sorting, and Data Export

Invoices can be searched based on document ID, buyer's payment reference (check number or payment identifier), or document status. Data can be sorted based on column values. The search result or full list of invoices can be exported. The maximum number of documents is 5,000. The data export format is CSV. The default retention period for the documents is 90 days.

9 Basware SmartPDF

Basware SmartPDF is a service for converting PDF invoices that are sent by email into electronic invoices. The service captures invoice data from the PDF invoices and uses that information to build a structured invoice data file. The service supports image-based and machine-readable PDF files. There is no mandatory supplier registration and the service is free for suppliers (buyer sponsored).

The service has different ways how the invoice data is extracted from invoices:

1. AI engine that uses historical invoices as training data.
2. Templates that Basware creates for suppliers who send invoices regularly and are not automated by AI.
3. Customer self-validation user interface where customer can process low confidence invoices.

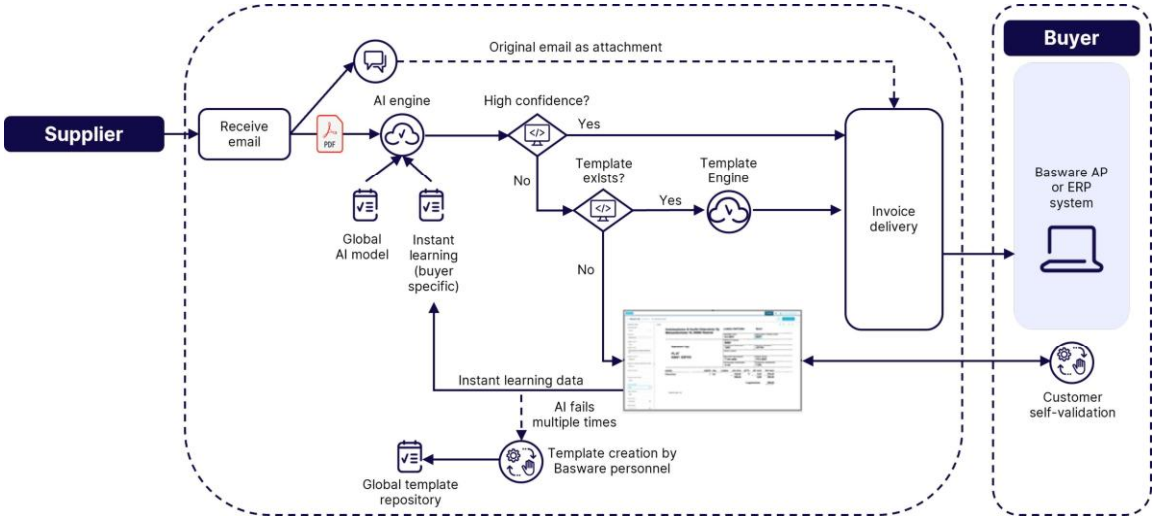
The service automates PDF data extraction, providing quick processing times and high-quality data capture.

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9.1 Basware SmartPDF Process Overview

The image illustrates the overall process of how Basware SmartPDF service processes the invoices that the customer receives. Templates and AI recognition are fully managed by Basware and the customer role is limited to exception handling if the recognition fails to capture the required fields with a high confidence.

Invoice delivery happens through Basware e-Invoice Receiving service as an e-invoice. Basware has the right to change the process to optimize and develop the service.



Invoice processing

9.2 Invoice Processing

The suppliers can send PDF invoices to the Basware SmartPDF service via email. The email addresses are created based on the customer's business units. The email address format where the suppliers send the invoices to is: <customer>.< unit>@pdf.basware.com. Invoices are attached to the email as PDF files. One PDF file must contain only one invoice. One email can include many PDF invoice files. The email body (text) is not processed. PDF files with password protection or with some other security features are not supported because it is not possible to extract data from protected files.

If an email does not contain valid PDF attachments, Basware SmartPDF sends an error notification to the sender's email address. Only invoices and credit memos should be sent to the service. PDF documents that are not invoices or credit memos are delivered to the receiver as an non-invoice. Documents other than PDF attachments are not processed as invoices.

When Basware SmartPDF is processing the invoice, the invoice goes through AI-engine, template-engine and in case invoice requires manual validation, it goes to SmartPDF selfvalidation tool for a customer self-validation. Basware will constantly monitor the suppliers and their invoice volumes to optimize the invoice delivery times, data capture accuracy, and automation levels. Customer can provide quality feedback for invoices, if there are issues that should be addressed by Basware.

Captured invoice fields are determined by the customer during the service set-up phase. One service configuration consists of one set of recognized fields and recognition rules. If the

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customer needs different configurations, for example in different geographical regions, it is possible to have one or more additional configurations.

Standard fields are listed in this service description. Custom fields are charged separately. If new fields are added after the suppliers have been invited into the service, the templates that were created before adding the field are not updated automatically, but through quality feedback process.

9.3 Detailed Service Content

Invoice flow

- Receiving emails: Supplier registration is not required and suppliers only need to send PDF invoices via email to the customer's SmartPDF email address. The customer is responsible for supplier communication and for inviting suppliers to send PDF invoices via email to a given address. Each customer business unit has its own email address for receiving. Invoices are sent to these business unit-specific email addresses and processed forward to Basware SmartPDF. It is possible that the customer provides their own email address to the suppliers. Then the customer can redirect/forward the supplier's emails to the Basware SmartPDF on behalf of the supplier. Basware SmartPDF will send notification messages to the "Reply-To" address, which must be taken into account when implementing the forwarding rules.
- Invoice validation and rejections: SmartPDF service will deliver all received PDF files. Invoices are not rejected to the supplier if the PDF can be opened and read. Agreed default values will be put on fields that are not recognized from the invoice.
- Delivering invoices to the customer: SmartPDF creates a business document in JSON format to Basware Network. Invoice is delivered to the customer in the format and using the channel as agreed in Basware e-Invoice Receiving service.

Service delivery

- Implementation project deliverables: Described in Delivery Description document.
- Set-up package:
- One SmartPDF setup includes one configuration (a configuration is a set of recognized fields and recognition rules) • Up to 10 business units
- OPTIONAL: Single Sign On
- Multiple configurations: An agreed set of recognized fields, values and mandatory items is considered as one configuration. In case the customer requires different sets of recognized fields, values or mandatory items, an additional configuration is required and charged separately. Typical example when more than one configurations are required is when customer has business in several geographical areas, where recognized fields or recognition rules must be different.
- Additional business units: Initial setup will include an agreed number of business units. If additional companies/business units are required during production usage, the additional units can be added to existing configuration if the same recognition rules can be utilized. In case the additional companies would require a separate recognition fields or recognition rules, see the section Multiple configurations.

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- Single Sign On: Single Sign On can be activated to the new self-validation user interface during the implementation project.
- Custom field(s): It is possible to add Custom field(s) to Basware SmartPDF.

General

- Prerequisite: Basware e-Invoice Receiving service
- Supported document types: Invoices, credit memos, and non-invoices
- Supported invoice languages: The standard languages are supported. Non-supported languages can be manually validated in self-validation user interface by the customer and more manually entered fields are to be expected.
- Supported user interface languages: Basware SmartPDF self-validation user interface: English. (NOTE! before general availability, the user interface will be translated to most Basware P2P languages without extra cost to the customers).
- Captured fields: Selected invoice header fields from the standard fields. Custom fields are charged separately.
- Original invoice and supported file format: Copy of a received PDF is delivered without modifications to the customer. Basware considers the PDF invoice that the supplier created and sent to be the original invoice, which is issued at the moment it is sent into the Basware service. Supported invoice files:
- PDF file, version 1.4 or newer
- PDF file can include only one invoice
- One email can include many PDF invoices with the maximum email size of 30 MB (email body + all attachments combined)

- PDF document cannot be password protected or encrypted
- PDF document cannot be password protected or encrypted
- Invoice attachments in email: If the email contains one PDF and other documents in other supported file formats, the other files are considered as attachments to the invoice and can be delivered. If email contains multiple PDF files, each file is considered as an separate invoice by default. If supplier follows the naming convention described in Basware

Knowledge Base -article , then also PDF files can be considered as attachments to other PDF files. OPTIONAL: The original email can also be in .eml format, and contain the full email including all the attachments. This can be configured during the implementation project by the Basware consultant and is included in the implementation fee. If the email contains multiple invoices, only the five first invoices will get the original invoice as attachment.

- Data extracts: Supplier data extract is mandatory. Supplier extract (and other data extracts) are uploaded over the FTP to Basware server daily. For Basware P2P or InvoiceReady Customers, Basware creates the Supplier Extract that is sent to SmartPDF service. Customers who are not using Basware P2P or Basware Invoice Ready, the Customer is responsible of delivering the Supplier extract file in the predefined format as a one file per SmartPDF configuration.
- Reporting: Basware Reporting service can produce reports from the processed invoices. Basware Reporting requested by creating a Change Request.

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- Processing time SLA: Under 24 hours, when invoice is processed automatically. When invoice goes to customer self-validation, the customer is responsible of validating the invoice.
- Monitoring: Basware is responsible for monitoring the document flow until the invoice is delivered to the target system.
- Digital signature verification: Not supported
- Basware Admin: The customer is responsible for user management and they can manage the users in Basware Admin. Support can be requested online by using the Basware Customer Support portal.

Changes after Go-Live

- Changes to captured fields while in production: If the customer wants to change the captured fields during production use, the changes can be requested by creating a Change Request.
- Adding or deleting a business unit: It is possible to request Basware to add or delete business units after the Go-Live.
- Additional configuration: If a new business unit requires a specific set of recognized fields or recognition rules, it is possible to request Basware to create an additional configuration.

9.4 Supplier Extract

Supplier (or vendor) extract is a list of company-specific suppliers, which customer has in their register. When using SmartPDF, the system analyzes the supplier based on the invoice data, and if the automatic matching fails, the customer can manually select the supplier in the user interface .

Supported interfaces: FTP, SFTP

Supported file formats: CSV and a pipe-delimited text file (UTF-8 encoded)

Maximum extract file size: 250,000 records

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File name: "SupplierExtract.txt"

Extract content	Details
EInvoice_Address|Company_Number|Company_Name|Supplier_Number|Supplier_Name|Supplier_Address_1|Supplier_Address_2|Supplier_Address_3|Supplier_Postcode|TelephoneNo|FaxNo|VAT_Registration_Number|Bank_Account_Number_1|Bank_Account_Number_2|Bank_Account_Number_3|Bank_Account_Number_4|IBAN_Number1|IBAN_Number2|IBAN_Number3|IBAN_Number4|Swift_Code_1|Swift_Code_2|Supplier_EDI_ID|CurrencyCode|CustomField01|CustomField02|CustomField03	Supplier extract is required to perform Supplier Matching and it is considered a mandatory of the delivery. If the Customer is not able to produce the Supplier extract, the SmartPDF service can be taken into use, but SmartPDF will not perform supplier matching. In addition, Basware cannot commit to producing all the necessary details to perform the supplier matching in the receiving system.

Data extracts must comply with Basware data quality requirements, such as no duplicate records and no missing information. The customer is responsible of the data quality that is sent to Basware. The initial implementation includes connection to one Basware P2P tenant or setting up an FTP/SFTP upload from a file folder in the customer system. Integration to other systems is optional and not included in the initial implementation and can be requested and offered separately.

9.5 Standard Invoice Recognition Languages

The following languages are available when recognizing the invoice data. There can be differences between languages, how well the AI engine recognizes the invoice data.

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Language	Language code (ISO 639-1)
Croatian	HR
Czech	CS
Danish	DA
Dutch	NL
English	EN
Estonian	EE
Finnish	FI
French	FR
German	DE
Hungarian	HU
Italian	IT
Latvian	LV
Lithuanian	LT
Norwegian	NB
Polish	PL
Portuguese	PT
Romanian	RO
Slovak	SK
Slovene	SL
Spanish	ES
Swedish	SV

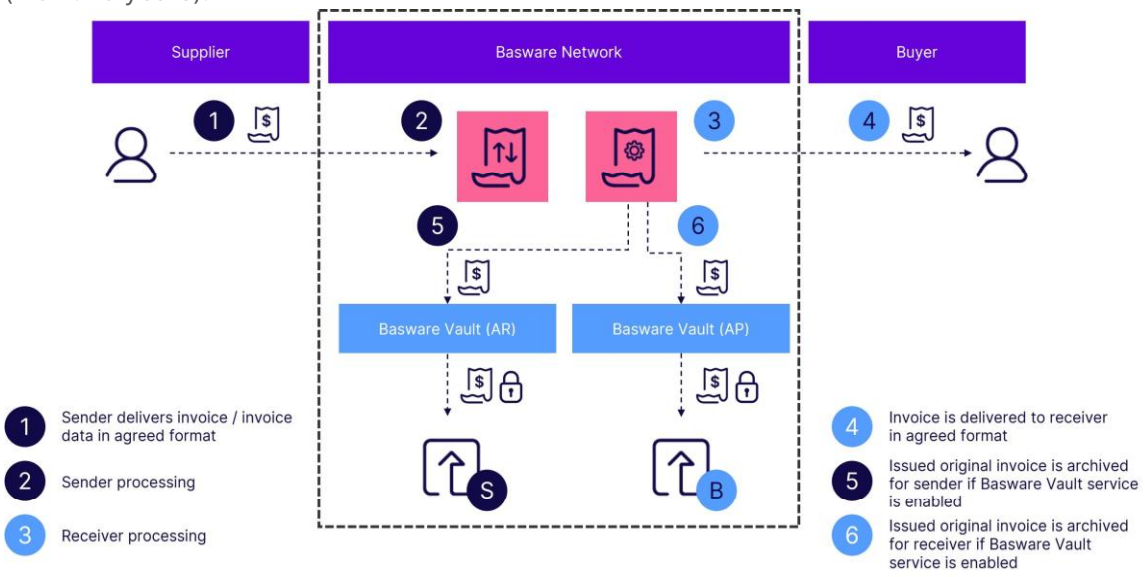
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10 Basware Vault

Basware Vault is an automated e-archiving service for long-term storage of e-invoices and other business documents . Basware Vault enables (VAT) compliant electronic archiving for e-invoices in the supported countries. It is integrated to Basware Network. Basware Vault can archive business documents, such as e-invoices and credit memos sent or received through Basware Network, based on the customer's retention rules . All archived documents are accessible on demand through a web browser. This helps in efficient document search, retrieving, and audits.

With Basware Vault, customers can set up one or many vaults for storing invoices according to pre-configured settings and for a selected period of up to 15 years . There can be separate vaults for example for different business units. The service can automatically store for example structured invoices files, invoice image files, invoice attachments, and digital signatures/seals . It can also store certain invoice metadata to enable a swift search. The stored content may depend on (e-)invoice channels in use.

The country's VAT law defines the default retention period included in the service price list (max . 15 years).



Basware Vault for Network Services

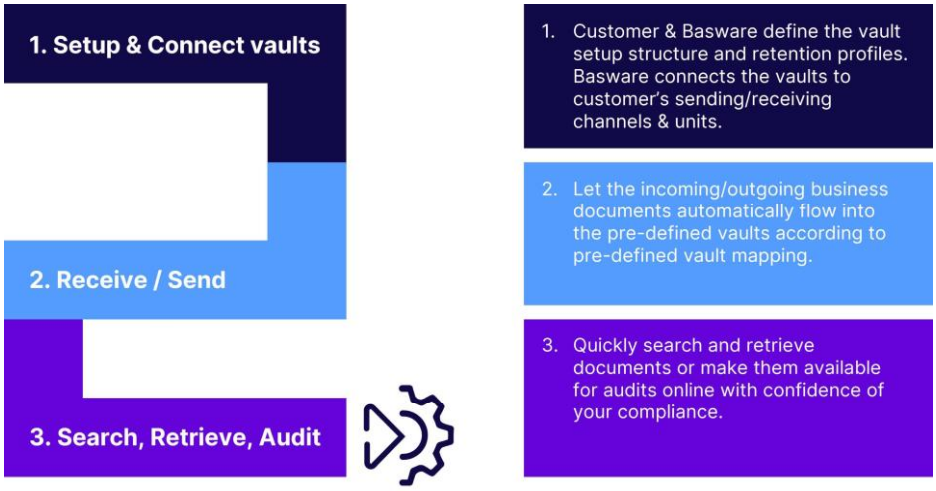
Laws around the world regulate the retention of business records, such as invoices, whether they are on paper or in electronic form . Countries, and for example the European Union, have rules on how and for how long such records must be retained. Basware Vault helps customers to meet these requirements in the supported countries. It also helps to confidently move to automated e-archiving, and thus reach the full benefits of e-invoicing .

With Basware Vault, users can follow the archiving requirements in the countries supported by the service . This frees customers from the setup and management of a variety of country-based archiving services . It also helps to improve and manage compliance with varying local archiving requirements. The service's compliance management and the technical service layers free customers from a large part of the burden . It adds automation to customers' in-house

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free customers from a large part of the burden . It adds automation to customers' in-house archiving and compliance management processes.

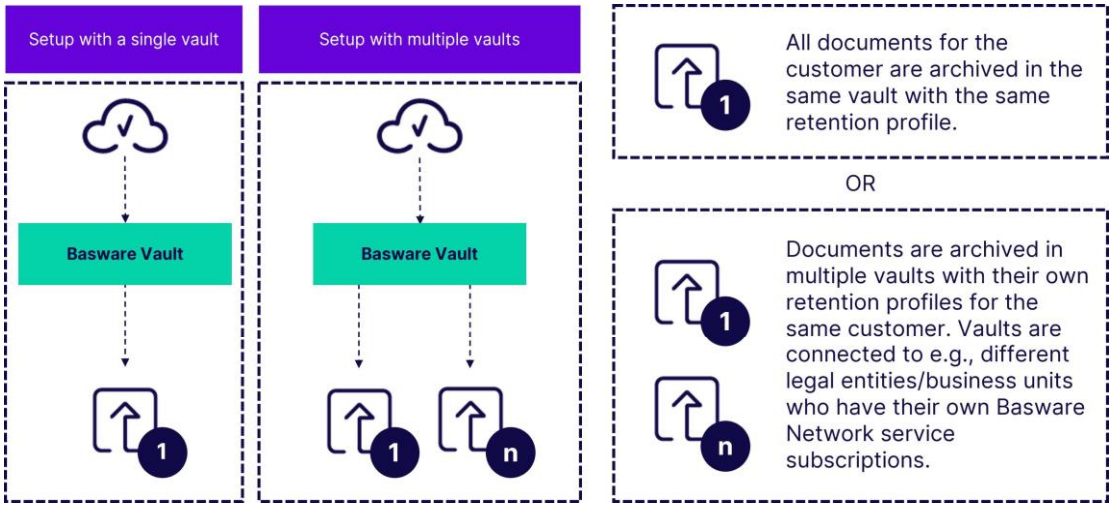
Find a list of the supported countries in the service's compliance management program in section 3.3 Available Countries.



Basware Vault Service Overview

10.1 Initial Setup

The customer can decide to have one or multiple vaults connected to sending/receiving channels. Each vault can have its own retention profile which defines for example the retention period applied for the vault. The customer can for example decide to have only one vault for all sent and received documents or many vaults for various channels/units. Usually, the legal requirement is for each legal entity to have its own separate archive.



Vault Setup

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The default service includes one vault. More vaults can be added for an additional price. Extra
The default service includes one vault. More vaults can be added for an additional price. Extra
vaults require their own e-invoice service accounts.

10.2 Basware Vault Process Overview

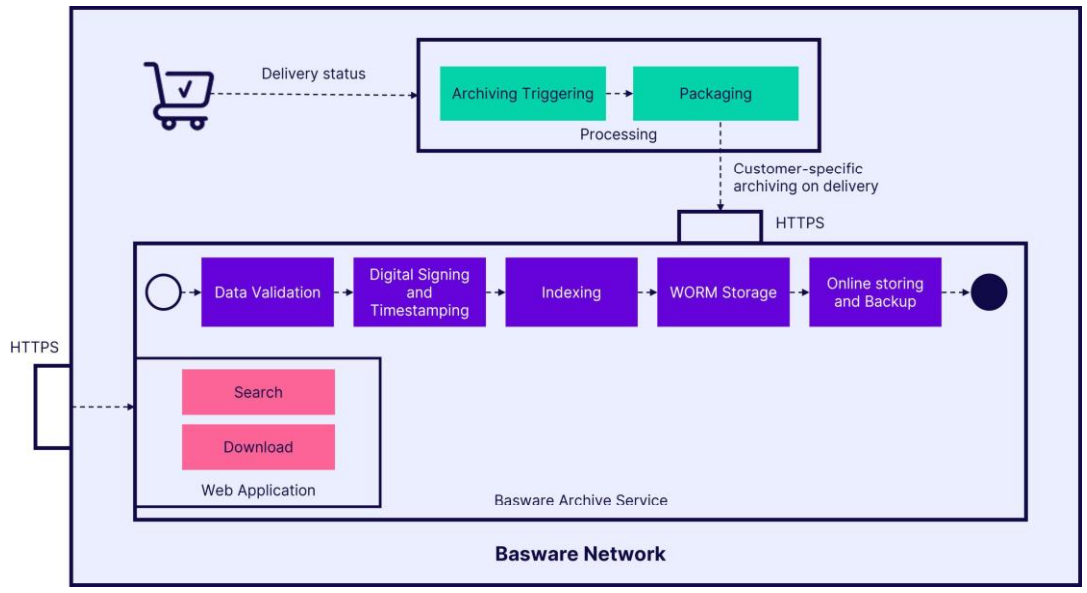
The triggering of the archiving process:

1. When the invoice is delivered to a recipient through Basware Network, the status of the invoice is updated to indicate that the invoice is ready for archiving. At this stage, the original invoice is considered to be issued and made available to the receiver with related files, constituting legally the version of the invoice that must be archived.
2. When Basware Vault is enabled, the archiving process is triggered 3 days after the invoice got the final delivery status. If the service is enabled for both the sender and receiver, the archiving process is started for both, and separate copies are stored for the parties.
3. The Basware Vault's archiving service integration pulls the identified invoice, related files, and attachments from Basware Network to start the archiving process.

The archiving process:

1. The Business Document (for example, invoice / credit memo) is validated when it enters the archiving service to make sure that the file can be archived and indexed. If the validation fails technically, an error message is created. If the validation fails because of missing index metadata, the missing field is flagged, so that the documents with missing index data can be found in searches.
2. The archived packages are digitally signed and timestamped to secure their integrity.
3. Each archived package is indexed based on the primary file's (for example invoice's) metadata to allow search and to help in an efficient audit according to relevant legal requirements. For more information, see section 2.3 Access and Retrieval.
4. Each archived package is stored in an unalterable and high-availability WORM (WriteOnce-Read-Many) type of storage to ensure integrity and compliant file retention.
5. Each archived file is stored as a copy to an online high-availability storage for fast access and backup purposes.
6. The archived files are retained for a pre-set retention period of up to 15 years. The default data location is in the European Union area (Ireland). The archived files cannot be deleted or modified during the set retention period.
7. The archived files are automatically deleted after the set retention period.

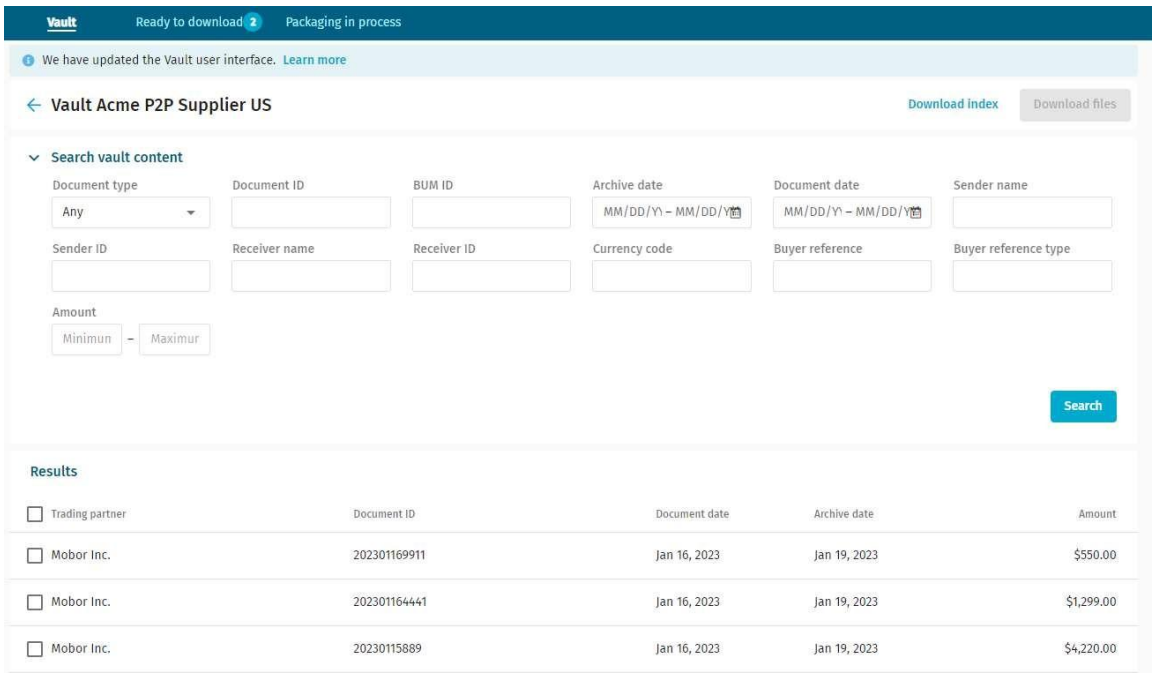
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Basware Vault Archiving Process Overview

10.3 Access and Retrieval

Online User Interface



Online user interface

Basware Vault's online user interface enables searching, downloading, and sharing archived files. The user interface (UI) is designed for a swift auditing of archived documents online. Basware Vault customers are provided a set of credentials to access the UI via Basware Portal (p ortal.basware.com). Users with existing Basware Portal accounts can also access their ortal.basware.com). Users with existing Basware Portal accounts can also access their

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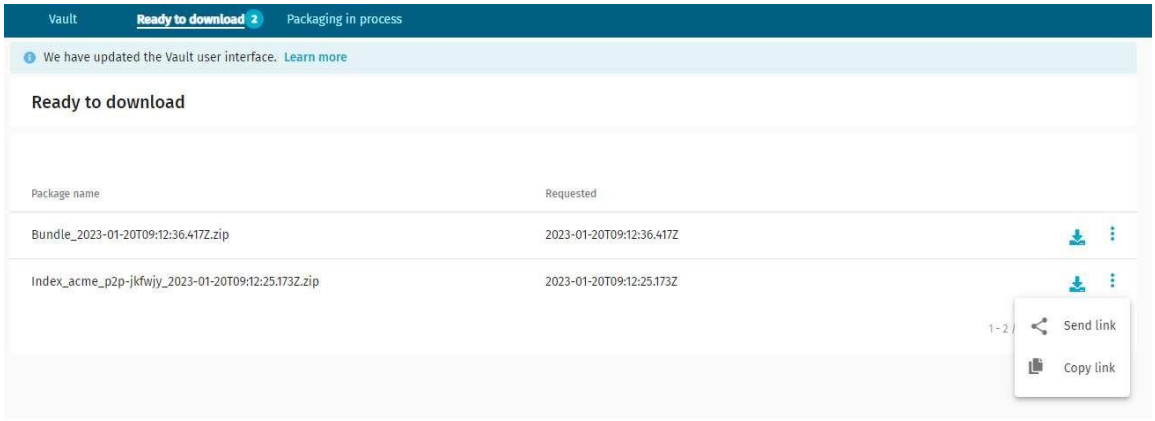
organization's vaults with their accounts. The customer can allow also for example a tax auditor to use the same access in case of an audit.

Archived files can be searched based on*:

- Document Type (for example invoice / credit memo)
- Document ID / Document number (for example invoice number)
- Unique Basware Document ID (BumID)
- Archiving Date (range)
- Document Date (range)
- Sender name
- Sender IDs (for example VAT ID)
- Recipient name
- Recipient IDs (for example VAT ID)
- Document Currency Code
- Buyer Reference ID
- Buyer Reference Type
- Document Amount (range)

*Available search criteria in Basware Vault also depend on the channels from where the archived documents come from. Some channels may not capture all fields to the document metadata.

Search results are shown in a list view with certain indexed fields visible. The user can browse the resulting archived documents as well as download selected documents individually or in batches for example for viewing or auditing purposes. The Basware Vault UI allows downloading a maximum of 100 documents in a single batch. Use a separate extract process for larger onetime downloads (described in the section Archive extract process for large document batches).



Document downloading

The UI also allows sharing downloaded batches of documents through pre-authenticated

secure links that are valid for 24 hours (anyone with access to the secure link can download

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the shared batch online without a separate login). The customer must ensure with their internal controls that batch online without a separate login). The customer must ensure with their internal controls that access to vault, to credentials, or to any pre-authenticated links generated with the service is provided only to authorized persons.

Archive extract process for large document batches

Basware may deliver the customer instructions and an account for downloading for example a yearly ZIP package of the archive through a software client. This process can be used for example when a fiscal auditor would require a large/full extract from the archive or when the customer would quit using the service. An offline index file is also provided with the extract for allowing search based on indexed metadata also in offline desktop environment.

10.4 Open Vault API

Basware offers an API to allow customers to upload external invoices (not going through the Basware Network) directly into Basware Vault. The API specifications are published on Basware API developer site: https://developer.basware.com.

It is the customer's responsibility to check that all uploaded invoices are archived successfully in Basware Vault.

10.5 Vault Retention and Compliance Controls

(Based on general EU requirements)

Requirement Category	Description of Requirement	Solution Function/Controls
Integrity	Integrity of other financial records must be guaranteed from their issuance to delivery the end of the required storage period.	Each archived package is digitally signed and timestamped invoices / during the archiving process. Each file is stored in an unalterable WORM (Write-Once-Read-Many) type storage medium and locked from editing/deletion during the pre-defined retention period. The service can also store the electronic signatures /seals and timestamps that may be added in the invoice phase before archiving.
Authenticity	The origin of the invoice must be traceable during the required storage period.	Dependency to the e-invoicing service and the selected compliance method on the invoice delivery process. The Basware Vault e-archiving service can store the electronic signatures and timestamps or other related items that may be added in the invoice delivery phase, as appropriate, guaranteeing the integrity and authenticity of the invoices.

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Legibility	Documents must version be available in for auditing human-readable period.	Basware Vault always stores both a machine-readable as well as a human-readable version of an invoice purposes. format during the required storage

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Access & audit requirements	Tax authorities need to be provided an access to archived original documents that VAT are relevant for	All archived documents are made accessible and auditable on demand through a web browser to facilitate an efficient document search, download, and auditing. Archived documents online can also be extracted from the service with an offline index file (. the csv) to allow search. Search functionalities allow a search based on indexed key fields such as document type, invoice number, invoice date range, sender/receiver name, sender/receiver ID, and amount. tax audit.
Stored must be	The original transaction (for example invoice image, structured invoice file, stored.	The archived package can contain all files related to a components invoice invoice attachments, and original digital signatures/seals). By default, the invoice version that is issued and made available to the receiver is always stored.
Storage period	Most countries of have defined mandatory periods invoices and other business records normally ranging between 6-12 years.	The service supports archiving of documents for the duration the period required by local VAT/GST laws (max. 15 years). Customer can pre-define the applicable retention periods for storage each subscribed archive vault. Files in each vault are retained for for the set retention period, after which they are automatically deleted.
Storage location	Generally European countries allow storage of einvoices in other EU countries.	Default Storage location: Ireland (EU)
Outsourcing	Outsourcing of e-invoice archiving is allowed in European countries. Some notification requirements exist.	Customer agreements with Basware form an outsourcing agreement. The service is available only in countries where outsourcing is allowed. The customer must always notify local most tax authorities about outsourcing invoice archiving and about archiving invoices outside the country. limitations or
System documentation	Certain system /solution documentation may be required for audit purposes.	The Service Description and process documentation provide a functional and logical description of the service.

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10.6 Customer Responsibilities and Service Limitations

The customer is responsible for using the service in compliance with the Basware General Terms (www.basware.com/general-terms) and within the limitations described in this Service Description.

The average file size of documents archived by the customer (including attachments) must not exceed 1 MB. Individual archived files must not exceed 100 MB. If the average size limit is exceeded, Basware reserves the right to invoice the customer for the overage. The average file size is calculated by dividing the total storage space consumed by transactions archived within a calendar year by the total number of transactions archived by the customer within a calendar year. The resulting storage consumption excess is then summed and divided by the average file size maximum (1 MB). The resulting overage result is invoiced according to the applicable price list of vault transactions.

The customer must use the download and extract capabilities provided by the solution only for traditional document view, review, audit, download or similar purposes. Basware reserves the right to limit the use of the service if the customer uses the service functions for example for continuous and/or automated mass extracts to other systems unless separately agreed.

In the default service, the compliance support is limited for the storage of original electronic documents. Additional rules may apply for storing original paper documents in electronic form and destroying the paper originals. Such customer requirements should be separately reviewed by Basware.

Basware reserves the right to make changes to the service, its components, and Service Description or to change the country support as required to remain in compliance or to maintain the service.

Basware recognizes that its customers need to comply with legal (electronic) invoicing, archiving, and bookkeeping requirements when processing and/or archiving certain business documents, such as invoices with Basware services. Since Basware's services precisely concern our customers' processing and/or archiving of business documents, Basware designs its services, in a standardized way, to enable its customers to comply with these specific legal requirements in supported countries. The Basware compliance support is limited to maintaining the technical service and related documentation so that they enable customers to meet the local e-archiving requirements. The customer remains responsible to ensure among other things that everything that should be archived is archived, and that the service is setup appropriately and considers all archived document types.

The customer is ultimately responsible for the legal compliance of all its operations. Basware recommends that customers always consult their legal or tax advisers when in doubt. Basware services are provided as described, in applicable Service Descriptions, Service Level Agreements (SLAs), and General Terms (www.basware.com/general-terms). These documents form a part of Basware's standard sales agreement which governs relationship with customers an d liabilities to customers. The standard Basware SLA may not apply for all Vault implementations.
The default retention period in United Kingdom is 6 +1 years (7 years).

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11 Basware Essential Support

11.1 Reach us Anytime

Our online Support Portal and Knowledge Base with advanced search functions are available for all Basware customers. Basware Support can be reached anytime as our chat is available 24/7 for questions regarding updates on any open case.

Through the online portal, you can easily contact our Support Team, access the Knowledge Base, and follow the progress of your tickets. Our support consultants are ready to answer your questions and provide troubleshooting in case of product issues. In the extensive Knowledge Base, you can search for articles for immediate answers to maximize the value delivered by Basware.

In addition to the Support Portal, Basware support can be contacted via phone. Up-to-date information on access points and business hours for each region/country are shared with all the customers.

11.2 Report and Track your Support Cases Easily

Reporting a Support case is easy through the online portal. Just fill out the case form available through the portal and provide the necessary information and any relevant attachments for the case. Each case will receive a unique reference number and is categorized to facilitate the handling and follow-up. Once a case is submitted, it can be tracked and followed up via the online portal. You can monitor progress, interact with Basware support, and read updates regarding the case through the notifications.

11.3 Support Service Objectives

Basware Support is committed to delivering exceptional service within our Service Level Objectives (SLOs), ensuring timely responses and resolutions during the local business hours of your contracted country. Our experienced Support Consultants aim for the swift and effective resolution of Cases and Incidents, relying on a collaborative process with our customers to gather all necessary information promptly.

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While our standard support is designed to meet the needs of most businesses, we understand that certain situations may require additional assurances. For those unique cases, we offer the option to upgrade to Service Level Agreements (SLA) through our Premium Plus Support service. This enhanced level of support is tailored for environments where support requirements are critical and necessitate formalized service commitments.

11.4 Continuous Service Development

Basware consistently monitors its cloud services to provide support for customers. When an incident is detected, Basware aims to proactively resolve it. With incidents, Basware is also reaching out to the customer if an incident requires input from the customer. In this case, incidents are visible in the online portal.

Basware has a goal to resolve cases and incidents as effectively as possible. In most cases, these are resolved best with good collaboration between the customer and Basware. After each case is closed, we collect feedback from the customer with a brief survey as we want to develop our services continuously further.

11.5 Scale your Support

Our support services are scalable, so you can select the right level of support for your specific needs. Basware Essential Support Service is available for all customers. Basware can also offer Premium Support service if you are seeking a higher level of personalized care for your demanding business operations. Premium Support enables you to scale up your support service levels to meet the dynamics of your business, including the complexity, volume, and criticality. It also helps you deliver additional value through premium support service experiences for your users.

In addition to the terms defined in the Agreement, please note the following terms and definitions:

Name	Purpose
Case	The record of the Customer reaching out to Basware for support, where the Customer identified a support topic. Also referred to as "reactive support."
Customer Portal	The Basware self-service online support portal, available to Customers to log Cases and track the statuses of Cases and Incidents.
External Audit	An examination that is conducted by an independent auditor.
Incident	The record of an unplanned interruption to a Service or reduction in the quality of a service. Incidents may trigger Basware support to proactively reach out to Customers to inform or request input for resolving an Incident.
Problem	The record of the cause of one or more Cases or Incidents that impact several customers. The cause is usually not known at the time a Problem record is created.
RCA	Root cause analysis. A systematic process for identifying "root causes" of Problems and an approach for responding to them.

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Response Time	The time from when Basware is notified of a Case to when Basware starts working on the Case.
Service Request	The record of the customer requesting a service or a change from Basware's catalog of services in the Basware Customer Support Portal. Such requests are not directly related to a support topic (such as an issue or incident).
Workaround	A temporary fix or bypass for a Case/Incident, minimizing the business impact. An applied workaround allows for a rapid resolution of the Case/Incident. Once a Workaround is put in place, the root cause will be elevated to "Problem" status.

11.6 Support Organization

Basware support experts are operating from various Basware locations, using a multi-tier support model where Cases and Incidents are routed according to their complexities.

Basware operates using English as its primary language. This enables our global teams to serve all customers and maximizes the support coverage our Customers receive from Basware.

Customers who have specific language-related requirements that go beyond the scope of Basware's Essential Support service may require a Premium Support service.

11.7 Getting Started with Basware Support

The Customer is invited to collaborate with Basware support after their Basware Cloud Services have been implemented and handover to the Basware support service has been initiated. The primary tool for collaborating with Basware support is the Customer Support Portal, accessible at www.basware.com/support.

As part of the handover process between the implementation team and Basware support, the Customer is provided with access to the Customer Support Portal for up to five named Customer contacts. Each contact (a user of the portal) receives unique details to log in to the Customer Support Portal and is provided with training material to guide them on how to use the Customer Support Portal and the support service.

To ensure necessary transparency, users are set up in the Customer Support Portal to view Cases and Service Requests submitted by all other users of the same organization. The Customer Support Portal language is English.

11.8 Contacting Basware Support

Basware support can be reached anytime, 24/7, using the Customer Support Portal (www.basware.com/support), where users can:

- View Basware-related announcements
- View scheduled maintenance releases and service breaks
- View the status of the Customer-entitled products and services

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- Submit a request for a change or a service from our service catalog
- Access the knowledge base for self-help
- Create and submit a new Case
- Access overviews of Case and Incident History
- Initiate a live chat to communicate directly with a Basware support agent

In addition to the portal, Basware support can be contacted via phone or chat. Up-to-date information on access points and business hours for each region/country can be found in the Bas ware Knowledge Base.

To receive support services, the Customer is expected to cooperate with Basware to resolve support Cases and to have sufficient technical expertise and knowledge of their configuration of the Cloud Services to provide relevant information that enables Basware to reproduce, troubleshoot, and resolve the experienced issue.

11.9 Reporting a Support Case

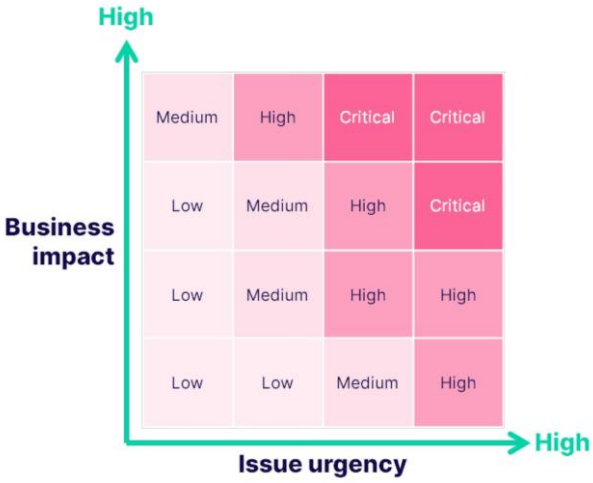
Submitting a Case to support is done by using one of the available Case forms in the Customer Support Portal. Next to the standard form, there are forms for specific situations that allow a Customer to provide all necessary information and relevant documents and attachments that are needed for their Case to be handled efficiently and effectively.

Cases must be submitted as one topic per Case, and each Case receives a unique reference number. Cases are categorized to facilitate their handling. An updated overview, including definitions of use, can be found in Basware's Knowledge Base.

11.10 Support Case Prioritization

For each support Case, Basware determines a priority class, based on the information of urgency and business impact that is reported by the Customer upon logging a new Case. During the Case handling process and upon the availability of added information, the Case priority may be updated. Cases are handled following their priorities. A Case priority is defined based on the business impact and the urgency of the issue, as specified in the matrix below:

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Further information on Impact and Urgency levels can be found in the Basware Knowledge Base.

Basware Case priorities are defined as follows:

Level	Description
Critical	The Case is classified as critical if: The whole Cloud Service is out of use, and there is no work-around available. Note – Basware Customer Support contacts the Customer via a phone call classifying the Case severity level within 30 minutes to 1 hour after Case submission. The Case must contain contact information (name, phone number). For critical cases, the needed additional information is discussed with the Customer via phone.
High	The Case is classified as high if: There is a serious degradation of the Cloud Service responses or a loss of key functionality under normal conditions or an important Service component is unusable or a frequent failure of an important Cloud Service that affects more than 25% of overall users, and there is no Workaround available.
Medium	The Case is classified as medium if: There is reduced functionality due to an error affecting the overall Cloud Service or a limited degradation of the Service performance or random outages in the Cloud Service availability and the issues affect less than 25% of overall users, or a Workaround is available.
Low	The Case is classified as low if: There is a non-significant issue with the functionality of the Cloud Service; the Case is affecting only individual users, business documents, or specific, noncritical functions of the Cloud Service.

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11.11 Handling of Support Cases

1st Line Support

The responsibility of 1 Line Support is to validate, classify, and handle new support Cases, and st to provide the Customer with a response and/or resolution according to the target times. 1 Line st Support maintains direct communication with the Customer.

If no immediate resolution can be found, 1 Line Support assigns the Case to solution experts in st our global or regional support team. Global or Regional Support Team

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When a Case is assigned to them, support consultants from either our global or regional team aim to investigate and resolve the Case. To this effect, the support consultants may request additional information from the Customer. A swift response from the Customer to the requests for information from Basware support helps ensure the resolution of the support Case.

If necessary, designated support consultants work together with other teams to find the resolution.

11.12 Support Incidents – Proactive Support for Customers

As part of Basware's engagement, Basware consistently monitors its Cloud Services. When Basware detects an issue, Basware aims to proactively resolve it. In the event that Basware needs the Customer's support (additional information) to resolve the Incident, Basware reaches out to the Customer via the Customer Support Portal, using the Incident's unique reference number.

The Incident handling process is aligned with the Case handling process. The main difference between the two support topic containers is the proactive nature of an Incident (Basware reaching out to the Customer) versus the reactive nature of a Case (the Customer reaching out to Basware). If an Incident requires the Customer's input, these Incidents are visible in the Customer Support Portal.

11.13 Tracking Cases, Incidents, and Change requests

After the Customer has submitted a Case or a Request, it can be tracked and followed up in multiple ways:

- The Customer can monitor progress and interact with Basware support via the Case /Incident in the Customer Support Portal.
- The Customer can monitor progress and interact with Basware Professional Services regarding changes or Service Requests via the "Request a service" section in the Customer Support Portal.

Customer can read updates through notifications managed from the Customer's user profile in the Customer Support Portal.

11.14 Case Resolution and Feedback

Basware support Cases are classified as "resolved" when Basware support informs the Customer of the Case resolution and related information. Resolving a Case does not necessarily eliminate the root cause of an issue, but restores the normal operation of a service or ensures the completion of a business transaction. Eliminating the root cause may

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require a fix by the Basware production team or the implementation of a change request by Basware consulting.

Providing an RCA to a Customer is not part of the Basware support offering. If an RCA is needed for a specific situation, it is possible to be ordered through a billable service request.

All Cases are considered closed after the Customer has confirmed the acceptance of the proposed solution or automatically after twenty-eight (28) business days if no feedback on the Case resolution information has been provided by the Customer.

After the Case is closed, Basware asks the Customer for feedback through a brief survey. By scoring Basware's support service and providing Basware with feedback, the Customer helps Basware continuously improve its service. Basware appreciates the Customer responding to surveys.

11.15 Service Level Objectives (SLOs)

Basware maintains internal Service Level Objectives (SLOs) to help measure the performance of our Customer Support response and resolution time. These objectives are reviewed regularly and available upon request.

Basware has a target response time of 1 hour for all case priorities, measured during local business hours of the customer's contracted country. Case Response Times are measured and monitored using Basware's Customer Support Portal. An overview of the local business hours can be found in the Basware Knowledge Base.

SLO Target Times

Case Priority	Respond	Resolve
Critical	1 h	10 h
High	1 h	20 h
Medium	1 h	100 h
Low	1 h	200 h

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