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PRODUCT SPECIFICATION DATA MANAGEMENT

FI, SE, NO

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DATA MANAGEMENT

This document presents features of the Data Management Product (hereafter referred to as “Product” or “Service” as the context may require).

Product: Data Management

Country/market: FI, SE, NO

OpusCapita reserves the right to change the Product’s features and this Product Specification. The latest versions are published at www.opuscapita.com/terms

Definitions:

Multi-channel invoices: Invoice assignments that at least include one of the following Products; eInvoice B2B and/or eInvoice Online Banks.

Other Documents: Assignments that don’t include eInvoice B2B and/or eInvoice Online Banks.

1. STRUCTURE – DATA MANAGEMENT

1.1 Base functionality

The following functions are part of the Product and are described below.

- Data reception
- Formats
- Transformation (conversion)
- Validation
- Channeling
- Visualization
- Data storage
- Media Storage

Optional features

- AdVoice
- Connect
- Instant Print
- Consultancy services
- e-Activation

1.2 Data reception

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The Customer can choose to connect to OpusCapita using any of the following communication methods:

- FTP over the Internet
- SFTP over the Internet
- HTTP over the internet (not applicable when sending multi-channel invoices)
- HTTPS over the Internet (not applicable when sending multi-channel invoices where)

Based on the Customer's choice of communication method, OpusCapita provides the Customer with communication details, which enable the Customer to make a connection.

The Customer will be provided with a user ID and password to establish an FTP/SFTP connection and to transfer files from the Customer to OpusCapita Data Management.

The Customer is the active sending party in the data transfer. Files can be sent to OpusCapita by line transmission (24 hours a day).

For Multi-channel invoices (Only applicable for FI and NO)

Invoice data should be sent in compressed file (.zip) using binary mode. Invoice data in XML format must be on the root level in the compressed file and possible PDF attachments or images should be in a separate directory under the root. Filename reference to each invoice's attachment(s) or image should be found in XML data under each invoice.

For Other Documents

For PDF files, the file transfer is a binary transaction. The PDF files are transferred to a subdirectory created for this purpose under the FTP/SFTP user ID. Files should always be compressed to a Zip-file to make sure that all data is intact during transmission. If the data contains multiple files, the files should be compressed to one (1) Zip-file before transfer.

Country	Service	Comments
FI	<p><u>Network connection protocol:</u></p> <p>FTP/TCP-IP</p> <p>IP address: 82.199.225.10</p> <p><i>IP address for multi-channel invoices:</i></p> <p>82.199.250.8</p>	Connection is always opened with a separate communication contract. The Customer receives their own FTP user ID.
FI	<p><u>Network, encrypted connections:</u></p> <p>SFTP (SSH2)</p> <p>IP address: 82.199.225.43</p> <p><i>IP address for multi-channel invoices:</i></p> <p>192.89.233.77</p>	Always opened with a separate communication contract.
FI	<p>VPN (FTP protocol)</p> <p>IP address: 82.199.225.10</p> <p><i>IP address for multi-channel invoices:</i></p> <p>82.199.252.10</p>	Always opened with a separate communication contract.

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SE		Specified during implementation
NO	For multi-channel invoices, information for FI above will apply.	Specified during implementation

1.2.1 Data files for letter recipients in more than one country

Customer shall add a country code as a separate tag in the document file (see User Instruction).

1.2.2 File name standard

File naming inside compressed file is negligible from eInvoice sending perspective, but file naming of compressed file is significant; it cannot be same during file transfer and after that, but it needs to be renamed by the sender after successful transfer with D prefix.

Examples:

D.20131102134559.xml
/ 213945.xml
/ 213946.xml
/ 213947.xml
/ 213948.xml
/ Attachments / info_213945.pdf
/ Attachments / info_213948.pdf

For other documents

Country	Rule	Example
FI	The maximum length of the file name is 80 characters. Allowed characters: a-z, A-Z and -_.	
SE*	The maximum length of the file name is 80 characters. Allowed characters: a-z, A-Z and -_. The three first positions are letters indicating the name of the sending Customer. The forth position constitute the application The positions 5-6 states what kind of file The serial number should be between 00-99.	a. VOL for Volvo. b. VOLAIN for the production file and VOLATN for test files. c. VOLAIN34.
NO	The maximum length of the file name is 80 characters. Allowed characters: a-z, A-Z and -_.	

*Files sent to OpusCapita SE shall comply with the OpusCapita name standard and instructions from OpusCapita.

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1.2.3 Common and specific formats

The following formats are considered **common** if they also provide the necessary information needed for chosen Complementary Product. For a detailed description of the format, go to the respective formats' web page.

If the format is not listed below, if there are mandatory fields missing, or others are added, the format is **specific**. A specific format demands that a separate Design Project should take place before the implementation, where the scope, contents and cost of the implementation are defined and agreed.

Country	Format	Delivery Product	Comment
FI	Finvoice XML 1.3, 2.0	All	http://www.finvoice.info Only applicable for invoice sending
FI	Teapps XML 2.6 / 2.7	All	
NO	E2B, 3.4 / Basic Profile	All	http://www.e2b.no/index.php?cat=196675 Only applicable for invoice sending
NO	EHF (elektroniskt handelsformat)	All	http://www.anskaffelser.no/e-handel/artikler/elektronisk-handelsformat-ehf Only applicable for invoice sending
SE	Svefaktura SFTI basic invoice v. 1.0	All	http://www.sfti.se/sftistartsida/specifikationer/svefaktura Only applicable for invoice sending
All	PDF + meta data	iPost, iPrint	Visualized PDF document with defined meta data file. See 1.2.4 Meta Data for PDF Not applicable for Multi-channel invoices
All	EPL	iPost	OpusCapita's EPL format. See separate document. Not applicable for Multi-channel invoices

1.2.4 Meta data for PDF (Not applicable for Multi-channel invoices)

A number of metadata (data about data) must be included on each PDF and in an exact x / y coordinate counted from the upper left corner of the A4 sheet. The processing of the metadata from the PDF file will not appear on the printed letter.

Country	Meta data	Comment
FI	Separate XML-file	A separate XML file that contains the meta data. See User Instructions
SE	<ul style="list-style-type: none"> • Customer number • Invoice number or document ID • Zip code, format: NNNNN • Address 	<p>The metadata should be written with Arial font, size 8 points.</p> <p>Metadata should start on the x-pos: 10mm and y-pos: 2mm.</p>

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	• Country of delivery	Pipe characters separate data. See Example: D4000I615476I11238IOpusCapitavägen 12ISWEDEN
NO	TBD	Specified during implementation

1.2.5 File size

The maximum file size is 20 000 documents per batch. If a batch needs to contain more documents this should be documented and agreed in the appendix Configuration Overview.

When sending multi-channel invoices the maximum file size is set to 10 000 documents per batch, attachments is limited to 300 kB.

Maximum size per document: 10 000 (row count)

1.3 Transformation

The Customer sends the data in specified format. OpusCapita is responsible for the transformation to accepted format(s) for the recipient or recipient's service provider.

OpusCapita makes the necessary transformations for the recipients or the interconnected service providers. All recipient specific customizations and transformations are excluded from the Service. The receiver's service provider does connection and adaptation to the recipients system by the expense of the receiver.

1.4 Validation (only applicable for Multi-channel invoices)

The structured data for invoices is validated for the commonly accepted formats. The received files shall technically comply with the message standard.

In the table of below mandatory values in each country are listed. Invoice is rejected in the validation phase, if any of mandatory values is missing.

(The table is only applicable for FI and NO)

Value	FI	NO
Invoice number	X	X
Invoice type	X	X
Invoice due date	X	X
Invoice date	X	X
Overdue interest	X	
Payment terms	X	
Invoice language code	X	X
Currency code	X	X

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Payment identifier	X	
Issuer's name	X	X
Issuer's address	X	X
Issuer's city	X	X
Issuer's postal code	X	X
Issuer's country code	X	X
Issuer's VAT no	X	X
Issuer's organizational ID	X	X
Issuer's bank account	X	X
Issuer's bic	X	X
Receiver's name	X	X
Receiver's address	X	X
Receiver's city	X	X
Receiver's postal code	X	X
Receiver's country code	X	X
Receiver's VAT no (B2B)	X	X
Receiver's organizational ID (B2B)	X	X
Line article name	X	X
Line price without taxes	X	X
Line quantity	X	X
Line quantity unit	X	X
Line VAT rate	X	X
VAT base per each VAT rate	X	X
VAT rate(s)	X	X
VAT total per each VAT rate	X	X
Invoiced total amount without taxes	X	X
To be paid amount	X	X
Total amount of VAT	X	X
Receiver's identifier used in B2C e-invoicing/Routing information	X	X
Distribution bank	X	X
Reference to an original file name of attachment	X	X

If the validation identifies errors the Customer is notified with a standard validation report (acknowledgment) to correct and resend the batch or the erroneous documents. The standard validation report may differ depending on country and will be defined in Configuration Overview.

Validation and validation reports for specific formats and/or other document type than invoices can be defined and agreed as a part of the Design Project.

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1.4.1 Duplicate check (Not applicable for SE)

An invoice with identical combination of invoice number and invoice date, which has already been received by OpusCapita, will be rejected.

1.5 Channeling

If the Customer holds the channeling database, the Customer needs to provide the channeling information and addresses in the document file. When using OpusCapita's database, the recipient's ID is used to identify the recipient's delivery preference. The delivery end point addresses are stored in the OpusCapita Address Database, and are linked to each recipient ID. The recipient ID is a mandatory field in the data file.

The final destination of the document can be one of OpusCapita's Complementary Products within OpusCapita's domain, or a gateway to another interconnected service provider. If an interconnected service provider is used, OpusCapita is responsible for delivering each document to correct service provider.

If there is no electronic delivery endpoint registered in OpusCapita's Address Database, the document is forwarded to Netposti (only in Finland) or the document will be printed as an iPost Letter.

OpusCapita Address Database is used to manage electronic addresses. In addition to this functionality, the Customer can add and modify addresses to fit his/her personal e-invoicing needs.

1.5.1 Recipient ID's

Country	ID's	Comments
FI	B2B: OVT Netposti: Social security ID, Recipient postal address	Agreement, customer number, bank reference etc The alternative is the recipient postal address
SE	B2B: Global Location Number (GLN) and Corporate Identity Number B2C: Only Personal Identity Number	(Personnummer)
NO	B2C: Customer number B2B: Corporate Identity Number	

For international recipients several other ID's are used, e.g. VAT, DUNS and GLN

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1.5.2 Channeling database

The channeling database is synchronized and updated by:

Country	Updating	Country
FI	Public B2B eInvoice address registry hosted by TIEKE B2C enrollment process in online banks	FI
SE	B2C enrollment process in online banks via web pages provided by OpusCapita Entries done by OpusCapita's eInvoice receiver B2B customers	SE
NO	Public B2B eInvoice address registry hosted by Difi	NO

OpusCapita's Customer Support does the manual entries.

1.5.3 Channeling decision hierarchy

Channeling will be done with the following decision-making hierarchy:

- Active channeling decision registered in channeling database between B2C and B2B is done based on organization ID. If it exists in the data, recipient is interpreted as B2B customer.
- Netposti (Finland only) preference is set by the recipient or by the Sender.
- Paper letter to the recipient

1.6 Visualization

The Customer decides the documents layout for both print and electronic delivery. However, all layouts needs to be prepared in accordance with the guidelines stated in the appendix User Instructions, applicable from time to time at www.opuscapita.com/terms

OpusCapita creates the letter layouts from the Customer's data by using a template that defines the positioning and the rules of visual and data elements,

Templates may also include graphical items (e.g. logos, pictures, barcodes) stored at OpusCapita or sent by the Customer.

Some combinations of markets, formats and chosen Complementary Product can offer or require fixed layouts and rules. These are listed below:

Country/Product	Visualization
ALL, iPost Letter	Fixed layout templates are available

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ALL, eArchive	PDF presentation of the document
FI, eInvoice B2C	OpusCapita creates the invoice image from the invoice data in the following way: <ul style="list-style-type: none"> • The Customer provides data mapping for invoice layout using OpusCapita's template • Invoice layout is in one national language and standardized Customer provides one company logo
SE, eInvoice B2C	Fixed layout template for invoices is available
NO, eInvoice B2C	Fixed layout template for invoices is available

1.7 Data storage (only applicable for Multi-channel invoices)

OpusCapita stores all invoice data, including image and possible attachments, for internal processing, delivery and back-up purposes. Customers can have on-line access to these documents, read more in User Instructions available at www.opuscapita.com/terms

1.8 Media storage

OpusCapita stores layout templates, images, logos, fonts, etc. for delivery and back-up purposes.

2. OPTIONAL FEATURES

OpusCapita Data Management offers four optional features, AdVoice, Connect, Instant Print and e-Activation.

2.1 Access via Internet

The AdVoice and Connect feature is utilized by the Customer via the web. Software and data connections to reach the Internet are at the expense and responsibility of the Customer.

2.2 Base functionality AdVoice

AdVoice is a web-based GUI for graphical use, which gives the Customer the opportunity to customize the content of out-going documents that OpusCapita generates and distributes on behalf of the Customer.

The AdVoice feature supports both physically and electronically distributed documents.

The components included in the AdVoice feature are:

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- Web access for authorized users
- Connectivity to the workflows/templates of the Customer
- Capacity to edit the content via the web GUI. The content is divided into text and image areas
- Possibility to proof read and edit the content prior to dispatching it
- Capacity to activate and dispatch the edited content for distribution

The following fonts are available in AdVoice:

- Arial
- Courier
- Times New Roman

Texts with other fonts may be used in AdVoice as images.

2.3 Base functionality Connect

Connect is a web-based GUI, which gives the Customer the opportunity to upload material, banners and/or attachments, that will be added to an existing production flow that OpusCapita generates and distributes on behalf of the Customer.

The Customer acknowledges the responsibility for the accuracy and quality of the uploaded material. Once uploaded to the user interface and taken in to production, the banners and/or attachments will be used in the next scheduled production run.

The features included in Connect Basic are:

- Web access for authorized users
- Upload functionality of PDF attachments, including preview
- The attachments will be saved in the UI, and can be managed by the user
- Setting validity time to the connections (from when to when the attachment should be added to the production flow in question)
- Conversion functionality (required for certain types of implementations). If this applies the Customer needs to review and approve the conversions before sending them off to production. I.e. carefully check fonts, images and page breaks.
- Master log of when and who has done what within the service
- All recipients of a production flow will receive the same attachment

The additional features included in Connect Basic Plus are:

Everything that is included in Connect Basic module plus:

- Upload functionality of target lists in txt format
- The target lists will be saved in the UI, and can be managed by the user
- The user makes connections between target lists and attachments with validity time, which makes the communication targeted to different recipient groups.

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The additional features included in Connect Premium are:

Everything that is included in Connect Basic Plus module plus:

- Upload functionality of banners in PDF format
- Possibility of adding banners in DCA (dynamic content area) on the carrier document. The banners will be connected to a target list which will give the opportunity of send segmented communication also on the carrier document.
- The banners will be saved in the UI, and managed by the users
- The users can set the validity time to the banner-connections as well as to attachment-connections

2.4 Base functionality Instant Print (Only FI)

Instant Print is an additional service which enables the Customer to send document data that, within minutes, will be visualized and sent back to the client for local printing. Instant Print provides the Customer with the interface that is used for sending document data and receiving rendered documents in PDF-format.

2.5 Consultancy Services

OpusCapita provides consultancy related to specific assignments. In addition OpusCapita provides two pre-defined consultancy services, which are described below.

2.5.1 Base functionality Communication Workshop

Communication Workshop is a consulting service offered by OpusCapita to help the Customer's business to optimize their customer communication. The workshop is designed to find ways to increase sales, enhance customer loyalty through effective communication and/or to cut cost in the communication process.

The service is separated into the following activities:

- Data collection (Data will be used in the workshop)
- Workshop facilitated by OpusCapita (4 hours)
 - Cost
 - Sales and loyalty
 - Communication process and platform
 - Workshop result
- A workshop summary with suggestions on of how to proceed to reach defined targets.

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2.6 Base functionality e-Activation (Only applicable when sending invoices)

e-Activation is a consulting service offered by OpusCapita to help Customers boost their e-invoice rates. The service is separated into the following activities:

eInvoicing promotion in the form of numerous campaigns decided by OpusCapita's and Customer's representatives through a period of one (1) year, including but not limited to:

- Marketing campaigns on paper
- eInvoice promotion using the Customer's helpdesk and an external call center
- Information on Customer webpages and other social media channels focused on the benefits of e-invoicing
- An assisted movement of paper invoice receivers (more instructions for Finland found in www.opuscapita.com/terms)
- Other optional marketing and e-invoice promotion such as adding fees to paper invoices and offering only e-invoice channeling to new Customers

Marketing material and templates are offered by OpusCapita, with the understanding that all additional costs, including work done by external vendors, is covered by the Customer.

3. PRODUCTS

3.1 Products

The Products configuration may vary between countries. Listed below are the Products supported by the implementation of Data Management: (X=the feature is supported in the country in question)

Product	FI	SE	NO
Data Management	Mandatory	Mandatory	Mandatory
Features available in Data Management			
AdVoice	X	X	X
Connect	X	X	X
Instant Print	X		
e-Activation	X	X	X
Consultancy services	X	X	X
Products	FI	SE	NO

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eInvoice B2B	X	X	X
eInvoice B2C	X	X	X
Documents by e-mail		X	X
Portals:			
NetPosti	X		
-iSalary	X		
Digipost			X
iPost Letter	X	X	X
- Printer Driver	X	X	
Customized print	X	X	X
eArchive	X	X	X

4. CUSTOMER SERVICE

OpusCapita's Customer support is available in local language as well as in English. OpusCapita's Customer Service includes technical issues and problem reporting. Customer Service contact information, service hours, service level and instructions are presented in:

Country	Address
FI	http://www.opuscapita.fi/yhteystiedot/
SE	http://www.opuscapita.se/kontakta-oss/
NO	http://www.opuscapita.no/kontakter/

5. CHANGE MANAGEMENT

After the implementation of the Service, requests for changes must always be made separately. Changes may concern e.g. the format of the data, handling rules, the layout or graphic elements such as logos. Changes must be ordered from OpusCapita well in advance, at least five (5) business days beforehand, depending on how extensive the changes are, to

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enable OpusCapita to make the changes in the system in time and to ensure that there is enough time for testing.

Changes and/or amendments in the documentation after the implementation of the Product has started will be considered as new development and will not be part of the implementation of the Product.

5.1 Change management (applicable in SE and NO)

All change request orders should be placed in OpusCapita's Service portal, where Customers can register and follow their orders, changes and claims. The Customer is responsible for making sure that the right contact information is available in the portal.

When the Agreement is signed the Customer needs to appoint a Key User, who will be responsible for the Customer's users in the portal.

All matters will get feedback within five (5) business days.

OpusCapita's Service portal: <http://support.itella.com/scandinavia>

Orders for changes outside OpusCapita's area of authority, such a document layout, are to be placed by the Customer's contact person. Orders within OpusCapita's area of authority will be processed on the initiative of the operational support of the Product.

5.2 Change management applicable in FI

In Finland the Customers can order changes via Customer Service, by sending an email to information.fi@itella.com.

6. MAINTENANCE

6.1 Standard maintenance

Hardware

Monitoring covers sufficient hard drive capacity, general function of machinery and system load.

Software

The function of the programs is monitored for, in example, processes that have frozen and operational error situations.

Data traffic

The functioning of OpusCapita's connection interface is checked, so that any disruptions in the server network can be remedied before having an effect on file traffic.

Control

All data, together with log details, are securely archived. Data is stored both on a mirrored hard drive and on robot-controlled security tapes. Even if a hard drive malfunctions, data does not disappear nor is the function changed. The malfunctioning hard drive is replaced without

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the need of interrupting the Service. Operational support monitors successful replacement without data loss with the aid of software.

6.2 Maintenance breaks

The planned maintenance breaks applied for the Service's systems are:

1. Standard maintenance window: Every Sunday from 6.00 to 15.00 (EET).
2. Data communication maintenance. The operators have reserved one two-hour interruption per month for service of data communication connections. The data communication networks are maintained by a third party independently of OpusCapita.
3. Planned interruptions <2 hours. OpusCapita reserves the right to take the Product out of service for a maximum of 2 hours outside the above maintenance window with a prior notice at least 48 hours before the break.
4. Planned interruptions 2-4 hours. Notification will be given by OpusCapita at least one week in advance and may be used a maximum of four (4) times yearly. The exact time is to be agreed with the Customer.
5. Planned interruptions > 4 hours. Notification will be given by OpusCapita at least three (3) weeks in advance and may be used a maximum of four (4) times yearly.

The above planned and/or pre-informed maintenance breaks do not affect the calculation of the availability of the Service.

Service jobs are usually performed at times when usage of the Product is reduced, i.e. during weekends and holidays.

7. TEST

The Customer is responsible for delivering test data and necessary resources, on time and in agreed format. When testing, in the implementation phase and after changes, it is ensured that data transfer connections, data files and layouts works in the desired manner. If changes are made to i.e. the layout, new tests must take place and the Customer must approve the results of the tests before the changes can be transferred to the production environment. For more information see User Instructions available at www.opuscapita.com/terms

8. GENERAL RESPONSIBILITIES

In addition to the responsibilities described in OpusCapita's General terms, and other documents (such as Configuration Overview), the general responsibilities and obligations of the Parties in producing or using Data Management and Complementary Products are as follows.

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8.1 OpusCapita responsibilities

OpusCapita shall:

- Be responsible for the data connection at OpusCapita's end and items thereof managed by OpusCapita
- Notify the Customer without delay in case of not being able to produce the Products
- Be responsible for not altering any of the meanings and semantics of the data exchanged via the Products

8.2 Customer responsibilities

The Customer shall:

- Be responsible to follow all written specifications, User Instructions, Guides and any other information delivered by OpusCapita, whether part of the Agreement documents or not
- Be responsible for the data connection at the Customer's end and items thereof managed by the Customer
- Notify OpusCapita, without delay of any abuse of the Products and any changes in contact information
- Be responsible for the legal, contractual, commercial and trade procedures related to the content and consequences of the data exchanged via the Products including to ensure that no information is violating data protection is visible through the window of the envelope
- Be responsible for the presentation of the output, print or e-presentation, or any delay of Customer's material, if the input material (data file and templates) has been produced in violation of the specifications and instructions available to the Customer (Product Specifications, Configuration Overview, User Instruction and other documents provided by OpusCapita)
- Establish and maintaining data communication with Supplier under conditions described in greater detail in the Product Specifications and/or User Instructions. Unless otherwise agreed, Customer is responsible for the provision of a communication connection between Customer and Supplier up to Supplier's server/communication port

9. SPECIFIC RESPONSIBILITIES

The specific responsibilities and obligations of the Customer in producing or using the chosen Products are as follows.

9.1 Customized Print and iPost Letter

The Customer shall provide information regarding volumes for, among other things, OpusCapita's production planning. Changes in volume will affect prices during the term of the Agreement.

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The Customer shall provide OpusCapita with one production plan per assignment pursuant to the following table:

	Latest submission date	Validity period
Annual production plan	1 December	Subsequent calendar year and, if there is no previous production plan, up to the end of the year
Updated production plan or for new assignment	Not later than ten (10) Business days prior to the production start	Until the end of the year or until new production plan is submitted

For each assignment the production plan shall state, among other things, the production day as well as the number of letters and pages.

The production plan shall be prepared in accordance with the relevant Product Specification, the Configuration Overview as well as any other instructions by OpusCapita. In the event of production changes, the Customer must provide OpusCapita with an updated production plan. Deficiencies in, missing or not updated production plans may result in OpusCapita not being able to fulfill its undertakings, for example to carry out any production at all, to deliver on time, or on agreed terms and conditions, pursuant to the agreement.

Template for the Production Plan is available at www.opuscapita.com/terms

9.2 AdVoice

The Customer is responsible for the material delivered to OpusCapita or created via the Graphical User Interface (GUI) and also for the maintenance of that material. The material can be data files, texts, images and definition of target groups etc. The Customer is also responsible for the activation of materials and campaigns via the web GUI and the material activated.

9.3 Connect

The Customer is responsible for the all material uploaded to Connect and also for the maintenance of that material. The Customer is also responsible for the activation of materials and connections via the web GUI. Converted material is reviewed and approved by the Customer, OpusCapita takes no responsibility for any conversion errors that might occur during the conversion process.

If the material is not linked to the production run due to errors of some sort, the carrier document will be sent out anyway.

For material uploaded to Connect the print-service specific cut-off time (iPost letter and/or Customized print, see Product Specification iPost letter, Customized print available at www.opuscapita.com/terms) must be considered also for this material – the banners as well as attachments.

9.4 Portals

The Customer shall register with the applicable portal and that will activate the Product.

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9.5 eArchive

The Customer is responsible for supporting the below requirements for the use of eArchive.

Requirements	Comments
Internet browsers	SE- only Internet Explorer is supported
Acrobat Reader	Version 7, or later versions
Enable encrypted traffic	
Enable Java script	
Session cookies	

10. PRICING AND PRICES

Data Management and Complementary Products pricing and invoicing terms are defined in a separate agreement appendix.