Unit4 ERP CR

Unit4 Cloud Service Description

VERSION 1.1

October 2024

CONTENT

1. Introduction

Unit4 ERP CR is an ERP solution designed for people centric organizations. It provides a fully integrated data model, processing model and reporting model, enabling our customers to manage all their key business areas in a single suite:

- Corporate Financial Management
- Procurement Management
- Project Management
- Field Service Management
- Human Resources & Payroll
- Planning, budgeting & forecasting
- Research Management

Unit4 ERP CR is highly adaptable when business needs change, combined with providing a low cost of ownership.

The purpose of this Unit4 ERP CR Service Description is to describe the cloud service provided to the customer.

Unit4 provides a complete technically managed solution for Unit4 ERP CR deployed in the public cloud. This end-to-end service includes infrastructure, hardware, system software, monitoring, management, and maintenance of the entire solution (including backups), disaster recovery and service updates.

Unit4 offers cloud enterprise solutions as Unit4 SaaS - a Software as a Service delivery model deployed on Microsoft Azure or Nordic data centre (Conapto AB). This model leverages Microsoft Azure's scale and experience of running highly secure and compliant cloud services around the globe and Conapto for region specific requirements. Unit4 ERP CR operates efficiently within this framework, utilizing a shared model to optimize resource allocation.

In summary, Unit4 provides the following:

- access to Unit4 ERP CR Desktop Client, Web Client, Mobile applications, Mobile web sites, APIs and web services
- all user access to Unit4 ERP CR is over secure internet connections (HTTPS); a variety of browsers and mobile platforms are supported
- comprehensive integration options available, including the use of Unit4 APIs and web services, batch file-based interfacing and optionally direct read-only access to a replicated production database
- infrastructure is fully scalable, in a high availability environment with redundancy in critical aspects such as power, hardware and network communications
- relevant security level
- continuous monitoring is in place, covering servers, services and applications which is feeding alerts and continuous improvement
- application of infrastructure updates, patches, and hotfixes
- Unit4 software and supporting software updates and hotfixes
- Production Environment and Non-Production Environments with a separate database for each Customer's data
- Disaster recovery in a physically separate secondary site

- Service Level Agreement, with Service Credits based on service availability
- Unit4 Community (Community4U) to engage with Unit4 directly, giving insight into the service performance indicators and see the status of services
- various Azure regions leveraged to enable Unit4 to meet Customers' data residency needs; Customers' data always resides within a specified geopolitical zone (except where explicitly stated otherwise)
- formal policies in place for information security, data processing, disaster recovery, business continuity and acceptable/fair use.

2. Data centres & data residency

Unit4 uses the Microsoft Azure infrastructure and platform services, and Nordic data centre (Conapto AB) to deliver the Unit4 ERP SaaS. These services are delivered from within different geopolitical zones, using a primary and a secondary location in every zone to meet service level commitments and disaster recovery needs. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see Azure region details: azure.microsoft.com/regions and Nordic data centre (Conapto AB) details on www.conapto.se.

Geopolitical zone	Provider	Data location (Countries/City's/Regions)	Time zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam, The Netherlands (DR)	CET/CEST
USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	Victoria and New South Wales (DR)	AEDT/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST
Sweden[1]	Nordic data centre (Conapto AB)	Sätra and Sollentuna (DR)	CET/CEST
		Gävle and Staffanstorp (DR)	CET/CEST

Geopolitical zone	Provider	Data location (Countries/City's/Regions)	Time zone
	Microsoft Azure[1]		

Unless agreed otherwise in an Order Form the chosen deployment of the Customer will be as follows:

Customer residence	Geopolitical zone used
APAC	Asia
Australia/New Zealand	Australia
Canada	Canada – Azure
EU	EU – Azure
Sweden[2]	Nordic data centre (Conapto AB) or Sweden – Azure
Norway/ Denmark	Norway – Azure
UK	UK – Azure
US	US – Azure
Primary	Secondary
Geopolitical zone EU	Geopolitical zone EU
Geopolitical zone UK	Geopolitical zone UK
Geopolitical zone USA	Geopolitical zone USA
Geopolitical zone Canada	Geopolitical zone Canada
Geopolitical zone Asia	Geopolitical zone Asia
Geopolitical zone Australia	Geopolitical zone Australia
Geopolitical zone Norway	Geopolitical zone EU

---

[1] It is on Unit4 discretion which location is used.
[2] People Platform Services will be delivered from Azure Norway data centre.

Customer residence	Geopolitical zone used
Geopolitical zone Sweden	Geopolitical zone EU

3. Service Model

Category	Component	Comments
SOLUTION	All patching, updates of the standard solution (technical)	Included and automatic
	Environments included	1 Production + 2 Non-Production (Preview and Acceptance)
INFRASTRUCTURE	Data files storage	250GB[3]
	Document archive storage	250GB[4]
	Availability guarantee	Yes
	Data centres	Microsoft Azure and/or Nordic data centre (Conapto AB) Microsoft Azure
	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Backup & Service Restore	Yes
	Disaster recovery	Yes

---

[3] Additional Data Files Storage can be requested by the Customer and is going to be subject to an extra charge.
[4]

Additional Document Archive Storage can be requested by the Customer and is subject to an extra charge.

Category	Component	Comments
	Monitoring program of infrastructure and application	Yes
COMPLIANCE	Compliance certificates and assurance documents – Microsoft Azure and Nordic data centre (Conapto AB)	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017[5]

4. Environments

Three (3) environments are provided, including:

- one Production Environment (PE) - this is the environment that the Customer uses to run the day-to-day (live) operations,
- two Non-Production Environments (NPEs):
  - Preview – a Customer's Preview environment always contains the latest updates for the Unit4 Product in use by the Customer
  - Acceptance – which can be used according to Customer needs as "Test" / "Quality" / "Development" / "Pre-Production".

Additional Non-Production Environments can be provided at an extra charge.

Unit4 assigns to every Cloud Customer a unique Cloud Customer ID code, which is visible in various elements of the service (including environments) and is used for Customer identification. The MS Azure Customers ID code is a 3-character acronym and for Nordics DC Customers ID code consists of 6 digits. The Cloud Customer ID codes are created at Unit4's discretion during the early stage of the implementation and are not subject to change.

People Platform Services

Unit4 People Platform Services are multi-tenant, shared services. Except where explicitly stated in the service's Service Description document, each Unit4 People Platform Service has a Preview instance and a Production instance; there is no concept of Customer-specific instances of Unit4 People Platform Services. As such, no additional instances of Unit4 People Platform Services are provided. For more information, please refer to Unit4 People Platform Services Service Description.

---

[5] Unit4 ERP CR is compliant with mentioned standards to give Customers confidence that the highest levels of security and data protection practices will be met and allows Customers to streamline their own compliance with regulatory and industry standards. It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

4.1 Production Environments

Only the Production Environment (PE) is subject to the Service Level Agreement. Production environment backups are kept for 30 days to meet RPO.

4.2 Non-Production Environments characteristics

While a Non-Production Environment (NPE) is not covered by the SLA or Disaster Recovery, it has the following characteristics:

Users accessing an NPE

NPEs are configured to handle a maximum of 15 concurrent users.

Customer Responsibilities

The Customer needs to manage non-production WIP such as non-production report templates (e.g., in progress changes to purchase order report template) as refresh will replace WIP with copies from production.

What happens to the previous NPE details after a refresh?

Everything in NPE will be erased and replaced with a fresh copy from PE.

Update of an NPE to a new update

The Preview environment is updated as soon as an update is available following a Unit4 announcement. Once an environment has been updated to the latest update, it is not possible to move back to the previous one.

Backups

Backups of NPE are made daily in the time zone of the geopolitical zone in use. Backups of NPE are kept for fourteen (14) calendar days.

Restores

A restore request can be submitted through a Service Request in the Unit4 Community4U. The delivery time, the number of included restores, and the charges are the same as those for an NPE refresh. It should be noted that the total number of refreshes and restores included (12) are considered jointly.[6]

Suspension

A NPE that is not actively used will be suspended. Suspended NPE may be reactivated at any point in time. To reactivate a suspended NPE, Customer needs to initiate re-activation, by accessing the environment through the web interface or activating it in Citrix workspace, which may take up to 15 minutes.

---

[6] Example: If a customer has three environments (prod, prev, acpt), they are allowed a total of three refreshes or restores per month, regardless of the target and destination database.

4.3   Database refresh

Definition of Database Refresh Between Environments

A refresh between environments (e.g., from PE to NPE) is a full copy of Customer database and Custom reports between the environments. Refresh of the data stored outside of the database must be explicitly specified in the Service Request.

Point in time used for refresh

The database refresh is from a point in time prior to the current Business Day. The specific point in time is selected by Unit4.

Frequency of database refresh

One refresh per environment per month is included.[7] Additional database refreshes are available at an additional charge.

Different environment Update versions

Database refresh is possible when:

- both environments are on the same update version or
- target environment is on a higher update version.

How to request a refresh?

Customers can use self-service to request a refresh.

Refresh of the data stored outside of the database must be requested via the Service Request.

5.   Reporting and monitoring

5.1   Reporting on Service Performance

Unit4 provides operational information regarding the Unit4 SaaS on the Unit4 Community4U. That information includes:

- Service Availability
- Scheduled maintenance (times, dates per region)
- Software update information and deployment schedules
- Incidents overview
- Site recovery status (in the event of the disaster plan initiation)

5.2   Monitoring program

A continuous 24x7 monitoring and resolution program is in place to detect and resolve incidents to meet the Unit4 Service Availability targets on Production Environment.

---

[7] Example: If a customer has three environments (prod, prev, acpt), they are allowed a total of three refreshes or restores per month, regardless of the target and destination database.

6. Updates

Periodically, Unit4 introduces new features in the Unit4 ERP CR service including enhanced features and functionality across applications. Fixes, features, and functionality will be made available as part of an update. If needed Unit4 will apply Hotfixes. This will be done by Unit4 as deemed necessary to maintain the existing features of the Unit4 SaaS and to maintain service level commitments and security.

Updates will be provided free of charge as part of the service. However, it should be noted:

- Any update may result in additional configuration and/or functional adjustments that are required to be made by either: (i) the Customer; (ii) Unit4; or (iii) approved service partner consultants, which are not included in the Unit4 SaaS and will be subject to additional charges.
- Where any update replaces or modifies any Customisation or non-standard functionality utilized by Customer, the Customer will be required to adopt the standard functionality. Unit4 reserves the right to charge a reasonable fee to provide assistance if Customer wishes to maintain the previous Customisation or non-standard functionality.

6.1 Update deployment

Updates are applied as deemed necessary by Unit4 SaaS operations to maintain the existing features of the Unit4 SaaS as well as maintaining service level commitments and security.

Service Updates may take place approximately twice per year. The frequency of Updates may be increased or decreased at Unit4's discretion. Updates may take up to twelve (12) hours to deploy, resulting in the Service being unavailable for some or all of that time (such unavailability shall not be counted as Service downtime for the calculation of Service Availability).

A schedule of planned deployment of Updates to the Production Environment will be published on the Unit4 Community4U. A Customer's Preview environment always contains the latest Updates for the Unit4 SaaS solution in use by the Customer. The Production Environment will follow no sooner than 9 weeks after Preview deploymentUnit4 will use reasonable endeavours to ensure that Updates will be carried out during the Planned Maintenance window.

6.2 Hotfix Deployment

Hot Fixes are applied as deemed necessary by Unit4 SaaS operations to maintain the existing features of the Unit4 SaaS as well as maintaining service level commitments and security.

7.   Planned and unplanned maintenance

7.1 Planned Maintenance

Planned Maintenance windows are designated for implementing various changes to the service, such as updates and hotfixes. During these periods, Unit4 Cloud Services will be unavailable. You can find more details on the schedule presented in the table below:

	Standard **Planned Maintenance windows (PMW)** *Hotfixes, Localizations/Add-ons updates and Infrastructure*	Additional **Planned Maintenance windows (PMW)** *Updates*
All regions (Except Azure US, Azure Canada, and Nordics Data Centre)	Twelve per year, 3rd, or 4th week of each month From: Sat 4 PM To: Sun 4 AM UTC	
Regions Azure US and Azure Canada	Twelve per year, 3rd, or 4th week of each month **Shortened PMW** From: Sun 4 AM To: Sun 11 AM UTC Or **Full PMW***: From: Sat 11 PM To: Sun 11 AM UTC **In rare cases when a downtime of all regions would be required*	Two per year according to time interval specific to a given region *(Unless communicated otherwise)*
Nordics Data Centre	weekly, once/week From: Mon 6 PM To: Tue 1 AM UTC	

The time of a Planned Maintenance window is subject to change (+/- 1hr). This change is related to winter and summertime adjustments.

Planned Maintenance windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance windows are communicated in Unit4 Community4U.

By default, all Planned Maintenance windows are regular and take up to 6hrs, unless they are promoted to extended Planned Maintenance windows, which take up to 12hrs.

If actual downtime for scheduled or planned maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or planned maintenance is less than time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance can also be carried out by Unit4 provided that the Customer has received at least 8 hours' notice. This will occur in unforeseen or exceptional circumstances only (similar to Emergency / Unplanned Preventative Maintenance) to deal with a vital or critical issue and Unit4 will use its reasonable endeavours to do this outside Business Hours to cause minimal disruption to the Customer. In this case, because Unit4 provides Customer 8 hours' notice, this maintenance does not count as a Service Outage. Unit4 needs to have the possibility to handle an urgent issue and avoid a Service Credit.

7.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability or the security of the Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

8. Customer permissions and responsibilities

8.1 Customer permissions

The Customer has the right to:

1) track the availability of PE and the responsiveness of the service through an external monitoring tooling. This monitoring will consume Unit4 SaaS under existing and future usage constraints. Both the customer and Unit4 need to consent to the specifics of the monitoring beforehand to confirm it does not disrupt the Unit4 SaaS services or get obstructed by its security measures;

2) conduct external vulnerability scanning and penetration testing of Customer environments on annual basis. Details of the planned activities must be provided to Unit4 at least 30 days in advance of each test, using a Service Request. Unit4 reserves the right to change the scope of the tests and scans requested, considering the protection of infrastructure and environments from unexpected consequences of actions resulting from the test or scan.

Any activities to prepare, coordinate or manage the above by Unit4 is subject to additional charges.

8.2 Customer Responsibilities

Service Updates

The following list summarizes typical update tasks and indicates services included as part of the Unit4 SaaS and tasks that are the responsibility of the Customer (or by Unit4 Professional Services at an extra charge):

Task	Included	Customer Responsibility
Project Planning		
• Publishing general availability schedule of Software Updates on the Unit4 Community4U	✓	
• Managing timelines, outline goals, roles, and responsibilities		✓
• Business analysis and discovery		✓
• Creating test plans		✓
Update deployment in a Preview environment		
• Update Preview environment	✓	
• User training on changes		✓
• Test: conducting basic testing		✓
• Training support to assist with testing		✓
• Functional and user acceptance testing as desired		✓
• Training, implementation, and configuration for new features		✓
• Uplift and testing of all Customisations		✓
• Reviewing test scripts and testing outcomes for issues resolution		✓
• Go/No-go criteria and agreement on Production update deployment timing		✓
Update deployment in Production		
• Update existing application configuration, being all activities undertaken to set up applications provided by the service which involve the use of standard menus and functionality. There may be rare cases where it is not technically possible to determine the correct business configuration; in these rare cases, any tasks that must be completed manually are the responsibility of the Customer.	✓	✓

Task	Included	Customer Responsibility
• Update Production Environment	✓	✓

Customisation update responsibilities

Unless otherwise agreed, Customer responsibilities include Customisation code lift and testing for compatibility, functional testing, and any application (re)configuration.

Unless otherwise agreed, any Customisations that are not updated to run on the current update in time for the Production update deployment may be disabled in the Production Environment prior to update deployment.

Technical & functional responsibilities

The Customer's technical environment responsibilities include:

- Supply, administration, and maintenance of Customer-side client devices and local printers.
- Customer-side networking infrastructure, including connectivity to the internet.
- Security of Customer-side network, devices, and internet connectivity.
- Ensuring sufficient bandwidth, including internet bandwidth.
- All Customer-initiated activities around penetration testing, security checks, and Customer-owned monitoring are the sole responsibility of the Customer.

The Customer's functional environment responsibilities include:

- Customer is fully responsible for the Configuration and administration of the functional aspects of the Service, including User and role administration.

8.3 Customer Obligations

Account Set-up

The Customer is responsible for designating its users, and for ensuring that all users are adequately trained and understand Customer's remote access and use obligations and requirements. Where applicable, each user must establish an Account. The Customer is responsible for managing its Accounts and disabling a user's Account when Unit4 SaaS access is no longer required, including immediately upon termination of such user's affiliation with the Customer. The Customer is responsible for its users' acts and omissions and all activities occurring under its users' Accounts.

Account Administrator

The Customer will designate one or more Account Administrator(s). The Account Administrator(s) responsibilities include, but are not limited to, coordinating with Unit4 regarding the Unit4 SaaS, and managing Customer's Accounts. Customer warrants that its Account Administrator(s) will maintain authority to act on Customer's behalf concerning the Unit4 SaaS, and that Unit4 can rely on the Account Administrator(s) actions and instructions in connection therewith.

Account Security

Each User is responsible for keeping his or her Account credentials confidential. Users may not share Account credentials, and the Customer may not recycle Account credentials when activating or disabling Accounts. The Customer will notify Unit4 immediately upon discovering any known or suspected unauthorized access, misuse, or breach of security for the Unit4 SaaS or its Users' Accounts and will provide all information and take all steps requested by Unit4.

9. Localisations and Add-ons

The Service includes Localisations developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements and Unit4 ERP CR Add-ons, which can accelerate certain business requirements in certain verticals or territories.

Customer-ordered localisations and Add-ons will be made available to the Customer in the next available maintenance window.

The Localisations available depend on the Customer's home country. An overview of all available Localisations and Add-ons included is provided in Schedule A and B.

10. Customisations, integrations, custom reports, and fields

Customisations, custom reports, and integrations are permitted and can be written by Unit4, Unit4 partners or the Customer. Maintenance, support, implementation, and update considerations for these custom components are not included in the Service fee. Customisations are not supported by Unit4 under Standard Support. The Customer has sole responsibility for the Customisations, custom reports, and integrations, as well as their maintenance and Unit4 has no responsibility to maintain compatibility or fix any problems resulting from the use of non-standard software. This includes any custom development or Customisation (including Unit4 delivered Customisation as part of a project implementation, bespoke code written by Unit4). If any assistance is required regarding Customisations and/or bespoke work, Unit4 may be able to assist with resolving issues or with upgrades of the Customisation, but this will be subject to review and extra charges. The Customer will be required to purchase Professional Services at Unit4's Prevailing Rates.

10.1 Unit4 Created Customisations

Maintenance of Unit4 authored or created Customisations, including custom entities, fields, relationships, screens, reports, imports, exports, workflows, interaction plans, lookup data, localisation files, C# / Java /etc. code, database views, SQL triggers, SQL stored procedures, SQL functions, web styles and scripts, are outside the scope of Unit4 SaaS model offerings. Maintenance, support, implementation, and update considerations for these components are not included in the Unit4 SaaS fees.

10.2 Restrictions in Customisations

In general, there are restrictions regarding allowing Customisations in Unit4 ERP CR SaaS including but not limited to:

- no third-party applications/dll installed;
- SQL Server views, SQL triggers, stored procedures, functions and custom tables can be submitted for review and approval; other SQL Server customization objects are not allowed, for example UDDT, SSIS, SSLS, SSRS, CLR, CDC, any encrypted DB Object
- no direct access to local resources such as file system, network, etc., access must be indirect via approved methods that provide abstraction from specific infrastructure;
- all customisations must be delivered fully documented;
- any code needs to be transparent and readable delivered to unit4;
- all customisations must include installation routines that require no manual interaction and allow for end users to validate installation has been completed and the customisation ready for configuration or use via standard application capabilities.

SQL Server objects are considered to be customisations:

10.3 Customisations – review, rejection, removal

Unit4 requires the review of all Customisations (excluding AG16) submitted by Customers to ensure the security, stability, and performance of its services. In such cases, Unit4 will request the source code of the Customisation to evaluate any potential risks to the service's stability, security, and/or performance.

For the adoption of new Customisations or updates to existing ones, Customers must submit a Service Request to Unit4. Customers may only proceed with the adoption or update once Unit4 has granted approval. If Unit4 identifies any reasonable concerns, it reserves the right to reject the request upon review or remove existing Customisations (including AG16) from Customer environments.

Please note that AG16 Customisation code is subject to validation by Unit4, which must be completed through the submission of a designated service request.

10.4 Data Modification via Customisations

Customisations allow Customers to execute direct database modifications (e.g., directly changing, removing, or updating data in your database). Direct changes to the database are not normally permitted and Customisations can bypass standard built-in data controls in the application layer which protect both the confidentiality and integrity of Customer's information as well as impact system performance. By introducing Customisations, Customer accepts all the risks that are related to data consistency and integrity.

10.5 Data modification via SQL queries

Customers may request an execution of custom one-time SQL scripts in their databases. Such scripts may be subject to additional review by Unit4 and may be rejected due to a lack of compliance with Unit4 policies. Customers accept all the risks that are related to data consistency and integrity by requesting a customer SQL script execution. With this Unit4 does not take any responsibility for the manual alteration of the database records.

Scripts to create objects in the customer's database, such as views and tables, are treated as customisations and should follow the standard customisation review process.

10.6 Unit4 APIs backward compatibility

Unit4 recommends using the most recent version of the Unit4 APIs to receive optimum performance and stability. Prior versions of Unit4 APIs are updated to support backward compatibility for all prior versions of Unit4s APIs that have not reached end-of-life status. End-of-life announcements will be made not less than eighteen (18) months before the end-of-life of each Unit4 API.

10.7 Permitted tools

The following Customisation and Custom Report tools are permitted. These may be created by Unit4, Unit4 partners or by the Customer themselves using Unit4 ERP CR tools. Please note that the prerequisite is that all Customisations must be reviewed by Unit4 according to the Customisation review process (paragraph 10.3):

- ACT DLLs and other solutions created with the ACT tools considering the following constraints:
    a. use of standard ACT methods and Unit4 ERP CR API/web services where applicable
    b. no direct access to the file system except via standard Unit4 ERP CR environment variables for Import, and export locations
    c. no access to infrastructure or operating system level capabilities eg, StartProcess or other process mechanisms
    d. no dependence on registry
    e. no code-based dependence on static server host name, IP address, etc
    f. must operate within a dynamic infrastructure-based environment (eg no sticky sessions)
    g. no 3rd party DLL or EXEs included with Customisation, only Unit4 ERP CR and standard NET Framework permitted
    h. Intelligent events running executable files are prohibited
- DataLoad
- IntellAgent (with read-only SQL)
- Xtra Reports
- ARC reports (Deprecated and should be replaced by Xtra reports)
- Excelerator - Installed on the Customer's local desktop
- Worderator - Installed on the Customer's local desktop
- Report engine to view data
- Report writer (ARW, with read-only SQL) to view data
- Browse table to view data
- Additional Database View (created via Unit4 ERP CR Desktop Standard View definition screen) on the Data Model (for reporting purposes)
- Workflow (with additional Database View created via Unit4 ERP CR Desktop standard View definition screen)
- SQL reader
- Console administration

10.8 Robotic Process Automation (RPA)

Robotic Process Automation (RPA) is permitted in Unit4 Cloud under the following conditions:

- no software can be installed on the Web, Business, or Citrix server. The RPA must function entirely as a user, although it may optionally use APIs;
- the RPA must operate like a human (e.g. similar pace and login frequency). Rapid, robotic keystrokes or excessive system interactions may cause timeouts or other issues, which could disrupt both the RPA's operation and the system itself.

10.9 Usage of report queues

Unit4 provides two report queues per Environment as standard (x86 and x64). The Customer can request an additional 2 report queues. Customers are eligible for 1 additional report queue per each 1000 FTEs[8] / 300 Named Users[7].

10.10 Maintenance of Customisation, Custom Reports, and Integrations

Maintenance, support, implementation, and update considerations for these components are not included in the Unit4 SaaS subscription fee.

Customer or Unit4 partner authored Customisations, custom reports and integrations are the full responsibility of the Customer for all aspects of deployment and maintenance. Customer responsibilities include code lift for Software update version compatibility, functional testing and Configuration and error resolution.

Unit4 authored Customisations, custom reports and integrations are outside the scope of Unit4 ERP CR SaaS. Maintenance of Customisations, custom reports and integrations must be formally set up and included on an executed Order form to ensure that Unit4 takes responsibility. If Unit4 maintenance of Customisations, custom reports and integrations has not been included on an executed Order form, responsibility for all aspects of deployment and maintenance will reside with the Customer.

10.10.1   Custom Report Authoring

Custom Reports created by Unit4, Unit4 partners or by the Customer themselves are permitted. Authoring / creation of reports has the following considerations:

Custom reports authored by the Customer	Authored via Internet Browser?
(Information) Browser reports	Yes[9]

---

[8] Example: A Customer with 4000 FTEs / 1200 Named Users would be eligible for a total of 8 report queues (gets 2 report queues by default, can request up to 2+4 additional report queues). Please be informed that additional report queues may be subject to additional charges.

[9] Browser reports are authored and deployed using the standard Web (information Browser reports) and or Desktop Client (classic Browser Templates Reports)

Custom reports authored by the Customer	Authored via Internet Browser?
Standalone Excelerator reports	No[10]
Standalone Xtra reports (ARC is deprecated and should be migrated to Xtra reports asap)	No[9]

10.10.2 Integrations

Integrations are permitted according to the supported integration methods described below. Integration methods not explicitly stated below are not permitted.

Standard Unit4 product integration options:

Integration Type	Available?
Unit4 FP&A integrates with Unit4 ERP CR through its ETL process, extracting financial data, intercompany data, cash data, and metadata. Please also review the Unit4 FP&A Cloud Service Description.	Yes

Other integration options:

Integration Type	Permitted?
Integration using Unit4 ERP CR APIs and web services	✓
Integration using standard export files over SFTP generated by / import files imported by Unit4 ERP CR standard server processes[11]	✓
Integration using export files created by custom report templates against standard Unit4 ERP CR server processes or Customisation routines[10]	✓
Integration requiring read-only direct database access[12]	Additional Service offering – Read-only Database Replica

---

[10] Excelerator, ARC and Xtra reports are created via Unit4 reporting tools (e.g., Unit4 ERP CR Report Engine) that must be installed and run on a Customer's own local PC. MacOS users need to use a virtualization solution to access a Windows desktop to Unit4 reporting tools.

[11] Via folder access that is restricted to nominated administrative Users (Data Export, Data Import, Report Results and Server Logging folders).

[12] Read-only Database Replica is not included in the standard offering. See "Direct database access" in the Generic Service Description.

11. Technical operations

11.1 Printing

All printing is carried out on the client side.

11.2 Read-only Database Replica

Direct database access can be provided to a replicated read-only database, as described below. This additional service is <u>not</u> available for the Nordic data centre. The following services will come at an additional cost:

- a copy of the Customer's transactional database, with a limited set of tables will be made available via one database connection (via TCP/IP TDS endpoint) with read-only access, with one set of database User credentials
- Customer is required to provide a list of tables to be replicated (with a limitation up to 40 tables[13]) Unit4 reserves the right to decline adding a table to the replication that appears on a list of restricted tables[14]
- any change of the database definition for the custom objects may result in the replication process failure In such an event Customer will have to request via Service Request to reinitiate the replication process
- replication process may require to be reinitiated after software upgrades/software updates
- the database connection must be made from the Customer-provided application or system running outside of the Unit4 SaaS operating environment
- the copy will be refreshed no less frequently than every 15 mins; this means the data will be no older than 15 minutes as compared to the source transactional database
- any of the Customer's environments are candidates for this option and each has an additional cost
- there is no applicable Cloud (Availability) SLA, Support SLA or Disaster Recovery plan.

<u>Customer responsibilities</u> for the direct database access additional service offering include:

- Customer side networking
- establishing secure database connections and ensuring data privacy
- establishing, monitoring, and managing any integrations or other consumption of the database connection
- licensing, operating, and installing in the Customer's IT infrastructure any applications that consume the direct database access connection.

11.3 Connectivity

Unit4 uses static public IP addresses (both outgoing and incoming) for our services, providing reliable connectivity. However, please note that while we strive for consistency, these IP addresses are subject to change in the future and cannot be guaranteed as permanent.

---

[13] Additional tables can be purchased separately. For further details, please refer to Schedule D.
[14] The list of tables can be found in the Unit4 Cloud Technical guidelines and limits document at https://community4u.unit4.com/cloud/documentation

Internet bandwidth suggestions*

Since the configuration and use of Unit4 ERP CR are highly variable. Unit4 can provide only high-level bandwidth suggestions; Unit4 ERP CR (Web Client) – an assumed concurrency factor of 5 gives an average bandwidth requirement per user of 20 - 50 Kbps with a max latency of 100ms; Unit4 ERP CR Desktop – 100 Kbps per user with a max latency of 100ms.

* Rough guidance only based on simulation testing submitting timesheets. Response times will be dependent upon a variety of factors such as the number of users, type of web processing initiated, Customer side internet line capacity and infrastructure set-up such as the use of proxies. **Note**: Unit4 ERP CR Document Archive usage is not covered by this estimate; uploading or downloading large documents from the Document Archive will consume bandwidth and time as normally experienced with an internet-based document upload or download.

Virtual Private Network

A VPN is available solely for database replication purposes. Unit4 provides VPN (IPsec) connection exclusively for Unit4 services provisioned through the Microsoft Azure platform. The client device terminating the VPN connection must meet the following requirements:

- Support for policy-based VPN tunnels
- Support Network Address Translation (NAT) to limit the networks on Customer side to one network with maximum 24-bit mask; BGP is not supported.
- Provide, at minimum, support for VPN settings listed below:

IKE version	IKE v2
IPSec Keying Mode	PSK
IKE Phase 1 – Encryption Algorithm	AES 256
IKE Phase 1 - Authentication	SHA 256
IKE Phase 1 – DH Group	At minimum DH14
IPSec Phase 2 – Encryption	AES 256
IPSec Phase 2- Authentication	SHA 256
IPSec Phase 2 – PFS Group	At minimum DH14

Access Scenarios

For Unit4 ERP CR interfaces, the following access methods are available:

Interface type	Access method
Web endpoints	Internet
Citrix	Internet
SFTP	Internet
Read-only database replication	VPN

Citrix Workspace App

Unit4 does not take any responsibility for Citrix Workspace App since its operation may be impacted by multiple factors outside of Unit4 area of influence (e.g. customer's Internet Service Provider (ISP), Active Directory GPO etc)

11.4 Access solution

The Unit4 ERP CR solution is accessed in the following manner:

- Unit4 ERP CR (Web Client), accessed via a supported web browser
- Unit4 ERP CR Desktop, accessed as a remote application via a remote access solution (e.g., Citrix Workspace APP)
- Programmatic access to Unit4 ERP CR APIs and web services
- Unit4 ERP CR mobile applications via APIs and web services
- Unit4 ERP CR related folders are accessed according to the following table.

Folders	Access Level for Designated Users
Customized Reports	R/W
Data Export	R/W
Data Import	R/W
Custom Folders	R/W
Report Results	R
Server Logging	R

11.5 Custom folders

Customers will have at their disposal five Custom Folders under the Data files folder. These folders will have predefined Active Directory groups, and the access will be applied to the top-level only. Customers can request changes on the business server environment variables accordingly by raising a corresponding Service Request. Customers can create as many subfolders as they want under the Custom Folders, and there is no restriction about the naming of the subfolders, however Unit4 does not provide granular access management to subfolders.

11.6 Authentication

By default, authentication for Unit4 ERP CR Desktop and Unit4 ERP CR (Web Client) is carried out using application-based username and password authentication. Management of

Users and passwords within the Unit4 ERP CR application is the responsibility of the Customer.

The Unit4 Cloud Services have capabilities for federated authentication to allow Customers' users to use their organizational credentials (e.g. domain username and password) when logging in to an Unit4 application using a web browser (web access). With federated authentication, the Customer's authentication provider (e.g. ADFS, Azure Active Directory, etc.) performs authentication instead of an application-specific username and password that is validated by the Unit4 application.

To use federated authentication there is an optional Service called Unit4 Identity Services or Unit4 IDS. Unit4 IDS is a multi-tenant identity solution and architecture for the Unit4 ecosystem, which allows users to have one single identity across multiple applications and provides a single sign-on experience. More details about Unit4 IDS can be found in Unit4 People Platform Service Description at www.unit4.com/service-descriptions.

The Customer is responsible for the configuration of their identity provider (IdP) and for providing specific information (required or requested) to Unit4 that allows for configuration of Unit4 IDS.

Unit4 ERP CR Authentication	Basic (Unit4 ERP CR specific username and passwords)	Federated Authentication (via Unit4 IDS to Customer's IdP)
ERP Web	Yes	Yes
ERP Timesheet (native mobile app)	Yes	Yes
ERP Expenses (native mobile app)	Yes	Yes
ERP Tasks (native mobile app)	Yes	Yes
ERP Web services (SOAP)	Yes	Yes
ERP Public API (REST)	Yes	Yes
Unit4 Report Engine (Excelerator)	Yes	Yes
ERP Mobile (Field Force Mobile & Absence)	Yes	Yes
ERP CR Desktop (via Citrix Workspace APP)[15]	Yes[14]	Yes[14]

Preparing for the use of IDS requires an effort to gather technical information to connect IDS with the Customer's Identity Provider. The implementation of this service requires the involvement of Unit4 Professional Services.

---

[15] Unit4 ERP CR Desktop authentication involves two steps; first step is to authenticate using Unit4 Cloud specific credentials against a Unit4 Cloud operated AD and second step using either Basic or Federated Authentication.

11.7 ERP CR Desktop Client

Desktop Client, understood as Unit4 Services, is an ERP CR desktop application delivered via remote access solution (e.g. Citrix Workspace App). The amount of Desktop Client subscriptions included in Unit4 SaaS is 10 (additional subscriptions are available at an additional cost).

11.7.1 Documents previewing

Unit4 Cloud provides access for Unit4 ERP CR Desktop Client Users only to preview documents and spreadsheets from Data import/Data export folders.

11.7.2 Supported extensions on Citrix

Unit4 Cloud supports following files to be opened via Citrix:

- spreadsheets (.xls .xlsx .csv)
- images (.png .jpg .bmp)
- text files (.txt .log)
- report files (.fpg)
- documents (.docx .doc)

Any other file types not described here must be copied over and opened locally. Advanced features like running macros, are not permitted, and should be run from Microsoft Excel installed on the end-user workstation.

11.7.3 Citrix Self-Service

Citrix self-service gives Customers ability to create, activate and deactivate accounts, manage accounts permissions and resetting passwords. It enables Customers to manage their Citrix Users without a need to request Unit4 assistance. Access to Citrix self-service is limited to Users with User Manager role.

For security reasons, accounts inactive for 60 days are automatically disabled, but can be reactivated in the Self-Service portal. After 360 days of inactivity accounts are permanently deleted and must be recreated if needed.

11.7.4 Files saved on Citrix

The intended location where files should always be saved is either within the Data Files folders or locally on the end-users' workstations. Any files saved on Citrix in locations outside of the Data Files will be automatically removed after the user's logout, so it is highly recommended to save files only in locations designed for it.

12. Data considerations

12.1 Document Archive model

Unit4 Cloud has integrated Azure storage to manage and store its documents efficiently.

12.2 Standard clean-up routines

As part of application maintenance Unit4 enables archiving of old report orders. This includes historical records in the database and related resources on the disk in Data files folder under the Server logging directory, where any files older than 18 months are automatically archived.

Report orders stored in the Server Logging directory:

- can be accessed via Windows Explorer in Citrix (respective subfolders of Server Logging directory)
- or can be accessed directly from within the application (limited to last 6 weeks of logging only).

Archived reports orders (older than 18 months) can be retrieved via Service Request.

12.3 Transfers of Customer Data to the Unit4 ERP CR

Unit4 deploys a standard architecture and therefore, where Customer is an existing Unit4 Customer, it is responsible for ensuring data consistency (i.e., that Customer Data to be inserted follows such standard architecture) and that any inconsistencies in Customer Data are appropriately cleansed before such data is inputted into the Unit4 SaaS.

When a customer requests to copy a database snapshot from outside of Unit4 Cloud environment then it should be free of any Customisation objects. These objects should be sent in a separate Service Request and will follow the standard Customisation review process.

12.4 Backup and Restore Services

Customers are given the option of a "forgiveness" restore, where a recent Production Service full back-up can be restored to the PE in case of a disastrous user mistake (e.g. running month end processing in "live" environment instead of Preview as intended).

Backups are performed to allow for forgiveness restores to be completed with a restoration point as shown below and no later than thirty (30) days prior to current time, to a resolution as shown below. Forgiveness restores should be initiated as a P1 incident and time to complete depends on data volume.

There is no "forgiveness" restore option available for other infrastructure components, such as data files or bin folders. The restore process is limited to the database itself.

Request restore point permitted
between 1 hour prior to the time the request is made and no later than 30 days prior to the time of request to a resolution of 5 minutes (see example below)

Current time	Restore Range	
15-03-2017 00:15	13-02-2017 00:15	14-03-2017 23:15
25-07-2017 14:25	25-06-2017 14:25	25-07-2017 13:25
22-09-2017 08:00	23-08-2017 08:00	22-09-2017 07:00

12.5 Data Security

Data in transit

Customer Data in transit over public networks is protected with TLS 1.2.

Customer Data at rest

Data at rest is protected using transparent, whole database encryption. Please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

IP Allowlisting

IP Allowlisting is offered as an option that will come at an additional cost in the Unit4 SaaS, as a means to gain an extended level of control on what IP address has access to the Customers environment. An IP Allowlist is a list of IP addresses that are granted access to a certain Service. When an IP Allowlist is used, all IP addresses are denied access, except those included in the IP Allowlist. Unit4 does not support adding to Allowlist IP addresses which are changing frequently (e.g. dynamically assigned by your Internet Service Provider).

IP Allowlisting is available for the following product – data centre – service type combinations:

IP Allowlisting	Data centre	Service Type
Web endpoints	Azure, Nordic	All
Citrix	Azure, Nordic	All
SFTP	Azure, Nordic	All

Customers with enabled Allowlisting are responsible for providing VPN access to their own network for partners or Unit4 consultants working off-network (to keep the traffic originated from allowed IP addresses).

The People Platform Services like Unit4 Identity Services and Unit4 Extension Kit use dynamic IP addresses; therefore, IP Allowlisting is <u>not</u> supported for any combination of Global products with any People Platform Services. For further details, please refer to Schedule D.

12.6 Limits and regulations on usage

Unit4 operates within a multi-tenant environment and adheres to fair use policies to prevent any single process from monopolizing shared resources. Should these limits be exceeded, appropriate corrective actions will be implemented. For detailed guidelines related to service limits and regulations, please refer to the Unit4 Cloud Technical guidelines and limits document available in Community4U.

12.7 Access to my data

The Customer's Data is owned and controlled by the Customer and in accordance with Applicable Law, Customer shall be the data controller. Unit4 is the data processor.

To ensure the Customer has access to their Customer Data, the following options are available:

- Application functionality (e.g. Web Client, Desktop Client, Mobile Apps)
- Application reporting tools
- Application functionality to export to file
- API/web services

- Direct database access to copy of production data via TCP/IP TDS endpoint (see Direct database access)
- upon Agreement termination Customer Data can be retrieved by Customer in accordance with the Agreement
- SFTP access

13. Additional Tools with direct database access

In certain specific cases where Customers' data can be accessed and modified by external tools or add-ons, Customers will have to sign and deliver an additional agreement to Unit4 where they accept the risks of running the tool in their environments.

14. Unit4 ERP Archive SaaS

Customers with a terminated SaaS Agreement can subscribe to the Unit4 ERP Archive SaaS Service, which allows retrieval of historical data. Read-only access is provided for two desktop users. Regular Service Updates and Hot Fixes will be applied to ensure security. Additionally, there is no applicable Cloud or Support SLA.

YES (available / supported):	NOT (not available / not supported):
• Running existing browser templates • Creating new browser templates (at limited scale)	• Reports performing calculations (batch processes) • Excelerator and additional tools • Customisations • Interfaces/Integrations • Availability (Cloud) SLA • Support SLA • SSO/ADFS • People Platform and Cloud Services

SCHEDULE A
Localisations by country

Australia

Engine	SKU	Product name
AU-DE- FINPROC-SAAS	AU-ABA	Australian Domestic Payments (ABA format)
AU-HRPAY-SAAS	AU- AGRPRXAU	Australian tax & healthcare
	AU-PR30PAYG	Produce the year end form for the employee (PRA3001)
	AU-PR30PAYGT	Employment termination payment (PRA3003)
	AU-PR30PAYGW	Payment summary electronic report (EMPDUPE) (PRA3002)

Austria

Engine	SKU	Product name
AT-FINPROC	DE-AUSTRIANPAYMENTS	Austrian payments (EDIFACT and SEPA)

Belgium

Engine	SKU	Product name
BE-FINPROC-SAAS	BE-BNL-BE	Localisation Belgium - Finance & Procurement
	BE-BNL-FIC	Belgian Fiches
	BNL-BNR	Benelux Report templates
	BNC	Business Common

Denmark

Engine	SKU	Description
DK-FINPROC-SAAS	DK-45CB	MT940 & Statement Utilities
	DK-45NIN	National Insurance Number Validation

Finland

Engine	SKU	Description

Engine	SKU	Description
FI-FINPROC-SAAS	SE-600008	SEPA payments for Finland
	SE-600099	Solution for Finnish reference codes in invoices
	SE-600117	Remittance advice

France

Engine	SKU	Description
FR-FINPROC-SAAS	FR-FRP	Localisation France - Finance & Procurement

Germany

Engine	SKU	Description
DE-FINPROC-SAAS	DE-ACCOUNT	Account Form with Contra Account
	DE-POSTCODES	Adjustment of German Post Codes
	DE-ASSET	Asset Grid
	DE-BALANCE	Balance Sheets
	DE-EBIL	Electronic balance sheet interface [E-Bilanz]
	DE-UPDATE	DE Update
	DE-USTVA	German electronic tax return
	DE-BBR-Z4	External Economic Transactions (Z4)
	DE-SEPA	German Payments (SEPA)
	DE-LEGALREPORTS	Localized Legal Report
	DE-EXCHANGERATES	Import Exchange Rates
	BNC	Business Common

Ireland

Engine	SKU	Description
IR-FINPROC-SAAS	IR-BKRIE	Bank Statement Load (Irish formats)

Luxembourg

Engine	SKU	Description
LU-FINPROC-SAAS	LU-BNL-LU	Localisation Luxembourg - Finance & Procurement
	BNL-BNR	Benelux Report templates
	BNC	Business Common

Netherlands

Engine	SKU	Description
NL-FINPROC-SAAS	NL-BNL-NL	Localisation Dutch - Finance & Procurement
	BNL-BNR	Benelux Report templates
	NL-BBR-XML	Business Reporting (XML Auditfile)
	BNC	Business Common

Canada

Engine	SKU	Description
CA-FINPROC-SAAS	NA-NAF01	AP Remittance advice with email split
	NA-NAF02	AR Direct Debit Notices with Email Split
	NA-NAF03	Aged AR/AP - Consolidated report
	NA-NAF04	Currency exchange rate update
	NA-NAF05	Cheque Sort for AP/AR
	NA-NAF06	Manual cheques to cheque register
	NA-NAF07	GL07 Blank Category Validation
	NA-NAF13	Positive Pay Extract
	NA-NAF14	Quick checks
	CA-NAF15	CPA006 Compliant cheques
	NA-NAF17	Postal code screen mixed case
	CA-NAF18	Financials report of payments for Canada Revenue Agency (T4A GL)
	NA-NAF21	BAI2 Bank Statement Import
	NA-NAF22	EFTs - Electronic Funds Transfers: direct deposit and direct debit
CA-HRPAY - SAAS	NA-NAP05	NA Payslips
	NA-NAP06	New hires report
	NA-NAP08	Employer Number Validation
	NA-NAP09	Format Social Security Numbers/Social Insurance Numbers
	NA-NAP10	Record of Employment
	CA-NAP13	Workers Compensation Module (Worksafe BC interface)
	CA-NAP20	Canada Payroll tax engine

Engine	SKU	Description
	CA-NAP21	Relevé 1 Report
	CA-NAP22	T4 Report
	CA-NAP23	T4A Report

USA

Engine	SKU	Description
US-FINPROC-SAAS	NA-NAF01	AP Remittance advice with email split
	NA-NAF02	AR Direct Debit Notices with Email Split
	NA-NAF03	Aged AR/AP - Consolidated report
	NA-NAF04	Currency exchange rate update
	NA-NAF05	Cheque Sort for AP/AR
	NA-NAF06	Manual cheques to cheque register
	NA-NAF07	GL07 Blank Category Validation
	NA-NAF13	Positive Pay Extract
	NA-NAF14	Quick checks
	NA-NAF17	Postal code screen mixed case
	US-NAF19	1099 Reports
	NA-NAF21	BAI2 Bank Statement Import
	NA-NAF22	EFTs (Electronic Funds Transfers: direct deposit and direct debit
US-HRPAY - SAAS	NA-NAP05	NA Payslips
	NA-NAP06	New hires report
	NA-NAP08	Employer Number Validation
	NA-NAP09	Format Social Security Numbers/Social Insurance Numbers
	US-NAP15	1094C 1095C (ACA) Report
	US-NAP16	941 Report
	US-NAP17	W2 Report
	US-NAP18	State Quarterly UI Wage Reports
	NA-NAP10	Record of Employment
	US-NAP12	Washington PERS Report
	US-NAP19	1099R Payroll Report

Norway

Engine	SKU	Description
NO-FINPROC-SAAS	NO-FN06	Import of exchange rates
	NO-FN16	CU08 OCR Innlesing
	NO-FN17	Local government specific reports
	NO-FN18	Cash accounting
	NO-FN19	Central government reporting
	NO-FN21	Year End
	NO-FN23	Norwegian Direct Debit
	NO-FN24	Norwegian Telepay
	NO-FN26	Digital Tax Report
	NO-FN27	SEPA (ISO20022)
	NO-XN04	Invoice templates/layouts
	NO-XN07	NO Statutory reports
	NO-XN08	LoadSysData
	NO-XN14	Integration ALTINN portal
	NO-BBR-SAFT	Standard Audit File for Tax Norway (SAF-T)
	BNC	Business Common
NO-HRPAY - SAAS	NO-HN24	Pension OTP
	NO-HN25	Year End
	NO-HN28	Payroll Statistics KS
	NO-HN29	Payroll Statistics MBL
	NO-HN32	Absence Statistics
	NO-HN40	Reimbursement
	NO-HN41	Pension reporting for Local Government and Health Sector (KLP)
	NO-HN42	Pension calculation and reporting for Association for seafarers (PTS)
	NO-HN45	Payroll Alerts
	NO-HN46	NO Payslips
	NO-HN49	Report of payment from the employee to various associations/unions

	NO-HN50	Calculate settlement holiday pay to employees (PR29)
	NO-HN51	Report of payment from the employee to local governments Association of education (UTD).
	NO-HN53	Calculation of sick pay rate
	NO-HN54	Report of travel expenses to the employees.
	NO-HN59	Pension calculation and reporting for Central Government (SPK).
	NO-HN60	A-melding - Central Payroll reporting
	NO-HN63	Flexible Doc Archive
	NO-HN64	Norwegian Tax and social security contributions
	NO-HN65	PR24 Pay seniority calculation
	NO-HN66	Digital medical note
	NO-HN68	E-Tax card
	NO-XN13	Altinn Gateway

Spain

Engine	SKU	Description
ES-FINPROC-SAAS	ES-SP-FIN	ES-localisation Financials (Fiscal Reports)
	ES-SP-SEP	ES-localisation Financials (SEPA)
	ES-BBR-SII	Business Reporting - Suministro Inmediato de Informacion (SII)
	BNC	Business Common

Sweden

Engine	SKU	Description
SE-FINPROC-SAAS	SE-L46ARC	Standard Swedish report templates
	SE-L46ARW-8	AP Payment report format bbfsb
	SE-L46ARW-9	AP Payment report format base
	SE-L46ARW-10	Payment report format pase
	SE-L46ARW-11	Payment report containing "bbse-arw" payments
	SE-L46ARW-12	Payment report format UTLI
	SE-L46ARW-13	Payment report correcting bank statement
	SE-L46ARW-14	Payment report format pbse
	SE-L46ARW -15	Payment report containing "Match-error" payments
	SE-L46ARW -16	Report compressed payment acknowledgement
	SE-L46ARW -17	Report compressed payment proposal
	SE-600013	Import of exchange rates
	SE-600045	Payment solution for Swedbank
	SE-600046	Payment solution for Swedbank
	SE-600049	Detailed trigger report
	SE-600071	Adjusted verification report
	SE-600072	Report – general ledger transactions (per dim)
	SE-600074	Report – Account rules
	SE-600075	Report – Value Matrix Content
	SE-600096	Sveorder
	SE-600097	Fixed assets – distribution of depreciation
	SE-600118	Additional controls of fields in AR/AP/SO
	SE-600135	Invoice Export Transformation
	SE-600136	Invoice Import Transformation
	SE-L46AG001	Import of Postal codes
	SE-L46AG002	Solution handling "counterpart"
	SE-L46AG003	Transactions file for Central Government
	SE-L46AG006	Agresso Installer

	SE-L46AP001	Handling of confidential invoices
	SE-L46AP003	SEPA/ISO20022xml
	SE-L46AR001	AR and Direct Debit payments
	SE-L46AT	Asset Management Reports
	SE-L46CB001	Bank statements processing
	SE-L46GL0301	Report - Balance and Income state for Government authorities (landscape)
	SE-L46GL0302	Report - Income statement for Government authorities (portrait)
	SE-L46GL0303	Report - Balance Sheet for Government authorities (portrait)
	SE-L46GL0901	Report - Trial balance sheet aggregation on two-digit level (Government authorities)
	SE-L46GL0902	Report - Trial balance sheet aggregation on three-digit level (Government authorities)
	SE-L46GL0903	report- Trial balance with IB (Government authorities)
	SE-L46TFI00401	Solution handling tax requirements for Facility Management
	SE-L46VP101	Solution controlling tax requirements in VP10
	SE-L46SU0701	Warning list credit notes
SE-HRPAY -SAAS	SE-L46HS0101	Extra control in Resource Master File
	SE-L46HS0103	Ending an employment
	SE-L46KI0101	Solution for salary payments through direct payment with Bankgirot in Sweden
	SE-L46PR0101	Solution that calculates extra deductions in certain situations
	SE-L46PR0102	Salary payment to banks
	SE-L46PR0106	Year-end script - is updated each year
	SE-L46PR0201	Extra information on P&D register
	SE-L46PR0202	Salary specification
	SE-L46PRS0401	XML File
	SE-L46PRS2101	Statistics report for Private Sector
	SE-L46PS0901	Extra controls for absence
	SE-L46PS1401	Solution enabling correct absence deductions over weekends
	SE-L46TS2002	Recalculation of absence
	SE-AGRPR3SE	Employer report package containing various solutions for employer reporting: - SE-PRS04: Employer report to CentralTax Authority

		- SE-PRS05: Information request from Central Tax Authority (output) - SE-PRS6: Information request from Central Tax Authority (input)
	SE-AGRPR4SE	Statistical reporting package containing various statistical reports: - SE-PRS21: Salary statistics (SCB, KLP) - SE-PRS24: Salary statistics SCB, KSP - SE-PRS25: Report salaries statistics (SLP) to SCB/SN - SE-PRS27: Conjucture Statistics, local and regional authority - SE-PRS31: Statistics Sickleave - SE-PRS32: Statistics Absence due to sickness - SE-PRS35: member report to confederation of Swedish Enterprise - SE-PRS45: November statistics, local and regional authorities - SE-PRS46: Short term employment Public sector - SE-PRS47: Short term statistics salaries, public sector - SE-PRS54: Statistics Related to salaries - SE-PRS55: Labour costs (LCS)
	SE-AGRPSSE	Personnel Management package containing various solutions for personnel management reporting: - SE-PRS07: Sick leave report - SE-PRS17: Journal overtime - SE-PRS20: Report showing Law on employment - SE-PRS26: Certificate of employment - SE-PRS36: Incentive wage allocation list - SE-PRS37: Contract paylist - SE-PRS51: Rehabilitation statistics - SE-PRS52: Absence statistics
	SE-Agrprse	Holiday package containing various solutions for holiday calculation and reporting: - SE-PRS09: holoday calculation - SE-PRS14: Holiday salary local authority - SE-PRS16: Semesterskuld Kollektiv (Holiday debt) - SE-PRS18: Semesterskuldlista (Holiday debt) - SE-PRS19: Holiday report Local authority - SE-PRS29: Semesterberäkning (Holiday calculation) - SE-PRS44: Holiday salary, private schools
	SE-AGRPR2SE	Pension Package that contains various solutions for Swedish pension reporting: - SE-PRS23: Salary statistics FORA - SE-PRS28: Pension report local authority - SE-PRS33: Reporting FORA - SE-PRS39: Pension report to Collectum - SE-PRS49: Pension Report
	SE-PRS100	PAYE return on individual level
	SE-SEMSK	Holiday debt report local authorities
	SE-TAXSE	Tax report Sweden

United Kingdom

Engine	SKU	Description
UK-FINPROC-SAAS	UK-ARM	AP/AR Automatic Allocation
	UK-BRI	Bank Statement Load
	UK-DDS	UK Direct Debits
	UK-CIS	Construction Industry Scheme (CIS)
	UK-HMRC	HMRC Message Centre
	UK-LDR	Legal debt recovery
	UK-LRE	Receipt printing
	UK-PSP	Periodic Supplier payments
	UK-VRN	VRN validation
	UK-BBR-VAT	Electronic VAT return filing to HMRC (UK Making Tax Digital)
	BNC	Business Common
	UK-NFI	National Fraud initiative
UK-HRPAY-SAAS	UK-PAY	HR-Payroll localisation (including PAYE Message Processor)
	UK-HEAS	HESA - part of UK Payroll
	UK-HMRC	HMRC Message Centre
	UK-AUNER	Pension Auto-Enrolment

SCHEDULE B
Unit4 ERP CR Solution Add-ons available for SaaS delivery model

The solutions listed below are validated and proven solutions to support certain business processes for a country (or multiple countries) in a SaaS environment. Customer-ordered Add-ons will be made available to Customers in the next available maintenance window.

SKU	Country	Product name
DK-45XLK	ALL	Extended links
FPI	ALL	Flexible Project Invoicing
FR-FM23	ALL	Interface exchange rates Minefi and Reuters
NO-EN53	ALL	Incoming Electronic Invoices EHF
NO-EN54	ALL	Outgoing Electronic Invoices EHF
UK-BIF	ALL	Batch Input Formatter (Excel plug-in)
UK-DLOAD	ALL	Data Load
UK-ETL	ALL	ETL[16]
UK-GIS	ALL	UK copy attribute
NL-BBR-XML	BNL	XML Audit file Netherlands
BNL-EBS	BNL – DE	Electronic Bank Statements
DE-IDEA	DE	IDEA-Exporter (GDPdU)
DE-RECURRING	DE	Recurring entries
DK-45FN13	DK	Cremul
DK-EN53	DK	E-Invoicing via EHF standard
NA-NAF09	NA	Save as Delimited
NA-NAF16	NA	CheckScribe interface
NA-NAP01	NA	Mass Resource Reopening screen
NA-NAP02	NA	Multiple Pay Period Type Processing

---

[16] Available only to existing customers who are already using it. Additional Customisations are required to add Customer specific integration capabilities.

SKU	Country	Product name
NA-NAP04	NA	Report Order Resource List
NO-EN20	NO	eProcurement Integration
NO-EN57	NO	Outgoing Invoices B2C
NO-EN58	NO	DMK - Digital Multi Kanal
NO-EN85CG	NO	EHF Adapter Cap Gemini
NO-EN85E	NO	EHF Adapter Evry
NO-EN85ER	NO	VEFA REST Adapter EVRY (ISO20022 payments via Peppol)
NO-EN85U	NO	EHF Adapter UNIT4
NO-EN86	NO	Filemover Service
NO-FN13	NO	eGiro Incoming Payments (CREMUL)
NO-HN57	NO	HR Reporting
NO-PN03	NO	Batch import of hours
NO-PN04	NO	Investment Module
NO-XN10	NO	Import of fixed payment transactions
SE-600004	NO/SE	Periodic incoming electronic invoices
SE-600009	SE	Handling e-invoices for private recipients - updating Accounts Receivable
SE-600023	SE	Field Force Integration
SE-600026	SE	HR employment
SE-600027	SE	Integration HRM
SE-600027	SE	Integration HRM
SE-600028	SE	E-Procurement Add-on Sweden[17]
SE-600044	SE	Extended validation of timecodes on timesheet entry
SE-600056	SE	Register lunchtime in timesheet
SE-600060	SE	Reports for accountancy (SIE export/import)

---

[17] Only available via Nordic DC. Additional Customisations are required to add Customer specific integration capabilities.

SKU	Country	Product name
SE-600069	SE	Integration solution for schedule and time
SE-600085	SE	Automatic handling of confidential e-invoices
SE-600089	SE	Special offers accounts receivable
SE-600092	SE	Doubtful debts
SE-600093	SE	Payment Files explorer
SE-600095	SE	MAP integration
SE-600119	SE	SFTI Punch Out with Single Sign on
SE-600125	SE	Integration Readsoft OnLine
SE-600132	SE	Transfer of assets between clients
SE-600133	SE	Internal electronic invoices
SE-600385	SE	Svekatalog[18]
SE-600500	SE	E-Signing via BrandSign
SE-L46AP004	SE	Accounting information on e-invoices
SE-L46AR002	SE	Debt-recovery
SE-L46CS0501	SE	Report - customer/supplier balance specification compressed (CU05 and SU05)
SE-L46EI0101	SE	Stylesheet for EI02
SE-L46HS0401	SE	Completes the process of transferring time to Payroll from Project
SE-L46PR0103	SE	Report specifying which positions a resource has had
SE-L46PR0104	SE	Analysis of salary
SE-L46PR0105	SE	Analysis of salary
SE-L46PS0101	SE	Clearing/deleting certain reports
SE-L46SU0703	SE	Report handling payments from multiple clients
SE-L46SU0703	SE	Report – handling payments from multiple clients
SE-L46SU1201	SE	Extended length of a filename
SE-L46TT0201	SE	Travel Expense specification

---

[18] Only available via Nordic DC and in combination with SE-600028.

SKU	Country	Product name
SE-L46TT0201	SE	Travel Expense specification
SE-PA16	SE	Pension report and file
UK-ADL	UK	Address Look up[19]
UK-EPROCCR	UK	E-procurement CR -Punchout and eInvoicing[20]
UK-AAM	UKI	UNIT4 Award Management plug-in
UK-BSCV	UKI	Bank Account and Sort Code validation
UK-DB	UKI	Delegated Banking
UK-ERI	UKI	eRecruiter Interface[21]
UK-IFI-SR	UKI	Integrated Financials Interface-Student Records[22]

---

[19] Available only to existing customers who are already using it.
[20] Please note that for e-Invoicing, additional services will need to be requested and activated as needed.
[21] Available only to existing customers who are already using it.
[22] Available only to existing customers who are already using it.

SCHEDULE C
Unit4 ERP CR Tailored Solution

Unit4 ERP CR Tailored solution provides the same service offering as the standard ERP CR standard solution with the distinction that computing resources such as web server, SQL server and business server, are not shared with other Unit4 Customers, and are dedicated to a single Customer. The tailored solution comes at an additional charge.

The tailored solution, formerly known as Dedicated, is a pre-requisite to order the Software Update Deferral Service.

The tailored solution is <u>not</u> available for the Unit4 People Platform Services, these are always shared (Unit4 People Platform Services are multi-tenant). In addition to the Add-ons listed in SCHEDULE B, Unit4 can provide additional Add-ons available exclusively through the Unit4 ERP CR SaaS Tailored solution.

SCHEDULE D Other Optional Services

All optional service description documents are available in Community4U.

	Service name	Description	Version
1.	Software Update Deployment Deferral	The service provides an option for customers to delay the installation of the latest software update. It outlines specific conditions that must be met to request this service.	1.0
2.	VPN Connection	The Unit4 Virtual Private Network (VPN) Connection Service is offered as a site-to-site (S2S) tunnel to enhance online privacy, security, and access to information.	1.0
3.	Additional Report Queue	The Unit4 Additional Report Queue service offers customers additional report queues, exceeding the standard number provided at the initial setup of U4 ERP Products.	1.0
4.	Downloadable Production Database Backup	Unit4 provides a weekly export of your Production Environment database to a secure Azure storage location, usable with the latest Microsoft SQL Server version, available for manual download and retained for four weeks.	1.0
5.	Additional Replica Access	The Unit4 Additional Replica Access service allows customers to request extra credentials for their read-only database replicas at an additional cost.	1.0
6.	Additional Tables for Read-only Database Replica	Unit4's service enables clients to add extra tables to their read-only database replicas beyond the default allocation of 40, at an additional cost. This service offers the necessary flexibility to meet increasing data management needs.	1.0
7.	Controlled EU Access	This service add-on ensures that Unit4 ERP CR SaaS instances are hosted within the EEA or equivalent countries, safeguarding customer data by regulating privileged access from outside these regions.	1.0
8.	Citrix IP Allowlisting Service	The Unit4 IP Allowlisting Web service is an optional feature to enhance security and control over access to our Customers' environments via Citrix platform. This document provides an overview of the service, detailing its benefits, limitations, and relevant information.	1.0
9.	Web IP Allowlisting Service	The Unit4 IP Allowlisting Web service is an optional feature to enhance security and control over access to our Customers' environments via web interface. This document provides an overview of the service, detailing its benefits, limitations, and relevant information.	1.0
10.	SFTP IP Allowlisting Service	The SFTP IP Allowlisting service enhances security by allowing customers to specify up to 10 IP addresses for exclusive access to their U4 Cloud SFTP account, automatically blocking all others (excluding dynamic addresses).	1.1

SCHEDULE E
Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

Term	Definition
Account Administrator	An appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product.
Archive Service	A Unit4 SaaS additional Service that provides the Customer with the ability to retrieve its historical data.
Cloud Customer ID code	A unique Cloud Customer identifier.
Customisation Object	The product of any Customisation being any code change (for example AG16 or ACT), or other database object not created using the changing of standard Unit4 Product menus and functionality.
Document Archive	Repository of file attachments in ERP.
Localisation	A Unit4 Product developed for strategic territories and verticals that secures legal, statutory and market standard requirements in that territory or vertical.
Multi-Tenant	A single instance of Unit4 SaaS including its supporting infrastructure which serves multiple Customers.
Record	A data record stored within a Customer's database (for example a line in a timesheet).
Service Restore	The time it takes Unit4 to perform the restoration of a recent Production Environment back-up (at the request of the Customer).
Transaction	The creation or modification of a record.

Technical Acronyms

Acronym	Full Name
ACT	Advanced Customisation Tools (Unit4 ERP only)
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g., web services)
ARC	Agresso Reporting Tool (Unit4 ERP only)
ERP	Enterprise Resource Planning
FTP	File Transfer Protocol
HTML	Hyper Text Markup Language
HTTPS	Hypertext Transfer Protocol Secure
IdP	Identity Provider
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PCI DSS	Payment Card Industry – Data Security Standard
PE	Production Environment
SFTP	Secure File Transfer Protocol
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
SQL	Structured Query Language
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
VPN	Virtual Private Network
WIP	Work In Progress
XML	Extensible Markup Language