Unit4 ERP CR

Unit4 Cloud Service Description

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(TLP Green)

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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.

This document should be read in conjunction with the *Unit4 Cloud Technical Guidelines and Limits* document, available at www.unit4.com/service-descriptions under *Technical Documents*. This companion resource outlines detailed technical parameters, supported protocols, integration limits and service thresholds that apply to Unit4 ERP CR.

Unit4 provides documentation describing the Service through this Service Description and the relevant accompanying documents referenced within it. Additional Customer-specific documentation, technical analysis, operational statistics or further detail beyond the information contained in those documents is not included in the Service.

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.

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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, gain insight into 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,

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

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

[1] It is on Unit4 discretion which location is used.

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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
Geopolitical zone Sweden	Geopolitical zone EU

[2] Platform Services will be delivered from Azure Norway data centre.

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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]
	Transactional data storage	150GB[5]
	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

[3] Additional Data Files Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.
[4] Additional Document Archive Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.
[5] Additional Transactional Data Storage is provisioned when needed and is subject to an extra charge. Operationally the system will not be halted when overage occurs.

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Category	Component	Comments
	Disaster recovery	Yes
	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[6]

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 the 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.

[6] 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.

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Platform Services

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

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 Recovery Point Objective (RPO).

4.2 Non-Production Environments characteristics

Non-Production Environment (NPE) is not covered by the SLA or Disaster Recovery.

Workload in Non-Production Environments (NPE)

Non-Production Environments are intentionally sized and configured differently from Production Environments and are not designed to support production-like workloads, sustained high traffic, or business-critical operations. NPEs support testing and user acceptance testing (UAT) activities with limited concurrent User activity, and data processing volumes that are expected to be approximately 5% of the Production Environment workload. If volumes exceed those indicated the Customer will experience delays when running full loads in the Production Environment.

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.

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Backups

Backups of NPE are made daily in the time zone of the geopolitical zone in use. Backups of NPE are kept for seven (7) calendar days.

Suspension

An NPE that is not actively used will be suspended. A 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.

4.3 Database refresh

Definition of database refresh between environments

A database refresh between environments (e.g. from PE to NPE) is a full copy of the Customer database between the environments.

A standard database refresh includes the database content (excluding defined system tables per the Automated Database Refresh (Copy) request) and the associated Document Archive only. Handling of Data Files or any other related activities is outside the scope of the standard service. Database refreshes are requested via a Service Request in Unit4 Community4U.

Customers are entitled to up to 12 database refreshes per environment in each calendar year. These are considered jointly, regardless of the source or target environment. For example, a Customer with three environments (e.g., PROD, PREV, ACCT) is entitled to a total of 36 refreshes per year. A Customer with four environments would have 48 refreshes per year. Additional refreshes can be purchased as an optional add-on service (see Schedule D for details).

Backup used for refresh

A database refresh is performed using a restore from the most recent available backup of the source database. By default, this is the latest nightly backup, typically taken around 22:00 (local time) on the preceding day.

Requests for a database refresh using a specific point in time backup are outside the scope of the standard service and may be subject to additional charges.

Different environment update versions

Database refresh is possible when:

- both environments are on the same update version or

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- target environment is on a higher update version.

How to request a refresh?

Customers use self-service to request a refresh. Refresh of the data stored outside of the database must be requested via a 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
- 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.

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:

1. 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. These additional configurations and/or adjustments are not included in the Unit4 SaaS and will be subject to additional charges.
2. Where any update replaces or modifies any Customisation or non-standard functionality utilized by Customer, the Customer will be required to adopt the standard

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functionality. Unit4 reserves the right to charge a reasonable charge 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 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 deployment. Unit4 will use reasonable endeavours to ensure that Updates will be carried out during the Planned Maintenance Window.

6.2 Hotfix deployment

Hotfixes 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.

6.3 Deprecated Functionality

Certain ERP CR functionality may be deprecated or discontinued by Unit4 as part of the product lifecycle. Where applicable, historical data associated with such functionality will remain available through alternative ERP CR access methods. The specific approach for access to historical data may vary depending on the functionality concerned.

Following the end-of-life of the RCP module, the RCP functionality will no longer be available for use. Historical RCP data will remain stored within the Customer's ERP CR database and may continue to be accessed through standard ERP CR reporting and enquiry capabilities, including Browser functionality and reporting tools. No RCP data will be removed as part of the module retirement.

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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 SaaS 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***	Two per year according to time interval specific to a given region *(Unless communicated otherwise)*
Regions: Azure US and Azure Canada	Twelve per year, 3rd, or 4th week of each month **Shortened PMW: Sun 4 AM – 11 AM UTC*** Or **Full PMW (if global downtime is needed): Sat 11 PM – Sun 11 AM UTC*** **In rare cases when a downtime of all regions would be required*	
Nordics Data Centre	**Weekly: Mon 6 PM - Tue 1 AM UTC***	

**The timing of a Planned Maintenance Window (PMW) is subject to minor seasonal adjustments (+/- 1 hour) due to winter/summertime changes.*

PMWs may also change with reasonable notice. All planned dates are communicated in Unit4 Community4U.

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If the actual downtime during a scheduled or Planned Maintenance exceeds the designated time window, the excess time counts toward Service Outage calculations. If the downtime is shorter, the remaining time does not count as credit to offset other outages within the same month.

Planned Maintenance may also occur outside of predefined PMWs in exceptional or unforeseen circumstances. In such cases, Unit4 may proceed provided that the Customer receives at least 8 hours' notice. These events, although unplanned, do not count as Service Outages, as the required notice was given. Unit4 will make reasonable efforts to perform such maintenance outside Business Hours to minimize disruption.

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.

7.3 Service Notifications and Customer Communication

Unit4 communicates planned and unplanned activities through two channels: email notifications and Community4U.

Planned activities (such as Planned Maintenance Windows or Releases) are always published in advance on Community4U. Unit4 also issues email notifications to support visibility.

Planned patches are communicated by email and published on Community4U. Email remains the primary method due to shorter lead times, with the information consistently reflected on Community4U.

Unplanned Service Outages are communicated via email and Community4U. During global Service Outages, components responsible for email delivery may be affected. If the Service is unavailable, Customers should check Community4U first—any active incident will be posted there.

Email and Community4U are treated as equally valid communication channels. Customers should maintain up-to-date contacts in the system and regularly refer to Community4U for the latest status. Unit4 aims to deliver all messages by email as well; however, if email delivery is disrupted, Community4U remains the definitive source.

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8. Customer permissions and responsibilities

8.1 Customer Permissions

The following activities are permitted within Unit4 SaaS, subject to the conditions set out in this section and elsewhere in this Service Description.

1. **Monitoring**

Customers may monitor the availability of the Production Environment and Service responsiveness using external monitoring tools operating outside of the Unit4 SaaS environment. Any such Customer monitoring must operate externally of Unit4 SaaS. Nothing can be installed on Unit4 SaaS and the monitoring must not negatively impact the performance, stability or security of the Service. Any monitoring tools used remain the Customer's responsibility.

2. **Security Testing**

Customers may perform external vulnerability scanning and penetration testing of their Production and Non-Production Environments once per calendar year. Details of the planned activity must be submitted through a Service Request at least 30 days in advance. Unit4 reserves the right to adjust the scope of such testing to protect the stability and integrity of shared infrastructure. Even where Unit4 has been notified or has agreed to the activity, Unit4 may suspend or terminate it without notice if it causes or risks causing disruption to the Customer or the stability or integrity of shared infrastructure.

3. **Performance Testing**

Customers may carry out performance testing in the Production Environment, provided that the simulated workload reflects normal Production Environment usage patterns and is executed during the corresponding business process timeframe (for example, night jobs during nighttime hours).

Performance testing in Non-Production Environments must be proportionate to the capacity and characteristics of the Non-Production Environment and must not be used to assess Production Environment capacity or overload behaviour.

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4. **General Conditions for Customer-Initiated Activities**

The following conditions apply to Monitoring, Security Testing, Performance Testing, Robotic Process Automation (RPA) and any other Customer-initiated activity that may affect the behaviour, performance, stability, availability or security of Unit4 SaaS.

Customers must notify Unit4 in advance of any planned Monitoring, Security Testing, Performance Testing or other Customer-initiated activity that may affect the behaviour, performance, stability, availability or security of Unit4 SaaS. Notification to Unit4 does not constitute approval, certification, validation or endorsement of the activity or any Customer-selected tool, solution, methodology or third-party service.

Unit4 reserves the right to impose reasonable conditions or limit, suspend, isolate or terminate any activity that causes, or is reasonably expected to cause, disruption, degradation, security concerns or risk to shared infrastructure.

Unit4 does not certify, validate, endorse or assume responsibility for any Customer-selected tool, solution, methodology, third-party service or its operation used in connection with such activities.

Customers remain solely responsible for all Customer-owned tools, monitoring solutions, testing activities and any resulting impact on Unit4 SaaS.

Any preparation, coordination, investigation, mitigation, recovery or remediation activities undertaken by Unit4 may be 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 done by Unit4 Success Services at an extra charge):

Task	Included	Customer Responsibility
Project Planning		
• Publishing general availability schedule of Software Updates on the Unit4 Community4U	✓	

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Task	Included	Customer Responsibility
• 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		✓
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.	✓	✓

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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 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.
- Ensuring that Citrix connectivity is configured to maintain a consistent source public IP address throughout the session.
- All Customer-initiated activities around Performance Testing, Penetration Testing, Security Testing 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

Activities Impacting System Operations

Customers are required to notify Unit4 in advance of any testing or activities that may impact system behaviour. If such activity poses a risk to infrastructure stability or service continuity, Unit4 reserves the right to immediately suspend the affected systems—without prior notice to the Customer—to limit risk and identify the root cause of the suspicious activity.

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Where such action is required, remediation efforts and associated costs will be charged to the Customer.

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 uUser'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

Unit4 encourages the use of Single Sign On, using the Identity Provider of the Customer. This service is free of charge to encourage its use.

Basic authentication based on username/password only is available but will be deprecated.

Each User is responsible for keeping their Account credentials confidential. Users may not share Account credentials, and the Customer may not reuse or recycle credentials when activating or disabling Accounts. The Customer will notify Unit4 without undue delay upon becoming aware of any known or suspected unauthorized access, misuse, or security breach affecting the Unit4 SaaS or any User Account and will provide all relevant information and take all reasonable steps requested by Unit4 to investigate and remediate the issue.

All Accounts used to access Unit4 Services must be secured in accordance with industry-standard security practices. Minimum password requirements are defined in the Unit4 Cloud Technical Guidelines and Limits document, available at www.unit4.com/service-descriptions under Technical Documents.

The Customer is responsible for enforcing appropriate password management practices, including timely access removal and credential changes where required.

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8.4 General functional and technical requirements and specifications

Customer must comply with the functional and technical requirements and specifications, shared by Unit4 and available on https://www.unit4.com/service-descriptions and Community4U, which may be updated in accordance with the Unit4 General Terms of Business.

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 availability 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

Subject to section 10.2 below, 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 Charges. 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 Success Services at Unit4's Prevailing Rates.

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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, 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 Charges.

10.2 Restrictions in Customisations

There are restrictions regarding allowed Customisations in Unit4 ERP CR SaaS including but not limited to:

- No third-party applications/DLL installed.
- Unit4 provides the capability to bring custom SQL database objects from on-premises environments into the Unit4 SaaS for continued operation of Customer-specific customizations. However, custom SQL database objects must comply with strict security, performance, and operational guidelines to be accepted.
- Custom SQL database objects can be a security risk and may inadvertently lead to data leaks. Therefore, Customers must accept the risk of running their custom SQL database objects in the Unit4 SaaS. Custom SQL database objects that do not meet security and performance requirements will not be permitted. Please review the *Unit4 Cloud Customization Policy & Procedure for SQL Database Objects* (available to partners, Customers and prospects via the Cloud Documentation in Community4U or at www.unit4.com/service-descriptions).
- All Customers must self-certify custom SQL database objects (i.e., assessing the custom SQL database objects that they use and confirming to Unit4 that they are complying with the requirements set out in this section 10 and the *Unit4 Cloud Customization Policy & Procedure for SQL Database Objects*). Unit4 reserves the right to impose an additional charge on the Customer for the ongoing risks and management costs to Unit4 associated with retaining custom SQL database objects in the Unit4 SaaS.
- 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, readable and delivered to Unit4; and
- All Customisations must include installation routines that require no manual interaction and allow for end Users to validate installation has been completed and

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that the Customisations are ready for configuration or use via standard application capabilities.

10.3 ACT Customisations – review, rejection, removal

Unit4 requires a full review of all ACT Customisations submitted on Customers' behalf to ensure the security, stability and performance of its services. The Service Request must follow the guidelines and include 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. Customisation will only be installed after positive review.

10.4 Data Modification via Customisations

Customisations allow Customers to execute direct database modifications (e.g., directly changing, removing or updating data in their 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 custom SQL script execution. With this, Unit4 assumes no 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 any Unit4 API to receive optimum performance and stability. Prior versions of Unit4's 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.

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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 APIs/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 e.g. 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 (e.g. no sticky sessions).
  g. No 3rd party DLL or EXEs included with Customisation, only Unit4 ERP CR and standard .NET Framework permitted.
  h. IntellAgent 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

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10.8 Robotic Process Automation (RPA)

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

1. 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.
2. The RPA must operate like a human (i.e. 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.
3. RPA activities are also subject to the General Conditions for Customer-Initiated Activities described in Section 8.1.4.

10.9 Usage of report queues

The Unit4 Additional Report Queue service provides Customers with extra report queues beyond the standard allocation included with their U4 Products. By default, Customers are provided with up to four (4) report queues, which include:

- Two (2) DEFAULT queues per environment (one for x86 and one for x64 architecture).
- Up to two (2) additional queues on x64 architecture per environment based on specific needs.

Customers may also qualify for one (1) additional queue in x64 architecture at no extra charge for every 1,000 full-time equivalent or 300 named Users, with the ability to request up to four (4) extra queues.[7]

For any additional queues beyond these conditions, Unit4 offers an option to increase the number for an additional charge, with a maximum of 7 queues on the x64 architecture (and 1 DEFAULT queue on the x32 architecture).

10.10 Maintenance of Customisations, Custom reports and Integrations

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

Custom reports, integrations and Customisations authored by a Customer or a Unit4 partner, are the full responsibility of the Customer for all aspects of deployment and maintenance.

[7] The Customer is entitled to request a maximum of four (4) additional queues in accordance with the 1,000 FTEs rule. Therefore, even if the Customer has 5,000 FTEs, the maximum number of additional queues that may be requested under this provision remains limited to four (4).

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Customer responsibilities include code lift for software update version compatibility, functional testing and configuration and error resolution.

Custom reports, integrations and Customisations authored by Unit4, 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 Sales Order to ensure that Unit4 takes responsibility. If Unit4 maintenance of Customisations, custom reports and integrations has not been included on an executed Sales Order, responsibility for all aspects of deployment and maintenance will reside with the Customer.

10.11 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[8]
Standalone Excelerator reports	No[9]
Standalone Xtra reports (ARC is deprecated and should be migrated to Xtra reports asap)	No[9]

10.11.1 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:

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

[9] 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.

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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[10]	✓
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[11]	Additional Service offering – Read-only Database Replica

11. Technical operations

11.1 Printing

All printing is carried out on the Customer side.

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

[11] Read-only Database Replica is not included in the standard offering. See " ERP CR Read-Only Database Replica Service" for more details.

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11.2 Read-only Database Replica

Direct database access can be provided to a replicated read-only database, as described in the Database Replica Service for ERP CR service description. This additional service is not available for the Nordic data.

11.3 . Connectivity

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

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 results in an average bandwidth requirement of 20–50 Kbps per User, with a maximum latency of 100 ms.

For Unit4 ERP CR Desktop, the estimated bandwidth requirement is 100 Kbps per User, also with a maximum latency of 100 ms.[12]

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 Customer 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

[12] 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 setup 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.

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IKE version	IKE v2
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[13]	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's 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.

[13] Except for Push Replica.

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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.

Unit4 SaaS has 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.

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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 Platform Services Service Description* at www.unit4.com/service-descriptions.

The Customer is responsible for the configuration of their Identity Provider (IdP) and for providing the technical information needed by Unit4 to connect Unit4 IDS with the Customer's IdP. The implementation of this service may require the involvement of Unit4 Success Services for an additional Charge. Federated authentication setup assumes the Customer uses a supported Identity Provider configuration based on standard identity protocols, such as OIDC, SAML 2.0 or WS-Federation, and provides the information needed to establish trust with Unit4 IDS. Non-standard, hybrid, modified, or Customer-specific identity configurations may require additional setup steps. The Customer is responsible for disclosing any such configuration when requesting federated authentication setup. General information about Unit4 Identity Services and setup prerequisites is available in the Unit4 Identity Services documentation.

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 (Only for WebAPI)
ERP Mobile (Field Force Mobile & Absence)	Yes	No

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Unit4 ERP CR Authentication	Basic (Unit4 ERP CR specific username and passwords)	Federated Authentication (via Unit4 IDS to Customer's IdP)
ERP CR Desktop (via Citrix Workspace APP)[14]	Yes[14]	Yes[14]

11.7 ERP CR Desktop Client

Desktop Client is an ERP CR desktop application delivered as a remote application through 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 User Access

Access to Unit4 ERP CR Desktop is supported only through the standard Unit4 Citrix access path. Alternative or customized Customer-side access configurations, such as proxy, reverse proxy, traffic inspection, routing, source IP control, or other intermediary network solutions that affect connectivity over the public internet, remain the Customer's responsibility and are outside the scope of Unit4's Service .

11.7.2 Documents previewing

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

11.7.3 Supported extensions on Citrix

Unit4 SaaS supports the 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)

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

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Any other file types not described here must be copied over and opened locally. Unit4 supplied viewers may not always render the file content in an optimal way and a local copy may be needed to preview on the end-user workstation.

Advanced features like running macros and user-defined languages are not permitted and should be executed using Microsoft Excel installed on the end-user's workstation. Citrix and applications within the Citrix Workspace are available in English only; however, the ERP desktop itself can be configured to use any of the supported ERP languages.

11.7.4 Citrix Self-Service

Citrix self-service gives Customers ability to create, activate and deactivate accounts, manage account 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.

In Azure, Multi-Factor Authentication (MFA) is mandatory for all Citrix users, including End Users and Users with the User Manager role. MFA is enforced for all Citrix accounts[15] and cannot be disabled, including at the Customer's request. MFA is currently not available in Nordics DC.

For security reasons, accounts that are 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.

11.7.5 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 designated for it.

12. Data considerations

12.1 Document Archive model

Unit4 SaaS on Azure has integrated Azure Storage to manage and store its documents efficiently. In Nordic Data Centre document storage is in the database.

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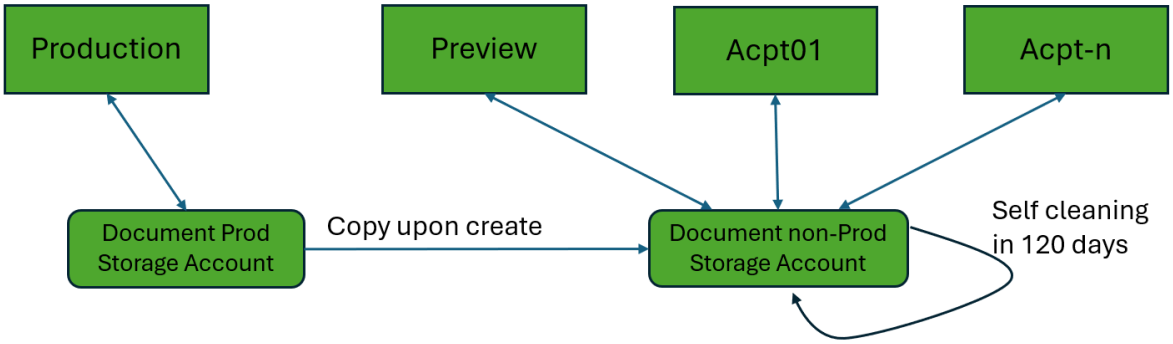
ERP CR stores documents in an Azure Storage account. Based on usage observation, the refresh setup will change16 from a full copy when the database is refreshed to a continuous copy stream in combination with 120 days retention in non-production.

The new setup allows testing from multiple non-production environments towards an up-to-date copy of the production data, in combination with individual testing on specific preview or acceptance environments. In all cases the 120-day retention is active, so a document created for testing in preview or acceptance has a 120-day retention period.

The production storage account has Geo-replication redundancy (see chapter on Data Residency). The non-production storage account has local redundancy.



[16] Change is planned during Q3 2025 and will be announced on Community4U

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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 90 days are automatically archived.

The Report orders stored in the Server Logging directory:

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

Archived reports orders (older than 90 days) 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 SaaS 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.

Customer files transferred to Unit4 SaaS must be provided in an unencrypted format, as encryption in transit and at rest is handled by Unit4 SaaS.

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.

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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 robust, transparent encryption methods appropriate to each hosting environment. In the Nordic data centre (Conapto AB), this is achieved through whole disk encryption. In Azure environments, data is protected using a combination of whole disk encryption and Transparent Data Encryption (TDE) at the database level. For more information, please refer to the Unit4 Information Security Policy 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, 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

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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 Platform Services use dynamic IP addresses; therefore, IP Allowlisting is not supported for any combination of ERP CR products with any Platform Services. As an exception IDS does support IP Allowlisting in combination with ERP CR, whereby the Customer IDP must be publicly accessible. For further details, please refer to Schedule D.

Component lifecycle and security dependencies

All Services, and infrastructure components used within the Unit4 ecosystem are subject to a defined product and component lifecycle. This applies to both Unit4-developed components and third-party technologies that form part of ERP CR.

To maintain the security, integrity, availability, and performance of the Service, all components must remain within vendor-supported versions and lifecycle states (e.g. TLS versions, .NET frameworks, Unit4 add-ons, or statutory localizations).

When a component of ERP CR reaches end-of-support or end-of-life, Unit4 will automatically replace, upgrade, or remediate the component as part of its standard operational and security processes. Customers cannot opt out of these changes, as the continued use of unsupported components of ERP CR would introduce unacceptable security and stability risks to the Service.

Automatic updates described in this section apply only to components Unit4 can update without Customer-supplied credentials. Components requiring Customer-owned credentials, as outlined in Schedule A and Schedule B, follow the request-based process defined in those schedules.

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 at www.unit4.com/service-descriptions under *Technical Documents*.

In addition to the Unit4 Cloud Technical Guidelines and Limits document, the Customer must comply with the limits published in (a) the Limits page of the Unit4 ERPx online help, which sets out functional limits for Unit4 ERPx processes and modules (such as batch API row limits and payment proposal limits), and (b) the "Limits and quotas" page of the Unit4 Developer

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Portal, which sets out Unit4 ERPx API rate limits and quotas (such as request rate, data transfer and batch size). These documentation resources may be updated from time to time in accordance with the Unit4 General Terms of Business.

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.

QBF is not supported in Unit4 SaaS. BIF is only allowed for existing Customers to generate regular import data files to be processed by standard processes. BIF is not configured with full direct DB access.

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14. Unit4 ERP Archive SaaS

The Customer who has its SaaS Agreement ended can subscribe to the Unit4 ERP Archive SaaS Service as a new contract. It provides the ability to retrieve Customer's historical data in the Unit4 SaaS environment, see other optional services for more details.

https://community4u.unit4.com/cloud/documentation

SCHEDULE A: Localisations by country

* Installed on request.

Please note that Swedish localizations and add-ons (starting with SE- and marked with * in the table below) will be installed and updated by Unit4 on request only. Where the Customer requires the installation and any subsequent Updates or Releases of Swedish localizations and add-ons, the Customer must submit a Service Request to Unit4 via Community4U and provide their application credentials.

These localizations require Customer-supplied credentials and are therefore excluded from Unit4's automatic update processes. For these credential-dependent localizations, the Customer remains responsible for ensuring that all statutory, regulatory, and security-relevant updates are requested in a timely manner, as Unit4 cannot deploy such updates without the necessary credentials.

The Customer is not permitted to ask Unit4 or its personnel to undergo any extra security checks beyond those already set out in the Agreement to obtain such credentials. If the required credentials cannot be provided, the localization or add-on will not be installed, and the relevant Updates or Releases cannot be deployed by Unit4.

Australia

Engine	SKU	Product name
AU-DE- FINPROC-SAAS	AU-ABA	Australian Domestic Payments (ABA format)
AU-HRPAY-SAAS	AU- AGRPRXAU	Australian tax & healthcare

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

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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-Bilianz]
	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

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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

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	CA-NAP13	Workers Compensation Module (Worksafe BC interface)
	CA-NAP20	Canada Payroll tax engine
	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

Classification - Business (TLP Green)

	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)

Classification - Business (TLP Green)

	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

Classification - Business (TLP Green)

	SE-L46ARW-10*	Payment report format base
	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 base
	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

Classification - Business (TLP Green)

	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)

Classification - Business (TLP Green)

	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

Classification - Business (TLP Green)

	SE-PRS100	PAYE return on individual level
	SE-SEMSK*	Holiday debt report local authorities
	SE-TAXSE	Tax report Sweden

Switzerland

Engine	SKU	Description
CH-FINPROC-SAAS	DE-SWISSPAYMENTS	Swiss payments

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
	UK-TP	Teachers' Pension reporting MCR

Classification - Business (TLP Green)

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.

* Installed on request.

Please note that Swedish localizations and add-ons (starting with SE- and marked with * in the table below) will be installed and updated by Unit4 on request only. Where the Customer requires the installation and any subsequent Updates or Releases of Swedish localizations and add-ons, the Customer must submit a Service Request to Unit4 via Community4U and provide their application credentials.

These localizations require Customer-supplied credentials and are therefore excluded from Unit4's automatic update processes. For these credential-dependent localizations, the Customer remains responsible for ensuring that all statutory, regulatory, and security-relevant updates are requested in a timely manner, as Unit4 cannot deploy such updates without the necessary credentials.

The Customer is not permitted to ask Unit4 or its personnel to undergo any extra security checks beyond those already set out in the Agreement to obtain such credentials. If the required credentials cannot be provided, the localization or add-on will not be installed, and the relevant Updates or Releases cannot be deployed by Unit4.

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[17]	ALL	Batch Input Formatter (Excel plug-in)

[17] BIF will be installed with the capability to generate import data files. BIF will not have direct database update capabilities

Classification - Business (TLP Green)

SKU	Country	Product name
UK-DLOAD	ALL	Data Load
UK-ETL	ALL	ETL[18]
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
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

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

Classification - Business (TLP Green)

SKU	Country	Product name
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[19]
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)
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[20]

[19] Only available via Nordic DC, excluding the Inobiz/EDIFACT connectors (to be replaced by PEPPOL). Additional Customisations are required to add Customer specific integration capabilities.
[20] Only available via Nordic DC and in combination with SE-600028.

Classification - Business (TLP Green)

SKU	Country	Product name
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
SE-PA16*	SE	Pension report and file
UK-ADL	UK	Address Look up[21]
UK-EPROCCR	UK	E-procurement CR -Punchout and eInvoicing[22]
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[23]
UK-IFI-SR	UKI	Integrated Financials Interface-Student Records[24]

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

Classification - Business (TLP Green)

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.

Specialized queue configurations beyond the standard can be discussed upon additional pricing.

The tailored solution is not available for the Unit4 Platform Services, these are always shared (Unit4 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.

Classification - Business (TLP Green)

SCHEDULE D: Other Optional Services

All optional service description documents are available in Community4U.

	Service name	Description
1.	**ERP CR Read-Only Database Replica Service**	This document outlines the Read-Only Database Replica service provided by Unit4, detailing its capabilities and limitations to ensure clear understanding for potential Users.
2.	**Additional Custom Folders**	The Additional Custom Folders Service enables Customers to purchase a package of additional 5 (five) extra folders beyond the initial five (CF1, CF2, CF3, CF4, CF5) available in the Citrix Workplace App.
3.	**Additional M2M clients**	This document outlines a new service that allows Customers to acquire up to 80 additional IDS M2M clients, catering to medium and large enterprises requiring integration of Unit4 solutions.
4.	**Additional Non-Production Environment**	Unit4 provides three core environments—one Production and two Non-Production (Acceptance and Preview)—and offers an Additional Non-Production Environment service for an extra charge to support Customers' development, testing, or quality validation needs.
5.	**Additional NPE Database Refresh**	The Additional NPE Database Refresh service offers a yearly subscription, allowing Customers to copy and store Databases beyond the Production Environments with 5 extra NPE refreshes per month.
6.	**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.
7.	**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 Services.
8.	**Additional SFTP Account**	Additional SFTP Account service provides extra SFTP accounts beyond the standard provision. Customers receive two sets of credentials per environment by default, with additional accounts available upon request for an extra charge.
9.	**Additional Tables Database Replica**	Unit4's service enables Customers to add extra tables to their read-only database replicas beyond the default allocation of 40, at

Classification - Business (TLP Green)

	Service name	Description
		an additional cost. This service offers the necessary flexibility to meet increasing data management needs.
10.	**Additional Transactional Storage**	The Additional Transactional Storage service provides Customers of our SaaS with the capability to extend their allocated transactional database storage beyond the default quota defined in the appropriate service description.
11.	**API Call Enhancement Service**	The API Call Enhancement Service is designed to empower businesses by expanding their API request capacity, assisting with scalability and optimized performance.
12.	**Citrix IP Allowlisting Service**	The Unit4 IP Allowlisting Citrix 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.
13.	**Cloud Additional Storage**	The Unit4 SaaS Additional Storage Service offers scalable storage for Data Files and Document Archive s, starting with 250 GB. Customers can purchase additional 100 GB packages as needed, available on a yearly subscription to meet growing storage needs.
14.	**Controlled EU Access**	This service add-on ensures that where Unit4 ERP CR SaaS instances are hosted within the EEA or equivalent countries, safeguarding Customer data by regulating privileged access from outside these regions.
15.	**Database Replica Service for ERP CR**	Describes the optional database replica service available for ERP CR, including its scope, features, and operational guidelines.
16.	**Microsoft Word Access**	The Unit4 Desktop Microsoft 365 Access – Microsoft Word service offers Customers the opportunity to purchase an annual subscription for each User, providing access to a Microsoft Word license exclusively through the Citrix Workspace app.
17.	**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.
18.	**Enhanced SLA for Non-Production Environment**	This service is sold per environment and is available exclusively to Customers who have already purchased the Non-Production Environment with Production Environment Specification service. It ensures the same SLA standards as production environments, including availability percentages and support responsiveness.

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	Service name	Description
19.	**Legacy Environment Retention Service**	The Legacy Environment Retention Service enables Customers to retain access to their previous Preview environment following the successful migration to Cloud 2.0/ERPx. This service is designed to support transitional testing, validation, and business continuity during post-migration stabilization.
20.	**Non-Production Environment with Production Specification**	The Non-Production Environments with Production Specification service is an annual subscription offering that provides Customers with individual non-production environment configured to match production-level infrastructure specifications.
21.	**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 Unit4 SaaS SFTP account, automatically blocking all others (excluding dynamic addresses).
22.	**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.
23.	**SSMS Access to Database**	The SSMS Database Access service grants Customers entry to SQL Server Management Studio (SSMS), a powerful tool for managing SQL Server databases. This service offers Users full read-only access to their non-production databases.
24.	**Unit4 Archive SaaS Service**	Unit4 Archive SaaS Service is available to the Customer upon termination or expiration of the Agreement, enabling continued, read-only access to historical data.
25.	**Cloud Enterprise Package**	The Unit4 Enterprise Package Service is designed to assist Customers who require close collaboration on the technical side of their application. This white-glove service provides dedicated technical expertise, proactive guidance and hands-on support to ensure seamless system operation and alignment with business objectives.
26.	**Cloud Performance Package**	The Unit4 Performance Package Service is tailored for Customers with high-volume data and critical timelines. It provides detailed solution monitoring, proactive database optimizations and identifies processing bottlenecks specific to a Customer.
27.	**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.
28.	**Web IP Allowlisting Service**	The Unit4 IP Allowlisting Web service is an optional feature to enhance security and control over access to our Customers'

Classification - Business (TLP Green)

	Service name	Description
		environments via web interface. This document provides an overview of the service, detailing its benefits, limitations and relevant information.
29.	**Weekend Cloud Operations Support Service**	Our Weekend Cloud Operations Support Service offers businesses 16 hours of dedicated cloud engineer assistance annually, ensuring smooth weekend operations for critical activities like go-live events and system upgrades.
30.	**Digital Operational Resilience Act (DORA) Compliance Support**	This service ensures your organization meets Digital Operational Resilience Act (DORA) requirements while strengthening operational resilience in non-critical services.
31.	**Availability SLA for SQL Replica Service**	The Service provides Customers with a defined service availability for their SQL replica instance. This Service is designed to support business continuity, reporting and analytics needs.
32.	**Downloadable Production Database Backup on Demand**	Enables Customers to request and store downloadable backups of their Production Environment databases on demand.
33.	**Application Pool Recycle on Demand**	Provides Customers with the ability to trigger a recycle of their application pool on request.
34.	**Additional AINAPS Service**	The Additional Instance of AINAPS Service is offered as an annual subscription, entitling Customers to provision 1 (one) additional AINAPS instance for Production Environment.
35.	**Additional Workflow Service**	The Additional Instance of Workflow Service is available as an annual subscription, entitling Customers to provision 1 (one) additional Workflow Service for Production Environment.

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SCHEDULE E: Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning as defined in Unit4's General Terms of Business or applicable Service 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.
Platform Service	The Platform Service is a set of core services that underpins the application providing services such as identity, integration, data management and AI foundation.

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Term	Definition
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

Classification - Business (TLP Green)

Notable Changes from V. 2026 Q2

These are the updates from the previous version incorporated into the current 2026 Q3 release.

- The Introduction was reviewed and updated with a clarification of the documentation provided as part of the Service.
- Section 12.6 Limits and regulations on usage was updated to include references to the limits published in the Unit4 online help and the Unit4 Developer Portal.

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