Statement of Work (SOW) - Customer-Specific E-Invoicing Export via PEPPOL One-Time Services

Project Summary

Provider will work with Customer to complete the following as a part of this project:

- Integration of Customer-Specific E-Invoicing Export via PEPPOL

Assumptions

Customer-Specific E-Invoicing Export via PEPPOL

This integration will utilize a third-party service, StoreCove. StoreCove's infrastructure will facilitate sending supported e-invoices formats through the PEPPOL network.

The Customer environment is operating on the latest version of the Services, ensuring optimal performance and security.

The Customer provided all necessary details prior to the start of deployment, facilitating a smooth integration process.

Limitations

Customer-Specific E-Invoicing Export via PEPPOL

Customer-Specific E-Invoicing Export via PEPPOL is exclusively available in the region supported by the third-party provider, which includes Australia, Austria, Belgium, Canada, Denmark, Estonia, Finland, France, Germany, Iceland, India, Ireland, Italy, Japan, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, Spain, Sweden, Switzerland, United Kingdom, and United States. Some countries may incur additional costs due to regulations, which will be flagged in advance.

The structure of E-Invoicing may necessitate adjustments in invoice creation to meet integration requirements, potentially leading to further costs.

Only one (1) invoice report for export is included with the base product.

The export functionality is limited to payment plans and event invoices only.

Receiving invoices is not supported.

The integration can't be used without a General Ledger ("GL") with resource mapping.

Invoices with errors in the GL will not be exported to ensure data accuracy and must be corrected by the Customer.

The integration will not automatically update the invoice status in the GL, necessitating manual intervention to reflect the correct status.

The invoice format must be supported by Storecove as specific formats or regional requirements may incur additional costs.

Scope of Services

Kick Off

Provider responsibility

- Internal handover and preparation.
- One (1) thirty (30)-minute remote kick off meeting.

Customer responsibility

- Ensure project scope is accurate and fully aligns to all business requirements.
- Raise any risks, blackout periods for software release, resourcing plan.
- Ensure key project resources and stakeholders can attend kick off meeting.

Discovery

Provider responsibility

- One (1) thirty (30)-minute remote session to explain the standard mapping, covering key data fields, transformation logic, and workflow explanation and ensuring clarity on integration.

Customer responsibility

- Ensure key resources attend discovery session.
- Provide an understanding of business processes, data, and requirements.

Build

Provider responsibility

- Provide documentation on how to set up the General Ledger with resource mapping, including key configuration steps and mapping logic.
- Offer up to two (2) sixty (60)-minute remote validation sessions to review and confirm the General Ledger setup and address any potential configuration issues.
- Deployment of the E-Invoicing Webhook, ensuring the integration includes a default mapping of the exported data to relevant fields.
  - Enable the sending of invoices based on dynamic lookups for exchange networks within the E-Invoicing system.
  - The minimum required data in the standard mapping comprises debtor information, invoice header data (invoice number, date, and total amount), and detailed line items (individual charges, quantities, and descriptions).
- Provide documentation on the functionality of the E-Invoicing Webhook.

Customer responsibility

- Customer resources allocated to set up the General Ledger with Resource Mapping include personnel responsible for providing accurate financial data, configuring chart of accounts, verifying data consistency, and ensuring alignment with the Customer's accounting processes and system requirements.

Training

Provider responsibility

- Up to eight (8) hours of remote training sessions on how to set up the General Ledger with Resource Mapping, covering the configuration of financial structures, mapping processes, and key system settings.

Customer responsibility

- Ensure appropriate users are selected and attend all training sessions.

Testing

Provider responsibility

- One (1) sixty (60)-minute remote meeting to introduce an example test plan and the process to raise issues.
- Up to four (4) thirty (30)-minute remote meetings to review and resolve any issues, with follow up.

Customer responsibility

- Customer is responsible for preparing for and executing user testing, including creation of test plans, test cases, and test scripts to cover all key scenarios.
- Ensure key resources attend all testing meetings.
- Promptly, raise any issues found (that are within the scope of work).
- The testing phase will last no more than two (2) weeks, during which all testing activities and issue resolutions must be completed.

Launch & Post Launch

Provider responsibility

- Up to one (1) thirty (30)-minute post-launch support review meeting, to discuss any immediate concerns, and ensure the solution meets expectations.
- Internal handover as needed.
- Project Closure

Customer responsibility

- Ensure key resources attend all post launch support review meetings.
- Complete customer satisfaction survey.

Project Management

Provider responsibility

- Creation and maintenance of project plan.
- Coordination of resources, activities, meetings in alignment with timelines and milestones.

Customer responsibility

- Nominated project lead.
- Coordination of activity and resources on customer side to align to project plan and schedule.

Exclusions

- Should Customer-specific requirements exceed the effort included in this scope, the Provider will offer an estimate for the additional work through an additional Order Form.
- Any modifications to the default mapping of the invoice format or reports will result in additional custom scope and associated costs.
- Any configuration outside the defined scope within the system will result in additional custom scope and associated costs.
- The Customer will be responsible for all necessary licenses for any third-party software or tools required.

Project Schedule

The estimated timeline for this project is 4 weeks. However, Provider and Customer will create and agree in writing (email acceptable) to a joint project plan. The plan is *an estimate* and subject to change with mutual written agreement.