

Services description for ReadSoft Online

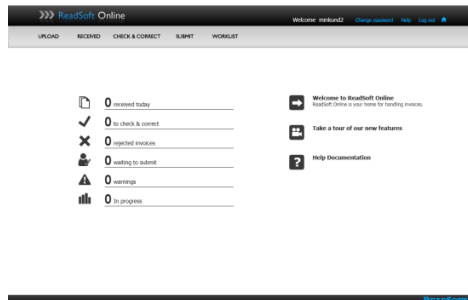
Introduction

ReadSoft Online is a cloud-based service that automates the account payable (AP) process in an organization. It seamlessly integrates with a number of on premise or cloud-based ERP applications.

In the automated AP process, electronic and paper-based invoices are sent to ReadSoft Online where relevant information is extracted, verified and, together with the images, sent to the target system. An approval workflow can be initiated as part of the AP process—either already implemented or one set up in ReadSoft Online. The documents can be stored in ReadSoft Online or an alternate external application.

End user process

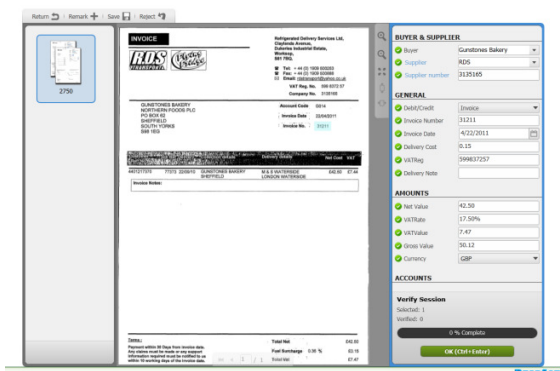
Invoices are received into the system either directly from suppliers, or by end users who scan and automatically upload invoices to ReadSoft Online. Automatic extraction is then initiated, corrected and accepted. All user interactions are carried out in ReadSoft Online's user-friendly



web interface. Invoices are transferred to a receiving ERP application, either directly or via an approval process. The approval process can be supported by the ReadSoft Online service or an alternative external application. Users are able to store and retrieve historical invoices. It's also possible to upload attachments to existing invoices if ReadSoft Online storage functionality is used.

ReadSoft Online efficiently captures both header and line items from supplier invoices by incorporating advanced technology, refined business logic and country-specific knowledge.

Verification/correction of captured information by ReadSoft Online is normally performed by the end user, but can also be done as a service by a partner/ReadSoft.





Availability, delivery, expected quality and support

ReadSoft Online is available for login 24/7 with a guaranteed average uptime of 99.5%.

ReadSoft Online includes of the following functions/services:

- **Arrival confirmation**
Uploaded images are published at the users' "receive area," typically within one minute after arrival. The automatic extraction of header and line item (optional) data is initiated.
- **Verification**
After data extraction, invoices are available for verification in normally 1-2 minutes, and no longer than 60 minutes. After verification, images and corresponding data are available for ReadSoft Online workflow or for export to an external application.
- **ReadSoft Online storage (optional)**
Invoices and, if applicable, any original incoming e-mail are made available for retrieval in ReadSoft Online storage. Additional documents can also be attached to an invoice.
- **ReadSoft Online workflow (optional)**
Approval workflow is automatically triggered based on invoice data. After the final step in an approval workflow, invoices and corresponding data are available for export.
- **Export**
The invoice image and corresponding data are exported to the receiving application. If ReadSoft Online storage is used, the information is kept long term in ReadSoft Online.

ReadSoft Online delivers, at minimum, 80% correct data quality of captured standard header fields. If ReadSoft Online "Verification" service is utilized, a minimum level of 98.5% correct fields is guaranteed with verification ready latest 24 hours (service hours) after invoices have arrived in ReadSoft Online. Field correctness of 99.9% can be implemented by using a "four eyes principle."

Support services are available through ReadSoft's customary support channels. Incidents will be addressed during ReadSoft service hours. Actions following an incident report that pertain to services not available will start no longer than 15 minutes after the received notification. Resolution to such incident will be established within one hour of the received failure notification.

In order to uphold ReadSoft's delivery and quality commitments, the received documents must meet established pre-requisites including: document quality, sender identification, required export data, and established document type.



Users of ReadSoft Online are responsible for all third party software and equipment such as scanners, web browsers, firewalls, etc., Third party software and hardware must be correctly installed and configured to allow traffic to ReadSoft Online domains. If applicable, users must also be able to send email. Users must also comply with all technical specifications for ReadSoft Online like file formats, and established sorting orders.

Miscellaneous

Captured information

The following standard header fields are typically captured by ReadSoft Online, but will vary by country.

- Organization number
- Invoice type (debit/credit)
- Currency code
- Invoice number
- Invoice date
- Due date
- Net amount
- Gross amount
- Vat amount
- Bank accounts
- IBAN number

Other fields may be configured for capturing.

Line item capture typically includes the following dimensions:

- Quantity
- Article number
- Description
- Amount

ReadSoft Online Connect

ReadSoft Online Connect is an application that is used when an on-site installation is the receiving application. ReadSoft Online Connect is used to perform a number of tasks, such as:

- automatically uploads invoices to ReadSoft Online from a configurable directory
- downloads output data from ReadSoft Online and automatically registers supplier invoices in receiving application
- transfers master data between ERP and ReadSoft Online

ReadSoft Online Connect normally runs as a background service on a standard PC or server and uses encrypted https-protocol to communicate. It is automatically updated when new releases are made available.

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Input methods

ReadSoft Online is able to receive invoices in a number of different ways. Invoices can be:

- a) sent as an attachment to a configurable e-mail address.
- b) uploaded via ReadSoft Online Connect.
- c) uploaded via ReadSoft Online's web interface

Invoices can be received one by one or in batches when they are separated with blank pages. One-page invoices—sent in separate batches—do not need blank pages.

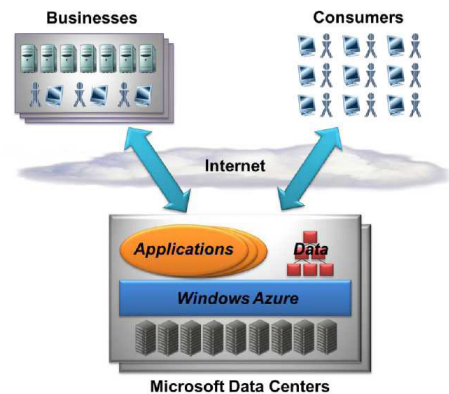
Availability

ReadSoft Online is currently available through local ReadSoft subsidiaries in Australia, Brazil, Denmark, Chile, Finland, France, Germany, the Netherlands, North America, Norway, South Africa, Spain, Sweden, Switzerland and the United Kingdom. ReadSoft Online currently accepts invoices from the following countries:

- Australia
- Belgium
- Canada
- Chile
- Czech
- Denmark
- Finland
- France
- Germany
- Great Britain
- Italy
- Mexico
- The Netherlands
- New Zealand
- Norway
- Poland
- Portugal
- Spain
- Sweden
- Switzerland
- USA

Deployment environment

ReadSoft's SaaS application is built on Windows Azure—the most robust and capable cloud-based platform for the management of data and document processing, automated workflow and throughput to an ERP system. Organizational leaders and ReadSoft partners who recognize the need for a solid, secure and scalable cloud-based platform for their financial processes can appreciate Microsoft's earned reputation for high-quality, reliable architecture. Even more, the worldwide support and functionality that Windows Azure offers is necessary for 24/7 requirements of cloud-based invoice processing.



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Browser support

Users interact with ReadSoft Online through a web-based application. The supported browsers include (limited support for MacOS):

- IE8 or later, Firefox 15 or later and Chrome 22 or later

Also required are:

- The Silverlight 5 web-browser plug-in (if not already installed, users are automatically prompted to install at the first time of access to ReadSoft Online).
- For drawing line item fields on invoices, ReadSoft Online Connect is required.
- Adobe Flash Player (required for Help).

Supported applications for reading email stored in ReadSoft Online storage

In order to view email attachments in ReadSoft Online storage, an email application or other applicable reader supporting the eml file format is needed.

Supported input file formats

Image formats

The following image file formats are supported by ReadSoft Online:

- JPEG, JPG
- PDF version 1.3 to 1.7
- PNG
- TIFF, TIF

Image quality

- All invoice images must have a height of at least 1,000 pixels.
- Recommended resolution: 300 DPI.
- Color mode: Color, gray scale and bi-tonal images are supported.
- Scanning mode: Simplex and duplex scanning is supported. Blank pages are automatically removed.

XML formats

When sending invoices via email, ReadSoft Online currently supports XML input in these formats (in addition to the image formats above):

- E2B
- EHF
- OIO
- Svefaktura

Each email is limited to one XML file (attached), containing one XML invoice.



When a XML invoice is verified, an invoice image is generated from the XML to make verification easier.

Screen resolution

Recommended screen resolution: 1280 X 1024

Internet bandwidth

To ensure a quality user experience, a minimum of a 2 Mbit internet connection is recommended.

Definitions

- ReadSoft service hours are weekdays 08.00-17.00 vendor local time.
- Statistics like uptime are calculated over a 12 month period. Excluded from the calculation are short interruptions for maintenance and updates during ReadSoft maintenance window (weekdays 04.00 – 07.00).
- All time mentioned, unless otherwise stated, is Central European Time with Daylight Saving Time (CET, DST).