

Appendix E

Specification and documentation of standard Mazepay Services

Effective from: 1st of August 2023

1. Configuration of the Services	Mazepay	Customer
<p>Issuing Partner integration Implementation and ongoing maintenance of the integration to the Issuing Partner including but not limited to integration security and certifications.</p>	X	
<p>Issuing Partner data exchange Implementation and ongoing exchange of data (e.g. request data, transaction data, reconciliation data) with the Issuing Partner in order to enable the Customer's ongoing use of the Services.</p>	X	
<p>Request form Implementation and changes to the request form is done by the Mazepay Customer Success based on organisational requirements from the Customer.</p>	X	
<p>Approval flow Implementation and changes to the approval flow is done by the Mazepay Customer Success based on the policies and instructions from the Customer.</p>	X	
<p>Other configuration changes (categories, cost centres etc.) Customarily configuration changes are based on automatic import of master data from the Customer based on an API integration (e.g., Cost Objects in SAP). It is therefore the Customer's responsibility to ensure that relevant master data is updated if such data is delivered through an integration. Alternatively, Mazepay Customer Success can perform any required configuration changes based on input from the Customer.</p>		X
<p>All configuration changes related to Payment Services Mazepay is responsible for updating any configuration changes related to Payment Services based on input from authorised Customer employees.</p>	X	
<p>User Management Customarily, User Management is based on Single-Sign-On from the Customer's existing infrastructure - such as Azure AD SSO, Google Workspace, Okta or similar. Alternatively, the Customer can maintain the users and permission directly in the Mazepay Services using an admin user with adequate permissions.</p>		X
<p>Reports Mazepay Customer Success can help set up reports based on the input from the Customer if needed. Note that the day-to-day need for information is accessible directly in the Mazepay Services without the need for downloadable reports.</p>	X	

Retention of purchase documentation Mazepay shall ensure to retain the Customer Content (e.g., provided purchase documentation) in accordance with the Customer's instruction where applicable. This applies to all purchases made via the Mazepay Service including but not limited to Invoice Management. Mazepay may retain Customer Content where required by Applicable Law.	X	
2. Payment Services – Supplier Management (where applicable)	Mazepay	Customer
Invitation of a single Supplier The Customer is responsible for inviting a new Supplier by searching and selecting the correct country and company ID in Mazepay as well as specifying the email of the contact person at the Supplier.		X
Invitation of Suppliers in batches Mazepay Customer Success can assist in initiating invitations of larger quantities of Suppliers in batches based on input from the Customer. The Customer shall deliver the required Supplier information in an excel format or similar.	X	
Onboarding of the supplier Mazepay is responsible for onboarding and performing the know-your-customer, compliance checks based on an individual risk-based approach for each Suppliers. These checks may include but not limited: <ul style="list-style-type: none"> • Supplier identity resolution • Supplier active status • Supplier's nature of business • Supplier's bank account verification • Adverse media screening • Sanctions screening • Politically exposed persons screening Mazepay aims to automate such checks but may require individual Suppliers to manually provide relevant documentation where 3rd party data service providers do not have the required documentation.	X	
Ongoing compliance checks of the supplier Mazepay is responsible for the ongoing compliance checks of the active Suppliers in accordance with Applicable Law.	X	
Removal of a single supplier The Customer is responsible for removing a Supplier from the Customer's account by deactivating it via the Mazepay Services.		X
Removal of multiple suppliers in batches Mazepay Customer Success can support deactivation of multiple Suppliers from the Customer's account in batches based on request from persons with adequate permissions of the Customer. The Customer shall deliver the required Supplier information in an excel format or similar.	X	
Supplier Code of Conduct The Customer shall provide their updated Supplier Code of Conduct where such is applicable for the activated Suppliers.		X

<p>Collecting acceptance of Supplier Code of Conduct Mazepay shall enable collecting the individual Supplier’s acceptance of the Customer’s Supplier Code of Conduct where applicable in accordance with the instructions given by the Customer.</p>	X	
3. Payment Services - Invoice Management (where applicable)	Mazepay	Customer
<p>Upload of invoice The Customer is responsible for uploading an invoice related to a specific request and define the payment amount and date of the invoice.</p>		X
<p>Payment of the invoice Mazepay shall ensure payment of an invoice to a Supplier on the Customer-defined invoice payment amount and date. Mazepay may initiate the payment up to 10 business days prior to the Customer-defined payment date in order to ensure timely payment to all active Suppliers.</p>	X	