

Appendix E
Specification and documentation of standard Mazepay Payment Services

Effective from: 1st of September 2023

1. Configuration of the Services	Mazepay	Customer
Onboarding information and/or documentation provision The Customer is responsible for delivering all required and/or requested documentation for the purpose of the Supplier onboarding including but not limited to Authorised Representative personal documentation (e.g., passport scan, etc.), company information for use of the Payment Services, etc.		X
Additional onboarding information/documentation collection Mazepay may request additional information and/or documentation on the Customer according to the set due diligence carried out given that the information and/or documentation collected is not sufficient for the onboarding purpose.	X	
All configuration change requests related to Payment Services The Customer is responsible for requesting updates to any configuration changes related to Payment Services based on input from authorised Customer employees (e.g., registered account including validation, update to organisation, etc.).		X
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.	X	
User Management The Customer communicates changes to the required users with relevant access to the Mazepay Services including Payment Services.		X
Reports Mazepay Customer Success can help set up reports based on the input from the Customer where needed.	X	
Retention of documentation Mazepay shall ensure to retain the Customer Content (e.g., provided documentation) in accordance with the Customer's instruction where applicable. This applies to all invoices handled via the Mazepay Payment Services including but not limited to Invoice Management. Mazepay may retain Customer Content separately where required by Applicable Law.	X	
2. Payment Services – Buyer Management	Mazepay	Customer
Acknowledge required Supplier Code of Conduct The Customer shall where required review and acknowledge Supplier Code of Conduct on individual Buyers or from Mazepay as applicable.		X
Maintain overview of Supplier Code of Conduct	X	

Mazepay shall show where and which Supplier Code of Conducts were approved either Mazepay Business Partner Code of Conduct or the activated Buyers' Supplier Code of Conduct.		
3. Payment Services - Invoice Management	Mazepay	Customer
Upload of invoice The Customer may - where requested by the Buyer - upload an invoice related to a specific request and define the payment amount and date of the invoice.		X
Payment of the invoice Mazepay shall make payment of an invoice to the Customer on defined invoice payment amount and date as set out by the Buyer.	X	