

Exhibit A to Additional Terms for Process AP Service

Ricoh Process AP Service Description

I. Ricoh Process AP Bundles

The Ricoh Process AP Services are delivered as a bundled offering (i.e., Basic, Standard, and Premium). The various features and capabilities included with each bundle are described below.

Features & Capabilities included	Basic	Standard	Premium
3-way matching	Included	Included	Included
Data storage	20 GB	20 GB	20 GB
Documents ¹	500/month	1000/month	1000/month
Users (will have access to Database, Scan & Capture)	5 Users	5 Users	5 Users
Suppliers set up	5 Supplier	5 Suppliers	10 Suppliers
Initial Implementation	Included	Included	Included
Access to online material	Included	Included	Included
Reporting	Included	Included	Included
Approvals workflow up to 3 levels	N/A	Included	Included
QuickBooks / Sage Integration		Optional	Included
Mobile app		N/A	Included
Customized logo			Included
Additional vendor setup	Optional	Optional	Optional

¹ "Document" is a page from which data is extracted. By way of example: A 2-page invoice requiring information to be extracted from both pages is considered two (2) documents. A 2-page invoice where data is extracted from the first page, and the second page contains merely Terms & Conditions from which no data is extracted, is considered one (1) document.

II. Scope of Implementation Services for Ricoh Process AP

A. Project Objective

The main objective of this project is to provide the Customer with the Ricoh Process AP Solution to automate the reconciliation of invoices by way of up to a

- Three (3) way-match (Basic)
- Three (3) way-match and approval to pay (Standard)
- Three (3) way-match, approval to pay, and synchronization with specific accounting applications (Premium)

B. Services Detail

The following are the services and tasks that Ricoh will perform to fulfill the defined deliverables. Ricoh shall provide the Services remotely.

C. Solution Configuration Details

Configuration Activity	Basic	Standard	Premium
Add up to five (5) Users and configure predefined roles.	Included	Included	Included
Create a parsing rule for the customer’s outbound PO.	Included	Included	Included
Create a parsing rule for a packing list or bill of lading from up to five (5) different suppliers.	Included	Included	N/A
Create a parsing rule for an invoice from up to five (5) different suppliers.	Included	Included	
Configure predefined approval workflow.	N/A	Included	Included
Create a parsing rule for a packing list or bill of lading from up to ten (10) different suppliers.		N/A	Included
Create a parsing rule for an invoice from up to ten (10) different suppliers.			Included
Add Customer Logo to the home page.			Included
Provide Access and instructions on configuring the QuickBooks or Sage API.			Included

D. Training

Ricoh will provide training to Customer covering the following topics:

- Review of data Extraction from Purchase Order Format
- Review of data Extraction from a Packing List or Bill of Lading
- Review of data Extraction from an invoice
- Navigating RICOH Kintone plus
- How to perform a 3-way match in RICOH Kintone plus
- Approval Workflow (Standard & Premium Only)

Additional training by Ricoh may be requested through the Change Control process.

E. Customer Responsibilities

The successful completion of the Project depends on the full cooperation and participation of Customer. Ricoh's performance, and all timelines and Fees are dependent upon the availability, completeness and accuracy of necessary information and data, the availability of key personnel, and upon Customer’s timely and effective performance of its responsibilities under this document.

Customer shall be responsible for providing the following:

- User list and time for user training
- Documents for machine learning training—examples of the document are
 - Outbound PO
 - Delivery notes
 - Invoices
- Supplier list
- Participation in testing of QuickBooks or Sage integration (if applicable)

- Dedicated internal project team lead who can verify that all requirements set forth in this document have been satisfied.

F. Change Control

Changes to the scope of the Services shall be made only in a written Change Order signed by both parties. Ricoh shall have no obligation to commence work in connection with any change until the fee and/or schedule impact of the change, if any, and all other applicable terms are agreed upon by both parties in writing. The following list provides a detailed process to follow if changes to components within the scope of this document are required.

- A written Change Order (CO) will be the vehicle for communicating and memorializing the change. The CO must describe the proposed change, the reason for the proposed change, and the effect the proposed change will have on the Project or Services.
- The designated project team lead of the requesting party will review the proposed change and determine whether to submit the request to the other party.
- Both project teams will review the proposed change and approve it for further investigation. Ricoh will specify if there will be any charges for such investigation, which may be incorporated into the CO. The investigation will determine the effect that the implementation of the CO charge will have on price, schedule, and other terms and conditions of this document.
- A written Change Order must be signed by both parties to authorize the implementation of the changes.

G. Project Assumptions

- Customer is running a supported, modern browser (*i.e.*, Chrome, Edge, Firefox)
- Customer has the capability to scan and convert paper documents into a PDF or TIFF format.
- Implementation will be completed within three (3) months from execution date of the order.
- Additional Services can be purchased as required.