GTM Policies

ONESOURCE™ Global Trade

2th Generation

Contents

Revision History

Date	Version	Update Description
11/04/2021	1.0	Document version and review.
01/29/2023	V23R1	Document review.

Introduction

Dear user,

This guide was prepared to present Thomson Reuters policies regarding the lifecycle of its products and the ways to contact Thomson Reuters regarding ONESOURCE™ GLOBAL TRADE solutions, making it possible to place requests for problem fixes, answers to questions, new services, and to suggest product improvements, among other actions.

It is important to follow the guidelines to secure:

- Agility and quality related to the request.
- Joint understanding of the request with Thomson Reuters.
- Traceability throughout the entire response process flow.
- Full satisfaction.

Our focus is to ensure quality in the provision of services and address the presented needs. We therefore recommend reading this information carefully and referring to it when necessary. In this document, the words “release” and “version” are synonymous.

If you have any doubts, remember, we are always ready and willing to assist you!

Happy reading!

Thomson Reuters ONESOURCE™ GLOBAL TRADE Team.

Products

In this section, we will present information about the lifecycle of our solutions, our policy for updates, evolutions and evaluating suggestions.

Product Management Area

The product management area is responsible for planning the lifecycle of our products, defining the roadmap for legal changes and developments.

This is the area that conducts research related to products and market, and that receives and evaluates suggestions for improvements in the default version of the ONESOURCE™ GLOBAL TRADE solution.

Version Policy

Thomson Reuters’ policy on ONESOURCE™ GLOBAL TRADE releases consist of organizing a cycle of periodic releases to the market covering all functional and technological developments included in the product.

New releases or versions can contain not only product enhancements and new features, but also legal changes and bug fixes.

These new versions are available according to a schedule previously disclosed and published in the Customer Center.

Documentation related to each new release, such as user manual, release notes, and interface guides can be found at the following address: Customer Center.

New releases are communicated to customers via e-mail by product managers.

Need for periodic updating with a focus on information security:

Thomson Reuters invests resources to make the use of applications secure for all its customers, as any flaw can be an invitation to outside agents, leading to data theft/leakage or technical failures that compromise use of the system and bring financial loss.

Thousands of malicious codes are developed for the purpose of exploiting vulnerabilities and stealing data, putting business at risk. If you don't update, all efforts to stop cyber criminals are in vain. In addition to fixing any flaws and reinforcing security, updates improve the performance of systemic solutions. When the customer does not allow the solution to be updated, the entire infrastructure is vulnerable to hacker attacks, in addition to causing financial damage.

Thus, the basic premise is that all our customers remain up to date so that our effort to ensure application security is successful.

Emergency Fixes and Patches (HOT FIX)

For critical (P1) and/or high (P2) severity problems without the possibility of a contingency solution, an emergency/contingency pack may be released according to the defined rules.

In this scenario, packages will be made available directly for the case, accompanied by a document with the appropriate application instructions.

However, there will be no release of emergency packages for problems with medium (P3) or low (P4) severity even if the customer is compliant to the version policy.

Notes about emergency fixes (hot fix)

- Emergency fixes will be provided at no cost to customers who have the last three patches released (current release and the previous two).
- Every released emergency package (Hot Fix) will also be included in the next regular patch package (Patch) for the product versions where the problem has been detected.
- Important to note that emergency packages that need to be developed in a previous release (before the last three released) will not be released. It will be necessary for the customer to update the product to a newer version in order to be compliant to the ONESOURCE Global Trade version policy. If the reported problem persists even after the update, the customer will receive the emergency package
- An emergency package (Hot Fix) will not be released if the respective fix has already been delivered in a regular fix package (Patch) available for download from the Customer Center. In this case, the available patch must be applied, which may contain other corrections in addition to the one being requested by the customer.
- Fixes related to issues with medium (P3) or low (P4) severity will be made available within the next 2 releases to be released so the customer will need to update the product version to have access to such fixes

Integrations with ERPs

Regarding the native connectors between ONESOURCE™ GLOBAL TRADE and ERPs, it is very important to be aware that for each new version of the Global Trade solution there is also a correspondent version of the ERP Integration packages to be updated as well. In case this synchronism is lost, there may be consequences for the company operational process in case it has adopted the integration with the ERP based on TR standard connectors.

The ERP integration packages with respective documentation (installation guides) are available in the application's "Help Menu" for download.

It is also important to notice that:

- The technological upgrades performed by ERP solution providers for which ONESOURCE™ GLOBAL TRADE has standard integration plug-ins, will be supported in future releases only, and never in the current ONESOURCE™ GLOBAL TRADE version.
- Only the interfaces supported by the ONESOURCE™ GLOBAL TRADE standard package will be adapted in case of technological upgrades made by ERP providers. Custom interfaces will be considered as part of an additional contract and will be handled according to each customer's request.
- Due to the differences in the time frame between the availability of a new ONESOURCE™ GLOBAL TRADE versions and the SAP maintenance windows controlled by the Global IT department of each company, there is a flexibility related to the alignment between the Global Trade solution and the Integration packages updates. The customers are allowed to skip until 2 releases without updating the SAP integration packages. In this scenario, the compatibility will be kept only to the functionalities of the previous Global Trade solution version supported by the Integration package currently installed into customer environment. On the other hand, there will be some functionalities in the release blocked in case the correspondent integration package that complement them are not properly updated. If the customer skips 3 or more releases, the integration service SAP will stop working properly.

Important: exclusively for systems integration packages, maintenance/development will be provided as long as the ERP provider supports the ERP and integration middleware versions.

Legal Changes

Legal changes are required when parts of the current scope of resources in the ONESOURCE™ GLOBAL TRADE solution are included in the product progress plan and delivered to customers as products releases, under the terms required to meet existing obligations.

What is a Legal Change?	What is not a Legal Change?
Changes required in the ONESOURCE™ GLOBAL TRADE solution due to updates in foreign trade laws or government systems.	Changes in the ONESOURCE™ GLOBAL TRADE solution that enable a new type of operating scenario, or resources not previously offered in the product.

Direct impacts on the scenarios and features provided in the Product and version in question.	Automation of procedures already existing in the system for other reasons.
Characterized by the absence of an option, even a manual one, to perform the requested operation that is part of the product scope.	Changes in the ONESOURCE™ GLOBAL TRADE solution as a result of a new understanding of the legislation by the customer. Note: For legal changes, Thomson Reuters needs to understand the scenario in question, and whether it is supported on any valid document.

Need for periodic updates to take advantage of functional improvements and legal changes:

Legal updates are frequent in Brazil. As a result, foreign trade solutions are impacted because there is a need to frequently update applications. At Thomson Reuters, legal changes are treated as mandatory in the roadmap, hence the need to always use the most recent versions released to the market. This is the only possible way to ensure compliance in operations.

Regulatory changes that alter structures, transform the behavior of solution operations and require the creation of new features are released before the end of the last release preceding the mandatory entry date determined by the government. In these cases, it is mandatory for customers to plan and migrate to the release that covers the new legal requirements. There is no development on previous versions.

Legal changes of lesser impact (that is, not requiring the development of new features due to the changes) can be released in the last three versions (current and two previous versions).

It also warrants emphasis that all technical and functional improvements in solutions are always incorporated into the last release and do not cover the latest versions that are already available on the market.

Warranty Restrictions

The customer is not authorized to modify or edit any system data structure or source code. If a customer makes any changes to the syste, the system warranty is voided, and any service will be charged fully as an individual and additional consulting service.

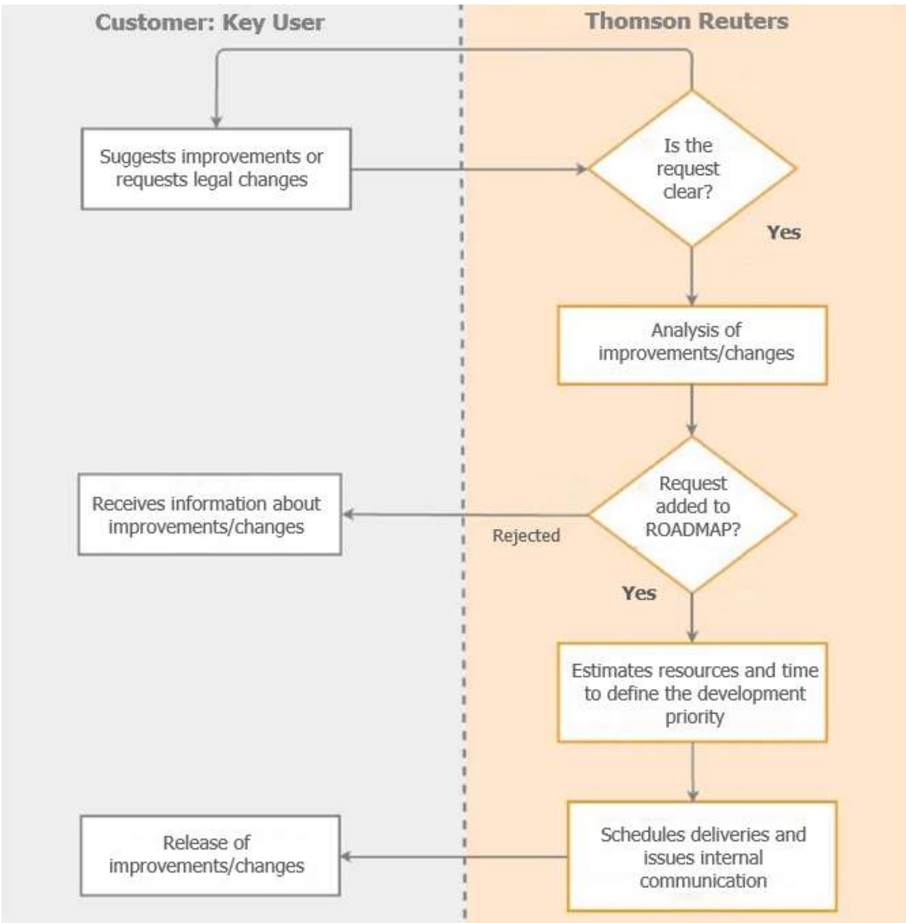
How to suggest an improvement to the ONESOURCE™ GLOBAL TRADE solution?

The key user should use the support system to open a Product Improvement Suggestion, which will be reviewed by a periodic Thomson Reuters committee.

All opened suggestions are evaluated, and the customer is informed about the analysis conducted.

If the suggestion is accepted, it will be considered in the planning scope for upcoming versions.

Product Improvement Suggestion Flows



Contacting Thomson Reuters

During deployment, the Consulting and Customization Services team or the Indirect Services Channel team allocated to the project is your primary point of contact with Thomson Reuters.

After deployment and with the systems in use, you can contact other departments directly to address specific issues.

Who should contact Thomson Reuters?

Key Users are responsible for the ONESOURCE™ GLOBAL TRADE solution systems in the company. They receive an access login to the support and telephone support system after being trained on Thomson Reuters solutions. This training may be provided by the deployment project team.

Caution: key users are individuals trained to use the company's own systems and internal processes and who are responsible for the information. As such, one of their roles is to filter requests from other users and pass those they cannot resolve on to Thomson Reuters. A key user has autonomy to request and approve the execution of services, even those involving costs, such as online consulting.

Thomson Reuters recommends that the number of key users be limited (one key user and one backup key user per system module) so that requests to be registered can be properly managed by identifying users' main issues, suggesting process improvements and refresher training courses.

Caution: if there is interest in enabling new Key Users after completing the deployment project, contact the Thomson Reuters services department, which will evaluate the training path required to prepare the individual. After receiving proper training on the service, the new Key User must pass a certification exam administered by the Thomson Reuters training center. It is worth remembering that this process is also applicable in case of a key user change.
When the above process is not applicable, we will recommend a training service channel.

Customer Support

Objectives

Keep the customer up and running by addressing his requests, questions or issues related to Thomson Reuters products.

Inquiries or issues related to customizations will be addressed by the Customization Services team.

How to contact us?

For support requests, the Customer should open a case and record his needs:

- In the support system
- By telephone contact with the customer support area via one of the various phone numbers available on our website ONESOURCE™ GLOBAL TRADE

Caution: support for clarifying doubts and fixing problems SHOULD NOT be requested via:
- **E-mail**
- **Chats**
- **Instant messaging**

Which procedures are required before requesting support?

Before requesting support from Thomson Reuters, the Key User must:

1. Assess whether there are known answers to the question, and if so, explain it to the end user.
2. Look for a solution to the inquiry or problem in the documentation available for the system in question.
3. Assess whether the problem is caused by a procedural error and assist the end user.
4. Make sure the data are correct, both in corporate systems and in the ONESOURCE™ GLOBAL TRADE solution.
5. Assess whether system parameters and configurations are correct for the operation in question.
6. Gather as much information as possible about the inquiry or problem. For this, the Key User can obtain guidance from the questions in the following table:

Caution:

- **In which feature is the issue or problem occurring?**
- **What is the system path (menu) to reach the screen on which the issue or problem is occurring?**
- **What is the name of the interface related to the inquiry or problem?**
- **Does the screen image, error message etc. contain relevant information?**
- **If yes, attach it to the case.**
- **Was any system configuration changed?**
- **If yes, which ones and why?**
- **In which environment is the scenario occurring (production, testing, quality)?**
- **Is this the first time the user has performed this procedure?**

How to open a case?

Caution: case is a description of the need reported by the customer in the service tool, that requires analysis by the support team.

To request support from Thomson Reuters, the Key User should be familiar with the definitions related to case opening.

Therefore, before registering cases in the support system, the following topics should be understood in detail:

- Case types
- Case severity criteria
- Situations and procedures for opening a case ticket
- Response flow (inquiry or problem):
- Request for information
- Pending requester action
- Case closing

- Case status query
- Remote access
- Accessing and downloading fixes (if applicable)

Case Types

- Inquiry: For cases of this type, the user can request clarifications about an existing feature in the default product.
  - The solution here is the answer provided to a question, without delivering any results such as process analyses, data lists, spool programs etc.
  - Support requests about the process, or requests involving database/applications queries for investigative purposes, are not considered questions.
- Problem: For cases of this type, the user can report an error existing in the default product functionality. If the analysis determines that there are no problems with the system, the issue can be reclassified upon communication with the key user.

Case Severity

The severity of a case can be classified into four levels: Critical, High, Medium and Low. This is defined by the impact of the situation on the customer's operations.

Severity	Definition	Target time to start service	Target time for contingency	Solution commitment
P1 – Critical	The system in production is inoperative and business operations are critically impacted. No work can be carried out.	1 working hour	2 working days	Develop an adequate alternative solution (contingency) or other temporary fix to restore operations.
P2 – High	The production system is severely affected or is inoperative. Productivity is compromised; work can be carried out but is severely limited.	4 working hours	5 working days	Develop an adequate alternative solution (contingency) or other temporary fix to restore operations.

P3 – Medium	A non-critical problem or defect has occurred in the system in production or development, and/or questions were raised regarding product use.	1 working day	N/A	Develop an adequate alternative solution (contingency) or other temporary fix to restore operations.
P4 – Low	Programs are usable, but non-critical resources may not work.			P4 – Low

Thomson Reuters will change the severity of a case if classification by the key user is found to be incorrect.

How to open a case in the support system?

Information on how to open a case can be found in the WCC manual provided to the Key User along with his/her username and access password. The manual covers the main procedures for opening and handling cases.

For Inquiries

On the home screen, the Key User should select the inquiry option and indicate:

- The feature that led to the inquiry
- The system path (menu) to the screen about which the user has an inquiry.
- The scenario where the issue is occurring
- If any system configuration was changed
- If this is the first time the user has performed this procedure
- The inquiry to be clarified

For Issues

In the case opening screen the key user should select the issue option, and provide as much details as possible to help explain what is happening:

- The system path (menu) to access the screen or the name of the interface presenting the problem.
- If any system configuration has been updated.
- The environment where the scenario occurred (production, testing, quality).
- If this is the first time the user has performed this procedure.
- Instructions for simulating the problem.
- If a business process has been updated or created.
- General data about the process where the problem was found.
- In case of problems in system reports, indicate the filter used and the expected result.
- If this is a recurring problem and if a case is open or has been opened for the same scenario.

- If the system is slow, request a session trace (log/traceability file showing database accesses when executing the operation) from your company's DBA (database administrator) for the user who reported the performance problem while operating the system.
- If any update has been made to the ONESOURCE™ GLOBAL TRADE operating system, server, database or applications.
- If there has been any hardware/software maintenance on the user's machine.
- If any infrastructure maintenance and/or configurations have been applied to the network, firewall, internet, FTP (File Transfer Protocol), servers, or other company systems (i.e. ERP (Enterprise Resource Planning)).
- When the problem started occurring and whether it is generalized (all records/screens/features) or isolated (for a specific scenario).

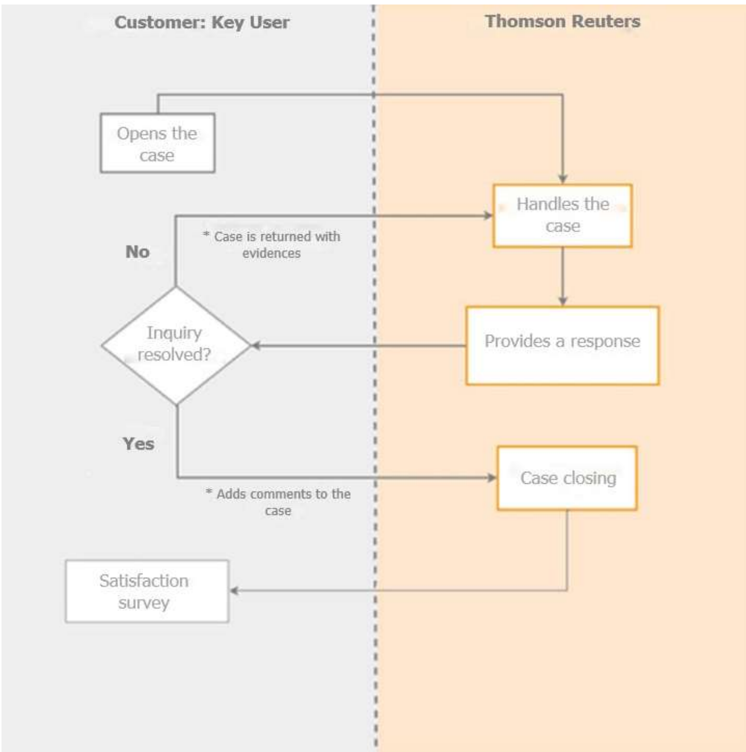
Tip: if the system slows down, before opening a case, check whether this is being caused by fluctuations in the local network or internet. Check whether it slows down only in certain periods of the day/month.

Response Flow

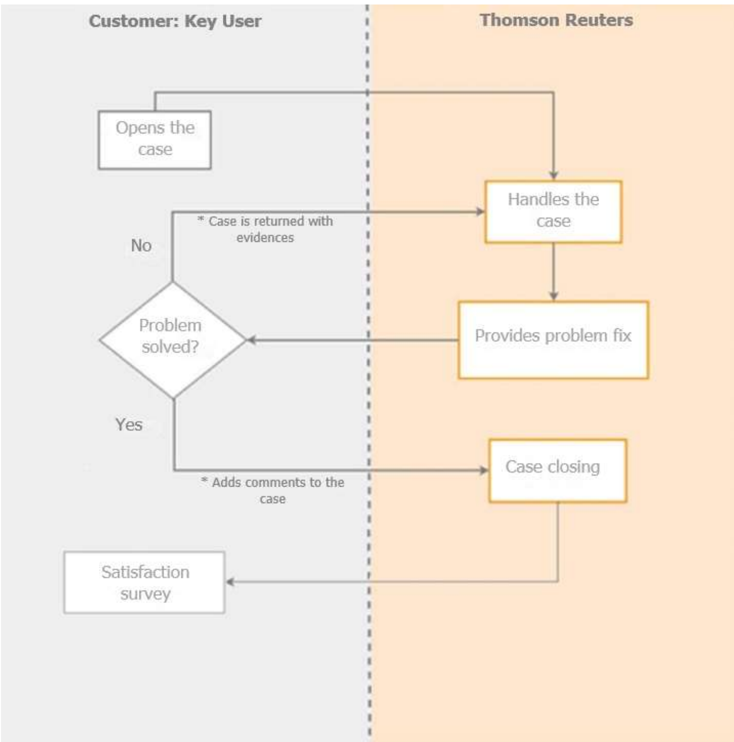
The case response flow varies according to type. If a case is opened with the wrong type Thomson Reuters will reclassify it, and only then will it follow the proper flow according to the adjusted type.

Cases opened as inquiry or issue that are incorrectly classified and changed to Customization or Consulting are closed, and a Service Order is opened. The Key User is provided with the Service Order number and its classification.

1. General flow for Inquiry tickets:



2. General flow for issue cases:



Case Status Query

Key users should run status queries via the support system only, using the case number.

Caution: case statuses are not provided via e-mail.

Remote Access

Thomson Reuters recommends that the customer provide remote access to expedite case handling by Support. For this reason, we suggest access via VPN or Online Meeting Software. Use of remote access allows compliance with the terms agreed upon between Thomson Reuters and the customer.

According to the Thomson Reuters security policy, even if Customer Support has remote access to the production environment, no data edit, add or delete scripts will be run, and no database objects will be updated.

Accessing and Downloading Releases

Releases and versions provided to the customer are available on Thomson Reuters Product Portals. The key user will be notified every time a release or version is available.

Download links:

- CUSTOMER CENTER
- TRADE EASY

*The same data used to access the support system are used here as well.

Pending Issue and Automatic Closing

Request for Information (Pending Customer Issue)

When addressing an inquiry or issue case, Thomson Reuters may ask the key user for more information.

When this request is placed, the case status will be changed to pending customer action, and Thomson Reuters will take no further action until the Key User replies with the requested data.

If the key user does not return with the requested information, service will not be resumed.

Important: if the support service remains waiting for a response from the client for more than 5 business days, the case will be terminated automatically.

Thomson Reuters may terminate cases and online consulting tickets in the situations described below:

Status
Inquiry Resolved - answer sent to customer
Problem Solved - fix integrated into a version.
Pending Requester Action – Thomson Reuters asked the Key User for information, and no reply was received within the period set forth in section 3.4.1.

Caution: cases can be closed directly by the key user or automatically within 5 business days. After closure, the ticket will not return to the Support queue. If the matter needs to be addressed again, a new case must be opened.

Satisfaction Survey – Support

To continuously improve our processes and serve our customers in the best possible way, we have a Satisfaction Survey available.

Through this survey, we expect to measure your satisfaction with our Support Team.

Customers will receive sample satisfaction surveys to measure how satisfied they are with the solution, and the overall quality of the service received from the Thomson Reuters support team.

We periodically evaluate the comments provided, and when necessary we will contact the client who made them.

Important:
- **Please provide constructive notes.**
- **A service can only be evaluated by the case author.**

Validation, calculation and billing process for additional support hours

Calculation of hours:

Hours are calculated monthly, based on the previous month.

All hours related to closed cases are counted, deducted from any franchise contracted by the client; any overtime hours will be recorded to a spreadsheet sent to the person indicated by the client, and that will form the basis for billing.

It is worth remembering that this information is also permanently available from the support system.

Caution: hours may be questioned within 2 business days after the spreadsheet is sent and will be considered accepted therefrom.

Important:
- **Because they do not generate costs, hours will not be sent in cases of problems and corrections in the standard product, except in the situation described and detailed in this document for emergency corrections (hot fix) in outdated releases.**
- **Depending on the customization maintenance contracting scenario (developments created to order exclusively for a customer), Customization support cases may generate charges according to the Thomson Reuters customization policy.**
- **The use of the maintenance agreement hours allowance is intended for product inquiry cases (not customizations) and its use is not permitted for the online consulting service.**

Services

The Thomson Reuters services department is responsible for consulting and customization services during project deployment, or after the ONESOURCE™ GLOBAL TRADE solution is implemented. For

ONESOURCE™ GLOBAL TRADE for SMB and Trade-Easy products, services are always provided via channels.

The purpose of this department is to understand and provide the services requested by customers, including:

- Online Consulting: Description as per topic "Online Consulting".
- Consulting: provides the customer with personalized service on the ONESOURCE™ GLOBAL TRADE solution and related resources.
- Customization: Provides new customizations to meet customer-specific needs and requirements through available resources, using development or high complexity, extensive configuration of the ONESOURCE™ GLOBAL TRADE solution.
- Customization Support: Inquiries or problems related to existing customizations implemented solely by Thomson Reuters on the ONESOURCE™ GLOBAL TRADE solution.

Caution: the services mentioned in this section can be performed by Thomson Reuters and its accredited service providers (channels/partners).

How to contact us

For both consulting or customization cases, the customer should open a service order in the support system and register it as needed. In urgent situations, the customer should contact the service department manager for the region/country.

Important: for any service type, whether consulting or customization, the costs will be billed to the customer.

If the customer's need is related to customization support, a case must be opened in the support system.

Caution:
support requests for customization inquiries or bug fixes should not be placed via:
- **E-mail**
- **Chat**
- **Instant Messaging**

How to register requests

Consulting, customization and customization support: to open a service order and/or case in the support system, the key user must be familiar with the following definitions:

- Service order types
- Procedures for opening a service order in the support system
- Process flow

Request types

Consulting is a service order requested for assistance in cases of:

- Request for conceptual support about the system and/or legislation.
- Training requests.
- Requests for on-site follow-up.
- Requests for adjustments to system parameters.
- Requests for support in testing new scenarios.
- Support requests for version migration.
- Requests for system testing due to changes in the customer's infrastructure.

New Customizations:

A service order whose request is related to the development of a feature or scenario in the system/interface to meet customer-specific needs or requirements. All customizations are created specifically for the customer.

- Custom support (inquiries, issues).
- Customization maintenance.
- New scope for current customizations.
- Requests for new customizations.

Custom Support:

Support to solve issues or questions related to previous customizations made by Thomson Reuters in the ONESOURCE™ GLOBAL TRADE solution.

- Custom Inquiry: the same concept as in cases related to inquiries on the standard product but related to features designed specifically for the customer's company.
- Custom Problem: the same concept as in cases related to issues on the standard product but related to features designed specifically for the customer's company.

How to open a case in the support system?

Consulting and New Customizations:

The procedure for opening a service order or case is found in the support system guide, delivered to the Key User along with the username and password for that system. This guide contains some important points to open a service order:

1. For consulting service orders: the key user should provide as much detail as possible about the desired consulting:

   The reason that originated the need for consulting.
   The expected result from the consulting.
   The existence of a specific consulting scenario (such as configuring a new importer).
   The environment in which the consulting will be provided (production, testing, quality).
   Date restrictions to provide the consulting services.

2. For new customization service orders: the key user should indicate as many details as possible about the desired consulting:

The feature/interface to be changed.
The reason why customization is needed.
The expected result from the customization.

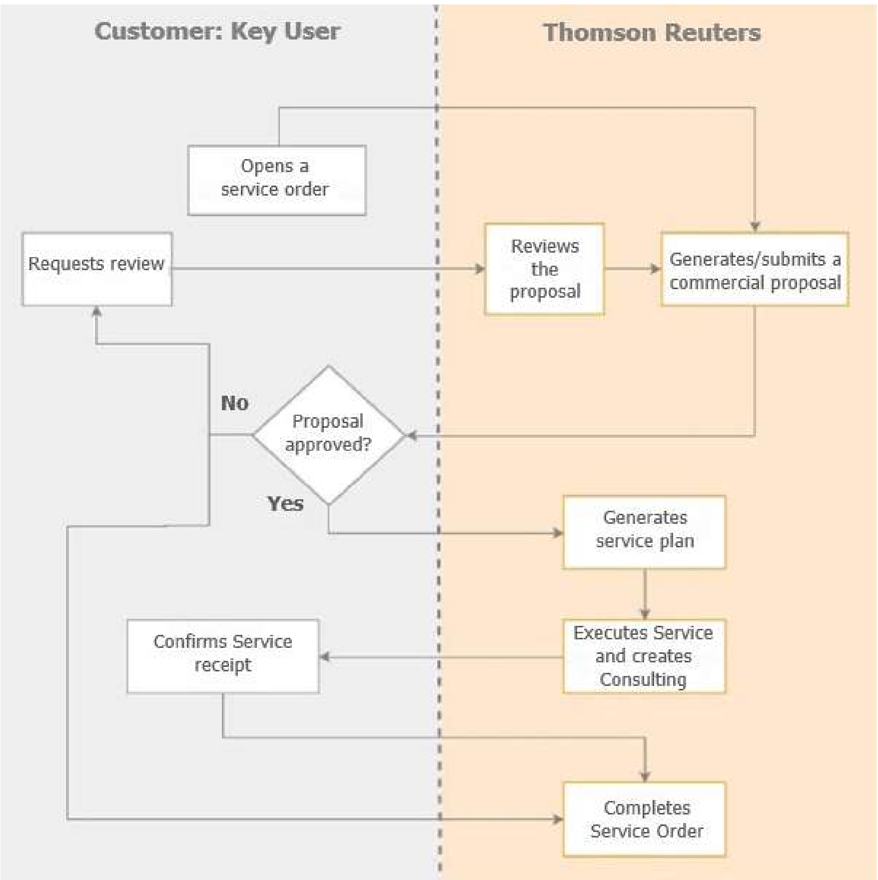
Custom support:

The procedures and general details to open custom inquiry or custom issue cases are the same as those for cases involving standard product issues and inquiries, as detailed in the customer support section, but related to the functionality created specifically for your company.

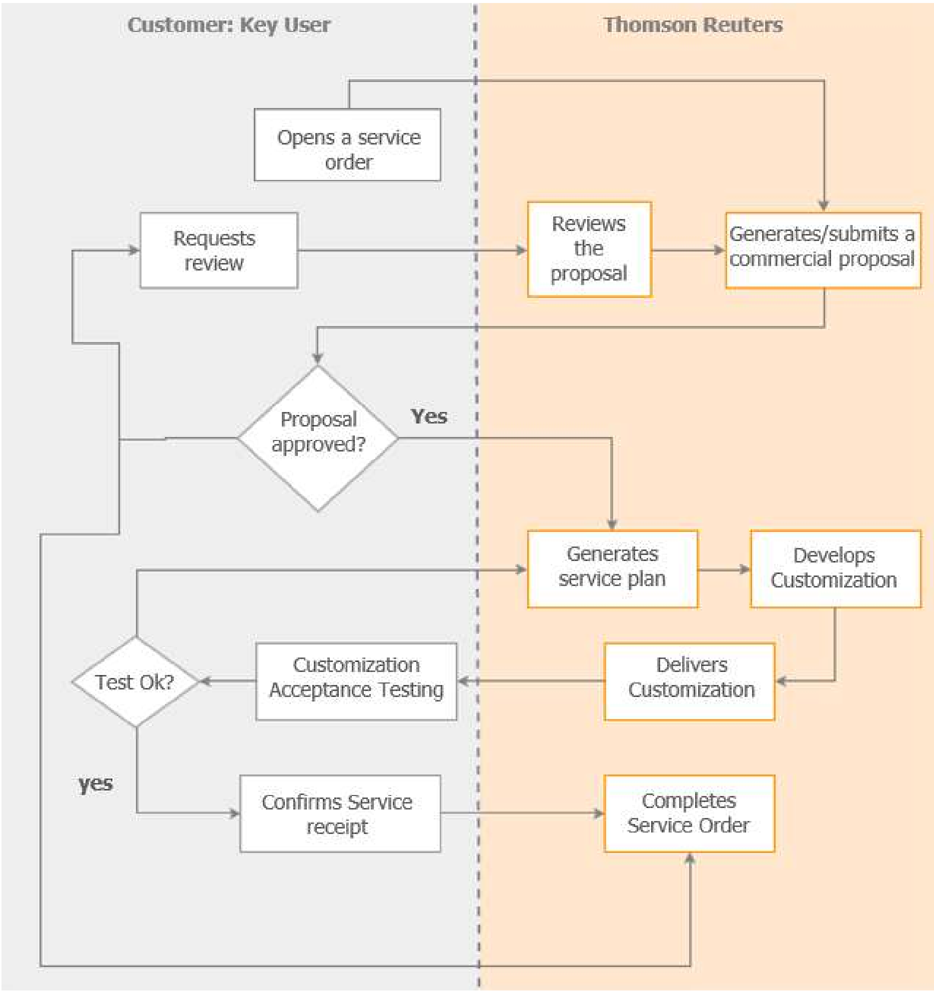
Process Flow

For consulting or new customization requests, the service order process flow varies according to the type. If a service order is opened with an incorrect type, Thomson Reuters will reclassify it, and it will follow the flow type as adjusted.

Consulting/Customization Service Order General Flow



New Customization Service Order General Flow



For custom support, custom inquiry or custom problem requests, follow the same process flow described in the Customer Support section.

Online Consulting

Online consulting is a type of service offered to Thomson Reuters customers that aims to help cases that do not have problems related to a product, but that, in some way, reflect on the result generated by them.

The consulting will always be performed remotely, and, in most cases, it will require access to the Thomson Reuters product to validate parameters, data and processes. In addition, it is essential for the customer to validate data from the ERP and/or other systems integrated with our solution.

The Online Consulting process consists of:

When a ticket is created as Online Consulting, we will start the service within 7 working days, considering the scope foreseen for this service.

If the ticket is created as a Problem, we will follow the steps listed during the service:

- We will confirm the scenario/data via telephone and/or request evidence.
- After the customer has provided the necessary evidence, if still necessary, we will connect to the environment and, in this case, the ticket classification will not be edited - striving for a commitment to transparency.
- After identifying the problem, we will inform the diagnosis to the customer.

As possible actions following diagnosis, we may have:

- If we identify a problem with the Thomson Reuters product, we will direct it for correction.
  - For any other situation:
  - We will instruct the customer on how to act (respecting the limit of our product scope – in other words, we will not go into advanced explanations about the ERP, Proxy, DB or other SW components). There will be no charge for this.
- If the customer does not know the steps to be taken within our solution, we will indicate such steps. There will be no charge for this.
- If the customer does not want to perform the indicated procedures, we will not make changes to data. We will suggest that the customer contract service consulting for support or we will ask for an authorization, through the ticket itself, to continue the service as Online Consulting.
- If the situation falls within the product scope, it should be addressed as a data fix (script for data correction).

Should the customer request another service that actually falls under this scenario, Thomson Reuters will request approval to reclassify it and proceed.

If the service is initially addressed as Online Consulting, but during the work activities it is found to go beyond the scope (consulting or customization scope, for example), the case will be concluded.

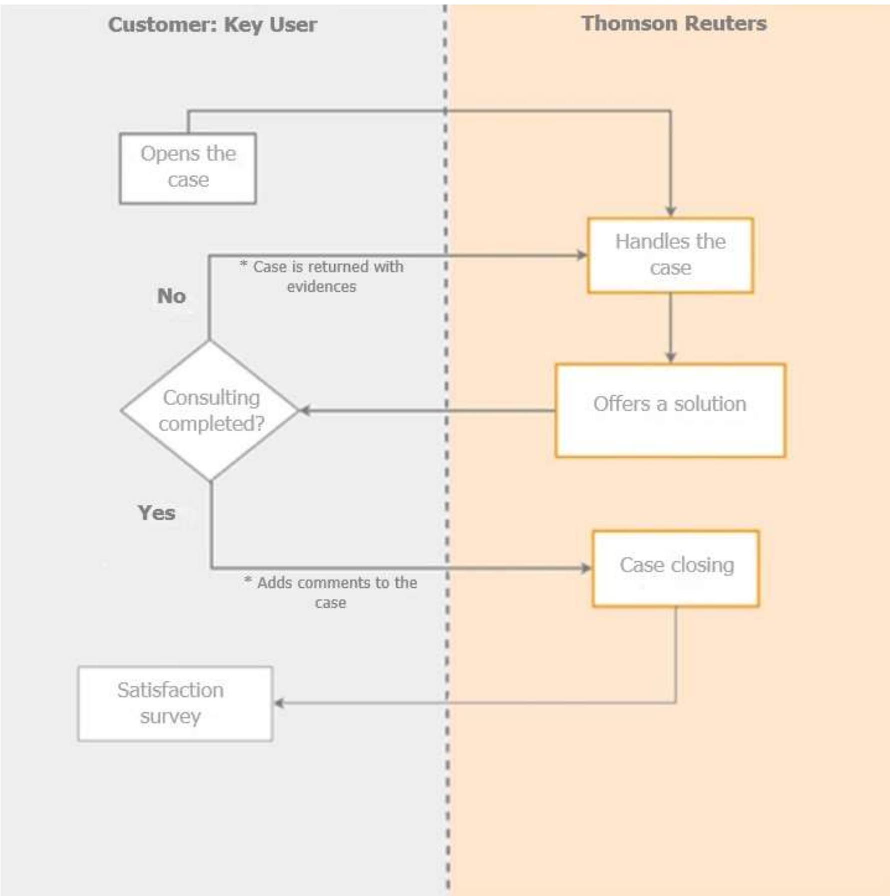
Activities that WILL be considered as Online Consulting:

- Extra fields
- User-exits
- Dynamic views
- Excel report templates
- Support for process analyses
- Resubmitting data via interface due to an error or operational failure by the user, or in the customer's corporate system;
- Development of scripts to fix data due to an error or operational failure by the user, provided that it is technically feasible and legally allowed
- Development of queries in ONESOURCE™ GLOBAL TRADE system tools, or any other form of data listing, development of spool programs or others
- Example of actions OUTSIDE the Online Consulting scope:
- Designing a flow of information reflecting some process
- Data uploading and loading
- Bulk data updates
- Data fix directly in the database manipulating information existing in legal documents, such as an Import Declaration (DI)
- Editing parts of a product to adapt its behavior to a specific customer need
- Editing parts of a customized program to adapt its behavior to a specific customer need. Dynamic objects developed as components of a customization will not be changed, adapted and/or corrected via this service

- Notes about Online Consulting:
- Scripts released through Online Consulting are not controlled nor can they be considered part of the product; hence Thomson Reuters does not guarantee any right to maintenance, nor does it guarantee that the service will be usable in new versions and/or in situations other than those originally requested.
- Online Consulting Commercial Model:
  - Available packages (month):
  - Up to 5 tickets/month
  - Up to 10 tickets/month
  - Up to 15 tickets/month
  - Sporadic with fixed price

For more information on package values, please contact your Account Manager.

Online Consulting Flow



Customization Procedures and Policies

Introduction

The purpose of this section is to describe one of the services provided by the Services Department, high-level processes, procedures, policies, changes and/or developments created exclusively for the ONESOURCE™ GLOBAL TRADE solution to meet specific customer needs.

This section is valid if the customization was made by Thomson Reuters, otherwise contact your service provider and check their policies and procedures.

What is a customization?

A change and/or development made for the ONESOURCE™ GLOBAL TRADE solution to meet specific customer needs.

General guide and recommendations: customizations should be avoided and use of the standard product should always be encouraged. The purpose of this section is to describe one of the services provided by the Services Department, high-level processes, procedures, policies, changes and/or developments created for the ONESOURCE™ GLOBAL TRADE solution to meet specific customer needs.

Customization Levels/Types

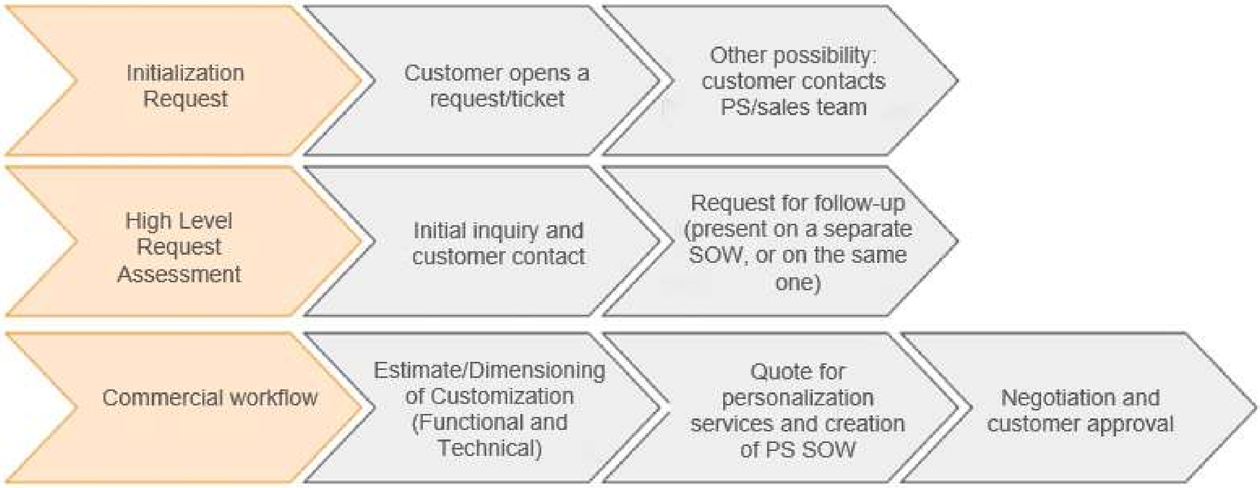
- Full satellite customizations.
- Peripheral customizations with potential impacts on the product.
- Very invasive and complex customization, changing the core of the product.

Main problems caused by customizations

- Complicates customer support.
- Hinders version updating.
- Complicates and/or delays the purchase of new products and resources.
- Hinders environment management.
- Increases the risks related to legal changes.
- Solution is perceived as unstable by the user.
- Increases the complexity and extends the deadline of deployment projects.

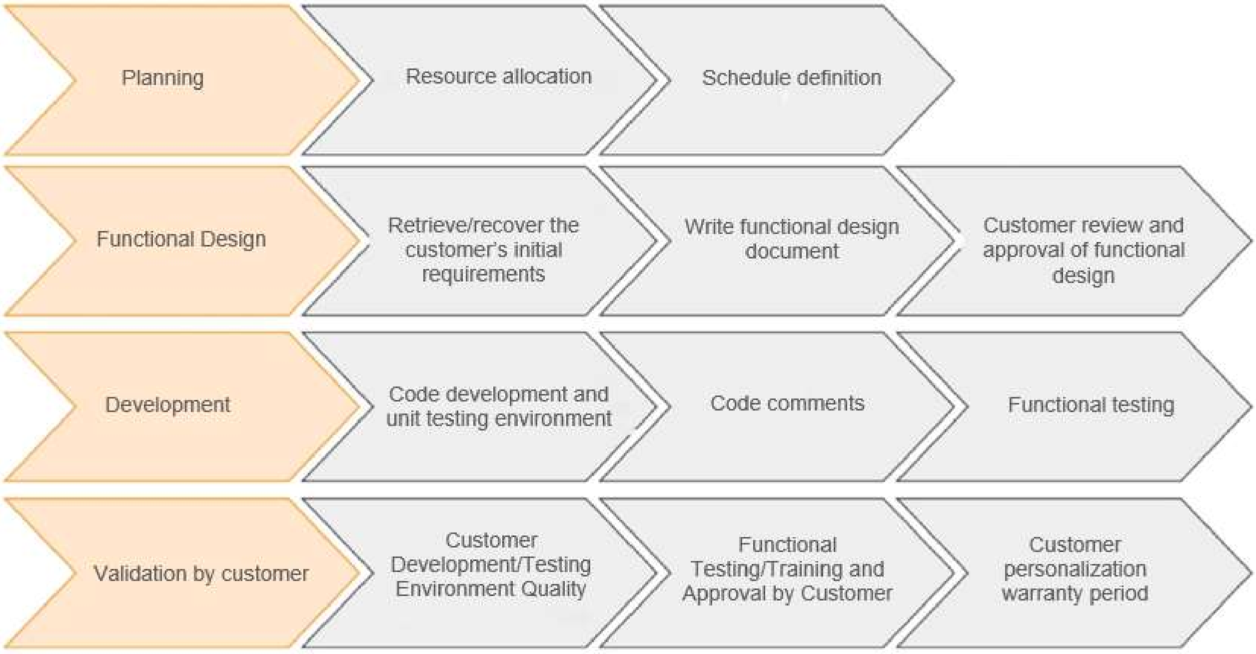
New Customization – Customer Request and Commercial Process

The following is a detailed explanation of the process to request a new customization during or after project deployment, obtaining the necessary understanding, meeting expectations, executing commercial workflows with the customer, and finally initiating delivery planning after official commercial approval.

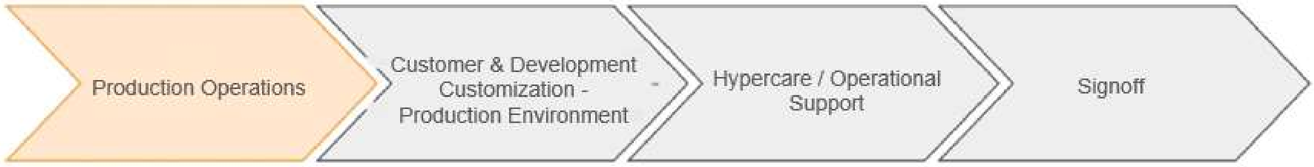


New Customization - Execution and Delivery Process

The following is a detailed explanation of the delivery of customization after the customer opens the request and signs the Statement of Work (SOW). This process is applicable to the deployment of a customer project, or to customers with production operations underway.



Optionally, Thomson Reuters may be contracted to assist and provide services to cover the following sub-process/phase:



In terms of environment for implementing the sub-process/phase development, there are two possibilities:

1. Thomson Reuters development environment: creating a specific development environment at Thomson Reuters and run the entire development of the sub-process/phase. Caution: This option entails additional costs.
2. Customer development environment: The customer must prepare or contract a development environment.

In addition, for the allocation of a Thomson Reuters service team and the execution strategy, there are some possibilities that must be aligned and defined regarding development and commercial proposals: off-site or on-site.

New Customization – Customer Acceptance and Warranty Period

Once the customization is sent to the customer, the key user has 7 business days to accept the delivered service. During this period, the key user can ask questions about the customization, and request support from the developing company to apply the customization.

Customization services have a 90-day warranty that includes fixing any problem found in the customization developed by Thomson Reuters. This warranty is separate from the maintenance of the standard ONESOURCE™ GLOBAL TRADE solution and does not cover eventual legal changes that may occur in this period.

After the warranty period, any corrective maintenance on the customization will be considered an additional service. If the customer has not acquired maintenance for his customizations from Thomson Reuters, he may choose Thomson Reuters or certified partners to provide this customization support service, and the hours used will be billed. If the customer has contracted maintenance services for his customizations elsewhere, he must contact the company in charge of this maintenance contract.

Custom Support Process

Service offered by Thomson Reuters Premium Support to help customers with inquiries or issues related to their customizations.

For customizations developed by Thomson Reuters, the customer may choose to contract customization maintenance with the right to ask questions, fix bugs and adapt customizations in release updates.

Customers without maintenance contract or who request support for customizations made by partners will be assisted, but the hours spent to understand the customization, and provide responses and corrections will be billed as overtime support hours.

Custom Maintenance Service (Optional)

Features:

- Service in addition to customization development.
- Contracting is optional, and the cost is proportional to the size of the customization.
- After choosing to acquire maintenance, the contract will cover all customizations controlled and recognized by the developer, so there is no possibility to contract partial maintenance for customizations that have been contracted by the company.

Scope:

- Corrective maintenance on the customization.
- The customization may be adapted when there is an impact on standard product update packages (within the same version).
- Support (answers to questions) about custom features.
- Customizations not controlled or not recognized in the maintenance contract will not be supported by Thomson Reuters.

Out of Scope:

- Migrating to a new version: When the customer migrates to a new version, the customization will need to be adapted to the new version, and the cost of this adaptation will be charged to the customer.
- Legal Maintenance: Legal maintenance is related to the standard product only. If the customization is impacted, a new customization must be requested.
- Integration: We do not sell customization maintenance for ABAP (Advanced Business Application Programming) programs developed by the SAP software company.
- Customizations made by other companies/partners: Maintenance will not cover customizations made by other companies, partners, etc. If a customization under maintenance contract has been delivered by Thomson Reuters and the customer engages the services of a partner to change it, this customization will no longer be part of the customization maintenance contract as a result of this change. In this case, the customer may opt to discontinue the custom maintenance agreement with Thomson Reuters or hire a third-party customization service to adjust it.

Maintenance Calculation:

- The maintenance price is calculated as a percentage of the total price of the customization. In other words, the maintenance price will always be proportional to the size of the customization, and will be contracted annually, since payment may be split into 12 installments.
- The price of the first year of maintenance is added to the total customization price, proportionally to the months remaining until the next contract readjustment.

Customer Relations

The customer relations service aims to:

- Strengthen Thomson Reuters' role with the customer as a business partner by being a channel for understanding customer needs, clarifying Thomson Reuters Policies, and providing guidance on how to get the most out of this business partnership.
- Manage Thomson Reuters' relationship with the customer, continuously identifying possibilities for improvement, and coordinating these opportunities along with the different applicable service departments.

The customer contacts the relationship area via the relationship executive assigned to him.

Escalation

The key user may escalate a support or service issue to higher levels, if the user feels that this service is not being properly provided.

The escalation process can only be performed by the key user based on a case or service order opened in the support system.

The Support escalation procedure should be as follows:

ESCALATION AND CONTACTS TABLE I	
Customer Support	
Escalation Level	**Point of Contact**
1st Contact - Service	Support Analyst
2nd Contact - Escalation	Support Coordinator (according to the system of the case being escalated).
3rd Contact	Support Manager
4th Contact - Escalation	Relationship executive

The procedure to escalate a Service Order should be as follows:

ESCALATION AND CONTACTS TABLE II	
Customization or Consulting	
Escalation Level	**Point of Contact**
1st Contact	Customization analyst in charge of the service if the key user already knows who is handling the service order.
2nd Contact	Project Manager in charge of the service.
3rd Contact	Manager in charge of service department deliveries

4th Contact	Relationship Executive.

Services Catalog

To contract the services listed below, please contact your Relationship Executive.

On Duty	Hour Package	Prime Sustain	Premium Plus
Indicated for support activities outside the schedule indicated in the maintenance contract. The request must be made in advance.	Indicated when there is a large number of Online Consulting or Inquiry cases directed to support.	Service offered by Thomson Reuters Premium Support with the goal of providing a closer support, more targeted to the customer's business.	Service offered by Thomson Reuters Premium Support with the purpose of complementing support activities with the availability of a consultant.
Features			
→ On Demand: Month closing Application of release or hot-fix → Scheduled and periodic: Last 3 days of each month Monthly closing	→ Hours added to the existing allowance in the maintenance contract and used to address Inquiry cases. → Different hourly value from the value listed on the table.	→ Start of response and contingency SLA for Issue cases → Hours package (Online Consulting and Inquiries). → Single point of contact for support-related communication. → Customization maintenance	→ The service is characterized by the allocation of a consultant on predefined dates and on a recurring basis to provide minor consulting.
Benefits			
→ Availability of the analyst at the agreed time. → Flexibility.	→ Control of monthly expenditures. → Reduction of overtime pay for support hours.	→ Knowledge of the scenario of each Thomson Reuters customer. → The support team addresses all case types for the various modules, regardless of the request being for the default product or for customer customizations.	→ Option to contract from 1 to 4 days in the month.
Comprehensive systems			

→ ONESOURCE™ GLOBAL TRADE → Softleasing → Trade-Easy	→ ONESOURCE™ GLOBAL TRADE	→ ONESOURCE™ GLOBAL TRADE	→ ONESOURCE™ GLOBAL TRADE

Hosting Processes (Data Center)

Hosting

Responsibility Matrix

The goal of the TechCM team is to support the applications hosted in the datacenters of Thomson Reuters, with infrastructure cases as first level support, and application cases as second level support.

SLA (Service Level Agreement)

The standard SLA table for hosted solutions is as follows.

<table>
<tr><th colspan="4">SLA Hosting</th></tr>
<tr><td colspan="2" rowspan="2">Sev</td><td>Rules</td><td>8:00 am - 6:00 pm (BRT - GMT -3 / BRST GMT -2)</td></tr>
<tr><td>For operational problems - (Problem Type)</td><td>Start of Service</td></tr>
<tr><td rowspan="4">Cases</td><td>P1</td><td>Operation Stopped (Affecting Multiple Customers)</td><td>1 working hour</td></tr>
<tr><td>P2</td><td>Operation Stopped (Affecting One Customer)</td><td>4 working hours</td></tr>
<tr><td>P3</td><td>Operation not stopped (Affecting multiple customers)</td><td>1 working day</td></tr>
<tr><td>P4</td><td>Operation not stopped (Affecting one customer)</td><td>7 working days</td></tr>
<tr><td colspan="2" rowspan="2">Service Request</td><td>For New Requests - (Infra Type)</td><td></td></tr>
<tr><td>Creation of new Citrix users</td><td>48 hours – High</td></tr>
</table>

	Preparation of new environments and base refreshing	15 days - Low
	Installation of a new Module	15 days - Low
	Changes to the Firewall	8 days - Medium
	Creation of SFTP and FTP accounts	15 days - Low
	VPN creation is not performed in the freezing period (between the 26th and the 10th of the following month) due to closures	
Change Request	**When you want to change something, such as system upgrades - (such as Hosting Support)**	
	Every change request will be scheduled by the executor following the rules below:	In QA – Low In Prod. - High
	Quality changes will be scheduled for execution within 7 working days.	
	Production changes will be scheduled for execution within 5 working days.	
	Change requests within a deadline of less than 48 hours will be treated as emergencies.	

	All communication between the requestor and the executor should preferably go through the support system; if this communication is via phone or e-mail, the agreed-upon terms must be recorded in the system.	

Update Process

The processes to update systems in production will be performed on Mondays, Wednesdays and Fridays always after 6:00 pm, according to the service queue or prior scheduling. Quality environment updates will be performed according to the SLA.

During updates, the interfaces will be suspended and users will not be able to access the system/Citrix. If this does not occur before the update procedure is started, the interfaces will be shut down and users will be disconnected by the executor. After the update the interfaces shall be reactivated by the users.

Cloud

Responsibility Matrix

Thomson Reuters has an exclusive team to plan version update runs for CLOUD customers. If you need to contact this team, send an e-mail to OSGTCloud@thomsonreuters.com.

In addition to the CLOUD team, the purpose of the TechCM team is to support the applications CLOUD client hosted in the Thomson Reuters datacenter, with infrastructure cases as first level support, and application cases as second level support.

Update Process

The CLOUD update process occurs automatically, meaning that no confirmation or request from the customer is required for versions to be updated. Hence, the customer should not open a ticket to update a version.

If you need an update before receiving the communication with the planned date, send an e-mail requesting prioritization to the CLOUD team - OSGTCloud@thomsonreuters.com.

If you need to postpone the update after receiving the communication with the planned date, send an e-mail requesting the change to the CLOUD team - OSGTCloud@thomsonreuters.com.

Date changes are subject to the scheduling availability of the CLOUD team.

The customer may request a change in the update date only once per release.

The customer may decline a version update according to the rules below only for one release; in this case, the next update will be mandatory.

We would like to inform you that as part of our version update process, we regularly carry out a standard automated validation procedure. This has been developed with the goal of verifying and ensuring the integrity and stability of our systems, without, under any circumstances, altering or compromising our customers' data. This automated validation is performed by a system developed by our automation team, which uses a specific user account named AUT (Automation TR) to log into the system, and there is no human intervention involved. This automation conducts a series of thorough checks in the GTM environment, ensuring the integrity and access to the environment that has undergone a version/patch update, as well as making any necessary adjustments and fixes. We understand that data security and operational consistency are crucial aspects for our customers, and therefore, we reinsure that all stages of this procedure are internally and automatically conducted.

Environments

For QA (Quality Assurance) and PROJ (Project) environments

- After the version release (general message sent in accordance with the regular OSGT version calendar), a specific notice will be sent informing the date when the environment will be updated.
- There will be no reminder messages for these environments.
- Updates run on the planned date and during business hours.
- During updates, the interfaces will be suspended, and users will not be able to access the system/Citrix. If this does not occur before the update procedure is started, the interfaces will be shut down and users will be disconnected by the executor. After the update the interfaces shall be reactivated by the executor.
- Date cancellation/rescheduling will only occur if the customer declines the update up to two business day before the execution date. In that case, an e-mail with the justification must be sent to the CLOUD team at (OSGTCloud@thomsonreuters.com).
- After the environment update it will not be possible to downgrade to previous versions.

For PRODUCTION environments

- After the version release (general message sent in accordance with the regular OSGT version calendar), a specific notice will be sent to the client informing the date when the environment will be updated.
- A notice will be sent to the customer 3 business days prior to the date scheduled for the update as a reminder of the previous message. The environment will be updated even without confirmation from the client, i.e. we will not wait for customer feedback with his “approval” of the update.
- Updates run on the planned date always after 6:00 PM - BRT (UTC-03:00).
- During updates, the interfaces will be suspended, and users will not be able to access the system/Citrix. If this does not occur before the update procedure is started, the interfaces will be shut down and users will be disconnected by the executor. After the update the interfaces shall be reactivated by the executor.
- Date cancellation/rescheduling will only occur if the customer declines the update up to two business day before the execution date. In that case, an e-mail with the justification must be sent to the CLOUD team at (OSGTCloud@thomsonreuters.com).
- After the environment update it will not be possible to downgrade to previous versions.
- For customers using the Special Regime modules (except for Recof Sped and Drawback), the letter filed with the Brazilian Internal Revenue Service with the version update notice must be sent to Thomson Reuters.

Customizations in the Cloud environment

Here are some important topics for customers who have customizations in solutions hosted in the Thomson Reuters Cloud environment:

- Thomson Reuters recommends that Cloud customers have a maintenance contract to minimize negative impacts generated by customizations. Any customization carries with it the risk of causing problem over time due to version updates, changes in operating scenarios or technological changes. Even though customizations were developed with best practices, they can present problems because of changes that occur over time within the product's "core" version.
- Thomson Reuters has the prerogative to "disable" a customization that is causing degradation of an environment (Cloud) and consequently impacting other customers who share the same resources. In these cases, the customer will be notified in advance about interruption in the use of a given customization that is affecting operation in the Cloud, so that such customers can minimize the impacts on their operations.
- When deemed necessary, Thomson Reuters may implement mechanisms that allow for limiting customers' total processing load in order to establish protection limits and balance in the use of computing resources in the shared Cloud environment.

Hot Fix application for CLOUD clients

Hot fix development and application for CLOUD customers undergoes changes, according to the update calendar.

If the hot fix is requested and/or its delivery occurs between the updating period of the quality and production environment, it will only be developed for the version that is in the quality environment, with the application and development of a hot fix for production frozen during that period. The Hot Fix will therefore only be updated in production when this environment is updated with the same quality version, so the customer should take this point into account when requesting changes to the update date for the environments.

Responsibilities

The customer is responsible for providing Thomson Reuters with the contacts who should receive notices about CLOUD version updates.

If contacts are updated, an e-mail must be sent to the CLOUD team - OSGTCloud@thomsonreuters.com with the new information (name, phone, e-mail) or the changes must be communicated to the CSM/SDM in charge of the service.

All notices related to the CLOUD process will be sent to the contacts indicated by the customer.