

Input Management

Special Terms and Conditions

Valid from 1st October 2024

1. General

The Input Management service refers to the digitization of the various types of documents specified in point 3 of these Special Terms and Conditions (the "Service").

The Service is provided pursuant to these Special Terms and Conditions, as well as what is stated in the specific Customer Assignment. Unless otherwise stated in these Special Terms and Conditions, or unless agreed separately with PostNord Strålfors, the version of the PostNord Strålfors General Terms and Conditions ("PNSGTC") in effect at any given time applies.

2. Definitions

Working Day: A weekday, which is not a public holiday, with the exception of such days which are customarily full or partial days off in the country where the Service is provided.

The Agreement: The agreement that refers to these Special Terms and Conditions and the PNSGTC applicable at any given time, as well as the appendices and other contractual documents associated with these.

Customer Assignment: An appendix to the Agreement that defines PostNord Strålfors' assignment and specifies the Customer's obligations.

The Supplier: The natural or legal person who issues invoices and/or has the right to receive payment in respect of the invoices that are sent.

Data delivery: Information (images or data) that can be presented in the following image format files: Multi TIFF or PDF, as well as metadata files.

3. Scope of the service

The Service consists of the Input Management services described in this point 3. The specific scope of the contents of the Service is stated in the Customer Assignment.

3.1. Specific for the Digital Mailroom

3.1.1. The Service

PostNord Strålfors digitizes documents such as physical items of mail, documents in digital mailboxes or emails, in a way that is specified in more detail in the Customer Assignment.

The documents that are received are digitized and interpreted, and then processed in accordance with an agreed framework of regulations, for delivery to the correct place in the Customer's IT system. The Service can be supplemented by data enrichment, using specified information extracted from the documents. Data enrichment may also involve the inclusion of additional metadata taken from the Customer's databases or from external databases.

Unless specifically agreed otherwise, all pages in the documents are digitized, in the order in which they are received. If the digitizing is performed using scanning, both

the front and reverse sides of pages are scanned, and empty reverse sides are automatically deleted.

3.1.2. Receiving of documents

PostNord Strålfors receives and pre-processes the Customer's documents. Physical documents are received, prepared for scanning and scanned as image files. Electronic documents are received via the PostNord Strålfors Digital Input Management System. If the Customer chooses to receive the documents before sending them to PostNord Strålfors, this must be done in accordance with the Customer Assignment.

3.1.3. Data delivery

In addition to the electronic document information, an image file is delivered in TIFF, PDF or another image format, which is an electronic copy of the original document. The electronic documents are transmitted electronically to the recipient's input or storage system.

3.1.4. Electronic delivery

Unless otherwise agreed, electronic documents are available for the recipient as follows: electronic documents received by 09:00 shall be delivered after +1 Working Day and physical documents received by 09:00 shall be delivered +2 Working Days after receipt of the document.

3.2. Specific for invoice scanning

3.2.1. The Service

PostNord Strålfors receives invoice information, digitizes the information and performs data capture in accordance with the Customer Assignment. Information on the invoice that cannot be read electronically is entered manually.

The Customer is responsible for notifying its Suppliers that physical and email invoices are to be sent to PostNord Strålfors as specified in Customer Assignment.

Unless specifically agreed otherwise, all pages of the invoice are digitized, in the order in which they are received. Both the front and reverse sides of pages are scanned, and empty reverse sides are automatically deleted.

3.2.2. Electronic delivery

Unless otherwise agreed, electronic documents are available for the recipient as follows: electronic documents received by 09:00 shall be delivered after +1 Working Day and physical documents received by 09:00 shall be delivered +2 Working Days after receipt of the document.

3.3. Specific for eDistribution

3.3.1. The Service

The Service can digitize and distribute the Customer's documents from both physical and electronic input channels.

Physical input channels are input data from e.g. scanning. The Service supports both outsourced scanning via PostNord Strålfors and internal scanning, where the Customer scans to the eDistribution system itself. Electronic input channels are input data from e.g. digital mailboxes and emails; this is specified in more detail in the Customer Assignment.

The documents that are read into the eDistribution system are digitized and distributed in accordance with an agreed set of rules, for delivery to the right recipient in the Customer's organization. The Service can be supplemented by data enrichment using specified information extracted from the material.

Unless specifically agreed otherwise, all pages in the documents are digitized, in the order in which they are received. If the digitizing is performed using outsourced scanning, both the front and reverse sides of the documents are scanned, and empty reverse sides are automatically deleted.

The distribution of the digitized documents is mainly carried out automatically in the eDistribution system, in accordance with the Customer Assignment. However, it is the Customer's responsibility to perform manual distribution of any documents that cannot be distributed automatically. The manual distribution (routing) must be carried out via the "Document routing" function in the eDistribution system.

It is the Customer's responsibility to check if there are any documents awaiting manual distribution.

3.3.2. The system and access

The digitization of the Customer's documents is done in the eDistribution system, which is a system based on Software as a Service (SaaS). The system is owned, developed and maintained by PostNord Strålfors. Updating and upgrading of the system are carried out in service windows announced in advance.

The Customer accesses the eDistribution system via a secure website.

PostNord Strålfors configures the Customer's administrator and users as requested by the Customer.

The Customer's administrator and users are authorized by the Customer to have access to and be entitled to use the eDistribution system, and all its functions, on behalf of the Customer. The Customer is fully responsible for all use of the system carried out by the Customer's designated administrator/user and via its access codes.

If the Customer suspects that unauthorized persons have gained access to the administrator name/username and access codes, the Customer must immediately inform PostNord Strålfors of this.

The customer must also inform PostNord Strålfors if the access for any existing administrators/users is to be canceled.

3.3.3. Electronic delivery

Unless specifically agreed otherwise, an image file of the document is delivered, stamped with the PostNord Strålfors document ID. The document is sent as an email attachment and is delivered to the correct recipient in the Customer's organization. The delivery details are specified in more detail in the Customer Assignment.

The automatic delivery takes place 24/7, subject to the operational times defined for the eDistribution system at any given time and any service windows that have been announced.

The manual delivery takes place immediately or very shortly after the Customer has carried out the manual routing task.

For input data from outsourced scanning, the times for scanning defined in the Customer Assignment apply. Unless otherwise agreed, electronic documents are available for the recipient as follows: electronic documents received by 09:00 shall be delivered after +1 Working Day and physical documents received by 09:00 shall be delivered +2 Working Days after receipt of the document.

For the Customer's own scanning to the eDistribution system, PostNord Strålfors has no responsibility for delivery times, and is only responsible for ensuring the system uptime defined at any given time and any service windows announced in advance.

4. Connection and system shutdowns

4.1. Connection

PostNord Strålfors is to connect the Customer in the manner described in the Customer Assignment and the Technical Specification.

If, in the opinion of PostNord Strålfors, the Customer fails to provide information or measures that are necessary for establishing the connection, PostNord Strålfors is entitled to withhold the connection until this information has been provided or the relevant measures have been taken.

PostNord Strålfors is entitled to charge an extra fee for reasonable time spent on connecting the Customer or for delays attributable to the Customer, such as late deliveries, and for any other activity or measure that PostNord Strålfors performs according to a separate agreement with the Customer or at the Customer's request. Such extra fees are calculated per hour, using the hourly rates stated in the PostNord Strålfors price list valid at that time.

If the Customer wishes to make changes that involve having to reestablish a connection either fully or in part, PostNord Strålfors is entitled to charge a fee using the hourly rates charged by PostNord Strålfors at that time. Any such changes must be agreed in writing between the parties in the Customer Assignment.

4.2. Data storage

PostNord Strålfors stores data for 90 calendar days after delivery of the agreed Input Management service, after which the data is deleted from the PostNord Strålfors database without liability. It is the responsibility of the Customer to perform the necessary backup and storage of data sent from PostNord Strålfors to the Customer.

Unless agreed otherwise, the original physical documents are retained for 30 days after scanning has been completed, after which they are shredded.

4.3. Shutdown of service

PostNord Strålfors has the right to shut down its production system in order to perform servicing and upgrades, which to the greatest extent possible are to be scheduled at times that do not affect the provision of the Service. If possible, the Customer shall be given advance notice of planned system shutdowns.

5. Remuneration and invoicing

The Customer shall pay remuneration calculated using the fees specified in the Agreement. PostNord Strålfors is also

entitled to receive remuneration for i) modified, extended or new services ordered by the Customer, ii) costs resulting from special instructions issued by the Customer, iii) travel costs, and iv) costs resulting from extra work caused by the Customer.

PostNord Strålfors invoices fixed fees in advance and variable fees in arrears.

6. Interruption of production, changes and delays caused by the Customer

6.1. Interruption of production

If production is interrupted by the Customer, PostNord Strålfors can demand payment for the resources used to plan and initiate the production. PostNord Strålfors also has the right to claim compensation for lost income resulting from a lack of use of the production equipment during the agreed period.

6.2. Production changes

The Customer bears the resulting costs if changes in The Agreement that are requested by the Customer give rise to a need to make changes to the agreed system design. Such changes are agreed in writing by the contractual parties. If the Customer makes changes without first notifying PostNord Strålfors of these, payment at the applicable hourly rate shall be made to PostNord Strålfors for the working hours resulting from them.

6.3. Postponement of delivery

In the event of delays caused by conditions that are attributable to the Customer's own circumstances, delivery is postponed until the earliest time at which the task can be accommodated by the production capacity, based on normal working hours. At the request of the Customer, PostNord Strålfors can investigate if a shorter postponement is possible if the Customer pays the additional costs associated with this.

7. Intellectual property rights

The Customer shall use the Service in accordance with the agreed terms and conditions, in a way that ensures that the Customer's use of the Service does not infringe on the intellectual property rights of either PostNord Strålfors or third parties. PostNord Strålfors is thus not responsible for any infringement by the Customer of intellectual property rights belonging to third parties resulting from the Customer's use of the Service. The Customer shall indemnify PostNord Strålfors and reimburse PostNord Strålfors for all costs and compensation claims resulting from an infringement of intellectual property rights belonging to PostNord Strålfors or third parties.

8. Publication of documents relating to the Service, including terms and conditions for customers

The latest technical manuals and other Service-related documents and terms and conditions for customers, i.e. the special terms and conditions for each individual service and the general terms and conditions (PNSGTC), are available on the websites of the individual countries below. Documents relating to the Service and terms and conditions for customers that are published in accordance with the list

below apply in the country in which the Service is delivered, in the Agreement Language.

Denmark: www.stralfors.dk/vilkaar

Finland: www.stralfors.fi/ehdot

Norway: www.stralfors.no/vilkar

Sweden: www.stralfors.se/villkor