

Elliott SPS Service Pricing and Support Policy

The Elliott SPS Service is a cloud computing SaaS (software as a service) that allows Elliott Business Software users to exchange EDI Business Documents through SPS Commerce. The service is provided on a month-to-month basis without a long-term contract. Certain upfront fees may be required in order to use the service. The technical support is included as part of the service. The services are charged by the number of EDI trading partners. You can remove a trading partner from interfacing through the Elliott SPS Converter and reduce your monthly service fee.

Our Elliott SPS Service Support will cover technical EDI operation errors that cannot be resolved by you or by SPS Commerce's support. The Support does not cover errors due to operational mistakes. It does not cover training, consulting, or data conversion. We request that you assign one EDI contact in your organization to interface with us. Below are guidelines on what is and is not covered by Elliott SPS Service Support.

What does Elliott SPS Service Support cover?

- Support of EDI-specific technical problems or errors due to interfacing with SPS Commerce. These are the issues that you are unable to resolve on your own or by SPS Commerce.
- Update/upgrade of the Elliott SPS Service.
- Setup of the Elliott SPS Service.
- Adding new supported EDI documents in Elliott.
- Configuration of Elliott EDI-related setup flags.

Elliott SPS Service Support does not cover the following:

- Training and consulting.
- Elliott updates and upgrades.
- Major EDI requirement changes from trading partners: for example, if a trading partner requires a UCC-128 label for an 856 when originally it was not required.
- Incidents resulting from not following proper procedures.
- Fixing data due to operational mistakes.
- Elliott data conversion or mass updates that are related to the EDI operations.
- Any chargebacks or penalties levied by your trading partner.

Anything listed under “not covered” can be covered with prepaid support hours.