

Plaza-i Application Support Service

PASS

Guideline

This is an English translation version of the original Plaza-i Application Support Service guideline in Japanese as of December 2019. If there are any discrepancies between the information provided in the original version and this translated one, the Japanese original version shall govern. Any such discrepancies are not binding and are of no legal effect.

Business Associates K. K.

Plaza-i Application Support Service

Service fee 15% of each: - License fees - Customization costs - Data exchange definition - Report setup	Incident support	Investigation / Reply
		Support for initially expected functions
	Fixed maintenance support	Provision of program updates
		Bug fixes

Variable maintenance support Variable support charged per hour	Additional training
	Program update service
	Data set-up
	Application consultation
	Other

(Table 1)

Introduction

- The purpose of this service is to provide support for the operation of the Plaza-i application system. Therefore, the service excludes support for OS, hardware and other platforms such as Oracle, which are provided by Business Associates K.K. (hereinafter “we/us/our”). They are covered by the Plaza-i Platform Support Service contract.
- Support is available from 9:00 am to 12:00 pm and from 1:00 pm to 5:30 pm on our business days excluding Saturdays, Sundays, national holidays and New Year’s Holidays (the dates are specified in the newsletter).
- The scope of the support service is subject to change without notice.
- ※ The latest “Plaza-i Application Support Service Guideline” is placed in the User’s Guide download site (notified separately) that is only available to Plaza-i users.

Service Fee

- As shown in the Table 1, 15% is the current rate to calculate the service fee; however, this rate is not guaranteed over time and is subject to change.

User ID and Password Management

- When our support staff accesses the Plaza-i database via remote access or at your office, please set up and manage Oracle user’s password and user IDs for our support staff as follows:
- Make sure to change the password of Oracle user that our support staff set at the time of Plaza-i implementation. Also, you need to manage the password. For details on how to change the password, please refer to the Plaza-i user’s guide, USR Security (Chap), Plaza-i Oracle User Maintenance (Sec), Changing the password of Oracle User (Par).
- Prepare a Windows user ID for the use of our support staff. This Windows user ID must not

have access to Plaza-i backup data, and make sure it is different from the user ID that is set to execute backup tasks. Further, do not give this user ID the access privilege to the folder that is named the same as your instance (C:\BA\DBScripts\ *your DB instance name*) since it stores the backup files containing Oracle password information, the batch files for the Database Startup and Shutdown, and various log files.

- Also, prepare a Plaza-i user ID for the use of our support staff. Give appropriate right to the user ID. Maintenance of this user ID is your responsibility.

Remote Access Management

- To provide support via remote access, we ask your permission to allow remote access. Remote support delivers more value than support without remote access; for example, it takes less time to solve problems, and we can respond to complex inquiries without an on-site visit.
- If you allow remote support, make sure not to set it as a persistent connection.

For those who handle Individual Number (also known as My Number) in the Plaza-i application system:

- Our support staff will not handle electronic data that contains Individual Numbers registered in the Plaza-i application system.
- Upon our access to your Plaza-i database remotely or on site for support purpose, we need you to create security protocols in regard to our support staff. Further details are provided in the Plaza-i user's guide, MST Person / Client (Chap), Outline of My Number (Sec), Security Protocols in regard to Our Support Staff (Par). Please refer to it and take responsibility to set up appropriate safety control measures.

PASS – Incident Support

Definition of an Incident

- An incident is defined as the occurrence of a specific problem, inquiry, or doubt related to the operations of the Plaza-i application system that we have set up, and that cannot be further subdivided.
- If our staff determines that your inquiry includes more than one incident, we may divide it into an appropriate number of incidents before responding to it.

Incident Support

- We respond to incidents within the range of the support stated in the maintenance contract. The support will be provided by means of verbal, e-mail or written communication.
- As the purpose of this service is to provide support for the operation of the application system, we can only present solutions to incidents. The service does not include any work such as consulting, setup adjustment, training, data entry and data modification.
- We are obliged to provide support only for incidents that occur in the operations of the Plaza-i application system functioning in the environment that we have set up. The service does not include activities that we consider to be consulting, such as proposals for the usage of Plaza-i in transactions with different requirements or the presentation of solutions to a problem that occurred as a consequence of unexpected system operation. In such cases, we generally recommend the use of our separate consulting or investigation services.

Incident closure

- An incident is closed and one incident quota unit is used up when our staff determines that your question/problem has been answered/solved by our response.
- If the incident has been caused by any defects of the Plaza-i application system (see *Bug Fixes* below), your available incident quota will not be affected.
- The number of your incident quota units used up simply represents the volume of our support work and it is not intended to prevent your inquiries. When our staff finds several incidents easy to handle, we may occasionally count those incidents as one combined incident. Note that, before accepting any inquiry from the person not registered in the contract, we will request confirmation from the registered person in charge within your company.
- If the problem is complex and it takes a long time to arrive at a solution, more than one incident may be debited per problem from your incident quota.
- You can check your remaining incident quota in the Plaza-i Support History Inquiry screen on CMN File menu.

Expiration of Incident Quota Units

- The quota of incidents that you can request us to handle is effective for one year from the commencement date (base date) of the support service. The quota not used up cannot be transferred to the next year.
- If your quota of incidents is used up, additional incidents must be purchased prior to the intended use. Such additional incidents purchased are valid for one year from the next base date

after purchase. The minimum order unit of additional incidents differs by the number of your basic incidents. The rule is as follows:

- 10 or more basic incidents: the additional incidents must be purchased by 10 (200,000 yen).
 - 5-9 basic incidents: the additional incidents must be purchased by 5 (100,000 yen).
 - 4 or less basic incidents: the additional incidents must be purchased by the number of your basic incidents.
- If you are under contracts of support service “in English”, the amount will be 1.5 times the abovementioned price.

PASS-Fixed Maintenance Support

Definition of Fixed Maintenance Support

- Fixed maintenance support includes i) the provision of program updates; and ii) the provision of programs corrected upon detection of defects (hereinafter “bug fixes”). Such corrected programs are in principle provided as part of the latest version’s programs.

Terms of Upgrades

- The frequency of new version release varies depending on our development plan. You are requested to upgrade the Plaza-i application system once per year.
- You are required to update server-side programs in the Plaza-i Schema Upgrade screen in the Plaza-i USR module. You are also required to install and update set-up programs for client-side programs. The work required to perform such installation of upgrades should be conducted within our normal business hours. Please note that we may request you to stop data entry for a few hours. Any such work undertaken outside our normal business hours will principally be charged as variable maintenance support since our staff needs to be on standby at our office. If we conduct the installation of upgrade upon your request, we will charge you as variable maintenance support even if it is done by remote access within our normal business hours.
- With regard to the Oracle Database System (hereinafter “Oracle”) used in Plaza-i, we provide support for the two most recent versions in which we have confirmed operation. If your Oracle version is older than those two versions, you are requested to upgrade it at your own expense. This is because any programs that use functions only available with the newer versions of Oracle will fail with your old Oracle. Also note that the malfunction of Oracle may result in latest patches to Oracle.

Bug Fixes

- A bug means “a recurrent program defect that causes behavioral nonconformity of the system with the descriptions of the user’s guide”, excluding requirement nonconformity. Customized programs, in addition to the Plaza-i package systems, are covered by the support service.
- We will determine whether or not the problem is a bug. If it is judged to have been caused by a defect in our programs and we can correct it, we will provide you with corrected programs as soon as possible. However, if we can offer you temporary measures to avoid its occurrence, we may request you a period of grace. Note that no remedies will be provided for bugs originating from a third-party tool used in development of the Plaza-i application system.
- Activities requiring investigations, data modification, or set-up about functions whose use was not expected in the initial application consultation (functions that are not described in the quotation or the basic design documents) are in principle treated as variable maintenance support even if they are bugs that do not function as described in the user’s guide. Please be advised that we may not be able to respond to such cases immediately.

Requests for Specification Changes

- We are always willing to listen to your requests for changes to specifications and improvement or add functions to the Plaza-i application system. However, please be advised that, considering the impact on our other customers and our development plan, we cannot always incorporate them into future versions.
- Basically, we can respond to your urgent improvement requests by development under separate quotations. However, also be advised that, according to our package design policies and/or schedule, we cannot always accept your requests or meet your desired delivery date.

Plaza-i System - Variable Maintenance Support

Definition of Variable Maintenance Support

- Variable maintenance support is a service, charged per hour, to be provided to maintain the operation of your Plaza-i application system.
- In this service, we provide, for an additional fee, support that cannot be covered by incident support or fixed maintenance support.
- We will charge an amount obtained by multiplying our unit work price (according to our internal rules) by the number of hours taken for activities including travel.

Examples of Variable Maintenance Support

- Additional training
- Additional data set-up
- Program update service
- Consulting: Presentation of operational and parameter setting plans for your new products or new services whose use was not expected in the initial application consultation.
- General on-site operations and meetings
- Support service outside our normal business hours

Training

- We recommend our comprehensive training course to your new employees who are going to operate the Plaza-i application system, in particular, its accounting modules (General Ledger Accounting, Accounts Payable, Accounts Receivable and Local Accounting). Cost-effectiveness can be higher than using variable maintenance support or incident support.

Commencement of Service, and Contact

Commencement of Service

- The service contract is entered into once you hand in and we confirm receipt of the Confirmation of the Commencement of the Plaza-i Application Support Service form. The sample is provided at the end of this document.

Period of Contract

- The period of contract is for one year from the commencement date (base date) on the abovementioned form.
- If you do not intend to renew the contract, please send us the original copy of “Notice and Confirmation of Support Contract Termination” by the end of the second calendar month prior to the base date. Otherwise, we will bill you, and the support contract will automatically be renewed. We will not refund the service fee in any circumstances. We can neither prorate payment nor give you a discount.

Support Email Address

- Plaza-i customer support: support@ba-net.co.jp
- Contact us at the above email address. Depending on your inquiry, we check your operation status, etc. before we respond to you.
- In case of emergency, call us at the following phone number.

Support Desk Phone Number

- 03-5444-9333
- Extension **71** to inquire about the following core business modules:

SOE Sales Order Entry Management, DRS Distribution and Inventory Management, PUR Purchase Management, SVC Service Sales Management, SVP Service Purchase Management, PRJ Project Management, PRS Project Management for Site, PRI Project Inventory Management, SFM Sales Force Management, THR Client Relation Management, MNT Maintenance Management, BAS Business Analytics, and JNL Automatic Journal

Extension **72** to inquire about the following accounting modules and others:

GLS General Ledger Accounting, ARS Accounts Receivable System, APS Accounts Payable System, FAS Fixed Asset Management, GPM General Purchase Management, EPS Expense Settlement System, FEC Forward Exchange Contract Management, LAS Local Accounting System, HRS Human Resources Management, PYR Payroll, and other questions

Extension 83 for English

- When you call the phone number, the automated answering message will tell you the above extension numbers.

Confirmation of the Commencement of the Plaza-i Application Support Service (Sample)

Date: (MM/DD/YYYY)

To: Business Associates K. K.

Company Name _____

Title _____

Name _____



We apply for the Plaza-i Application Support Service as follows. (Hereinafter, “we/us/our” refers to Business Associates K. K. and “you/your” to the applicant company.)

Module	# of Licenses	Module	# of Licenses	Module	# of Licenses
Accounting Module					
GLS General Ledger Accounting	5	APS Accounts Payable		ARS Accounts Receivable	
FAS Fixed Assets		FEC Forward Exchange Contract		LAS Local Accounting	
Core Business Module					
SOE Sales Order Entry Management		PUR Purchase Management		DRS Distribution and Inventory Management	
SVC Service Sales Management		SVP Service Purchase Management		MNT Maintenance Management	
PRJ Project Management		PRI Project Inventory Management			
Common Module					
GPM General Purchase Management		EPS Expense Settlement System		HRS Human Resources Management	
PYR Payroll		SFM Sales Force Management		THR Client Relation Management	
BAS Business Analytics		MST Master File Management	5	USR User Management	5
JNL Automatic Journal					

Service Subscriber	Company Name: _____	Person in Charge: _____
Quota of Basic Incidents	XX Incidents	
Commencement Date (Base Date)	MM/DD/YYYY (MM/DD, every year)	
Service Fee Total	Yen	
Period of Contract	For one year from the commencement date. (Advance payment is required by the end of the calendar month prior to the commencement date.)	
Expiration of Incident Quota Units	<ul style="list-style-type: none"> The quota of incidents that you can request us to handle is effective for one year from the above base date. * The balance cannot be carried forward to the next year. Additional incidents purchased are, however, valid for one year from the next base date after purchase. 	
Incident Inquiry	<ul style="list-style-type: none"> You can check your remaining incident quota in the Plaza-i Support History Inquiry screen. 	
Service Days and Hours	<ul style="list-style-type: none"> Our business days exclude Saturdays, Sundays, national holidays and New Year’s Holidays (the dates are specified in the newsletter) 9:00 am - 12:00 pm, 1:00 pm - 5:30 pm 	
Renewal of Contract	<ul style="list-style-type: none"> If you do not intend to renew the support contract, send us the original copy of Notice and Confirmation of Support Contract Termination by the end of the second calendar month prior to the base date. Otherwise, the contract will be renewed automatically, and the bill will be sent to you. Under no circumstances can we refund the service fee. We can neither prorate payment nor give you a discount. 	
Others	This service complies with the descriptions of the Plaza-i Application Support Service Guideline separately provided.	

End