Transact Global Client Support Policy

OVERVIEW AND INTRODUCTION

The mission of the Transact Client Support team is to provide best-in-class support for Transact products and services to ensure a superior client experience. Client Support is a customer-centric organization that is recognized for the technical skills of its team, the optimal application of available resources and technology, and the ability to create and deliver high-quality technical support services through knowledge share and collaboration. This document is intended to provide a general overview of the support that the Transact Client Support team offers and is not intended to detail every scenario or item covered or not covered by Transact.

OUR COMMITMENT

Transact Client Support is committed to providing exceptional service and achieving the highest level of client satisfaction in the industry. Our technical support is delivered through an infrastructure that is comprehensive, up-to-date, responsive, reliable, and intuitive. Our commitment is to provide our clients with ease of contact and superior service, resolve incidents in a timely manner with the goal of exceeding our client's expectations, and identify ways to continually improve the client experience.

YOUR PLEDGE

Resolving issues is a collaborative process. To provide a prompt resolution, Transact relies on each client to have trained, skilled technical resources available for assistance. Clients understand and agree that it is their responsibility to ensure system files and databases are backed up daily and in no event is Transact responsible for data loss due to the inability to restore from backup.

Clients understand and agree that you are responsible for ensuring that all authorized transactions are settled promptly, consistent with card association and merchant acquiring contractual obligations. Although Transact provides Payment Gateway and other solutions to authorize and settle electronic transactions for credit card-based purchases in conjunction with a licensed payment application, Transact is not responsible for any monetary losses due to either the client or the client's cardholders' transactions not settling successfully or for any fraudulent cardholder activity.

TRANSACT SCOPE OF SUPPORT

Transact Technical Support provides general assistance to client administrators, technicians, and certified administrators for the following:

- Product Features
- Product Functionality
- Simple training questions
- Defect resolution

Questions outside this scope of support involving system design, initial system implementation/installation, and system requirements will be managed in conjunction with your assigned Client Success Managers and our Global Services teams. These teams can assist clients in addressing pre-sales questions and application matters on a time and materials basis.

Transact makes no guarantees, expressed or implied, that support requests will result in the resolution of any problem or difficulty.

*If emergency onsite assistance is requested and when it is determined that the cause of the issue lies outside Transacts responsibility, the client will be charged for travel (if applicable) and assessed for services at then current fees.

SYSTEM ADMINISTRATOR

The client will assign and designate a Transact Administrator for each critical component of their licensed system, who will be trained and certified by Transact.

Certified Administrator types include Transact System Enterprise, Cloud POS, Mobile Ordering, and Payments, and responsibilities include:

- Functioning as the main point of contact for the Transact Client Support Center.
- Conveying information about installed applications and system configuration to Transact as needed to troubleshoot issues.
- Maintaining records of login/passwords for the operating system and Transact applications.
- Performing regularly scheduled system and database backups.
- Maintaining all Operating System & Security updates for client-owned hardware.
- Organizing access to all required software installation media, including operating system, Transact application software, system-specific driver files, as well as application licenses and software codes.
- Arranging access to all Transact required hardware, including POS devices (attended and unattended), devices used for POS imaging and restoration, and cables used for these devices.
- Assisting Transact to resolve problems that require the client's active participation, whether to grant access, send a log file, or perform other actions necessary to resolve the issue.
- Keeping accurate documentation of any error messages or system notifications.
- Adding or requesting to add additional certified users to the Connect Porta .
- Planning and scheduling all services not covered under the support contract.

FEEDBACK

Client feedback is vital to the success of any business. Your comments and feedback help us improve service performance for you and your business.

A web-based satisfaction survey is automatically emailed when a submitted case is resolved. We encourage you to complete this survey. The information collected is used to measure our performance impact and improve our processes. Surveys are reviewed daily by the Client Support Management team to determine if the client interaction with the Client Support Team is timely and effective.

PRODUCT LINE SUPPORT POLICIES

Transact takes pride in our robust enterprise suite of products that serve our client's needs. Transact Product support is divided into three (3) key areas: Campus ID, Campus Commerce, and Transact Payments.

- Campus ID Solutions – Transaction System Enterprise, IDX, Online Photo Submission, Mobile Credential, Transact Door Security and Access, Meal Plans, TSE Hosted, TS SaaS, and eAccounts.
  For additional details regarding Campus ID Support, please review the Campus ID Support Policy.
- Campus Commerce Solutions – Cloud POS, Mobile Ordering, and Campus Cash.
  For additional details regarding Campus Commerce Support, please review the Campus Commerce Support Policy.
- **Transact Integrated Payments Solutions** - Tuition Payment Plans, ERP integrations, ePayment, eMarket, eBill, Cashiering, Payment Processing Services (SmartPay and CampusPay), and Administration. For additional details regarding Transact Payments Support, please review the Transact Payments Support Policy.

TRANSACT CLIENT SUPPORT CENTER INFORMATION

CLIENT SUPPORT HOURS OF OPERATIONS AND CONTACT INFORMATION – 24X7 SUPPORT

Transact Client Support provides year-round and holiday coverage for Transact Certified Clients and Administrators.

This **24x7x365** support is only available when the institution is experiencing a Severity 1 issue, total system outage, or Severity 2 issue, partial system outage.

Mission critical Severity 1 and Severity 2 issues are defined as those that result in site outages where a workaround is not available and immediate resolution is required. A thorough explanation can be found here, of each of these severity levels.

Any calls received after hours that are not Severity 1 or Severity 2 issues will be handled the next business day.

The following process should be followed when making calls outside normal business hours:

1. Call the standard support line number at 888-381-8054.
2. Follow prompts to leave a voicemail and page an on-call Technical Support Engineer.
3. The on-call Technical Support Engineer will reach out to you.

Severity 1 or Severity 2 cases should be initiated with a phone call from clients to ensure the fastest response.

SEVERITY LEVELS AND RESPONSE TIME TARGETS

Severity Level	Initial Response Target	Description	Examples
1 (Critical)	1 hour (24x7x365)	A problem exists that renders the Transact Production System inoperable. The Transact System is experiencing a total system failure, and there is no workaround or reasonable alternative method available.	The system is down and will not restart All cards being denied No readers are working or are offline Server hard drive or operating system crash Door security is compromised in at least one location
2 (Major)	4 hours (24x7x365)	A major portion of the Transact System is not functioning, AND there is no workaround or reasonable alternative method available AND the use of this function is critical to business. Part of the system is down, while other parts remain functional.	A major functional component is unavailable. A major Foreign Device Interface (FDI) is down (POS interface, UniPrint, Micros) Several "critical" readers are down (all food service readers/registers) A group of cardholders is not working
3 (Moderate)	24 hours (Business Hours)	A function of the Transact System is not working as a result of a problem. However, there is a workaround or reasonable alternative method available; OR a function is not working, and there is no workaround or reasonable alternative method available. However, the use of the function is NOT immediately critical to business, but the function is necessary.	Single function failure Topics that are not time sensitive Report issues Software setup issues Printer issues
4 (Low)	48 hours (Business Hours) 8 a.m. - 8 p.m. EST Mon-Fri	A function is not working as documented, and the incident has minor impact or no impact to the business, but a fix is requested. Questions regarding existing system functionality.	Minor procedural issues or questions Instructional questions How to run specific reports UDF questions

Transacts response time targets are designed to help the Client Support Team drive cases to a timely resolution. Transact Client Support exercises commercially reasonable efforts to meet the above response times but does not guarantee they will always be met. It's important to note that the time it takes to resolve an issue varies. Issue resolution can take longer if:

- Additional information is needed from clients, including copies of database records or logs.
- Changes require monitoring for an extended period before resolution confirmation.

- The issue is complex and requires 3rd party follow-up or custom development.
- Permission to access the on-premises system is needed from the client.
- The client cannot provide access to the system.
- Client contact information is not current on the Connect Client Portal. (Contact your Client Manager with any contact information changes).
- Campus staff unable to help troubleshoot.
- Admin Access and or no access to remote in will cause further delays.

Note: For any non-severity 1 or 2 issues raised to on-call engineers during non-business hours, there will be a fee of $225 per hour and the client will be invoiced accordingly.

STANDARD BUSINESS HOURS

Transact Support is open during the following normal business hours (excluding company-observed holidays):

Monday – Friday, 8:00 am-8:00 pm EST* - Support can be reached at 888-381-8054

- Integrated Payments: Option, 1
- Campus ID and Transaction System Enterprise: Option, 2
- Campus Commerce: Option, 3
- TS SAAS: Option, 4
- Campus Cash: Option, 5
- Transact IDX: Option, 6

*If non-emergency Support is required, Transact does offer additional non-emergency Support during non-business hours upon request as a billable event. Please consult your Client Success Manager.

TRANSACT COMPANY HOLIDAYS

Transact observes the following holidays, and clients are notified through the support bulletin located at the Connect portal.

New Year's Day

Martin Luther King Day

Memorial Day

Juneteenth

Independence Day

Labor Day

Thanksgiving

Day After Thanksgiving

Christmas Day

AUTHORIZED CALLERS

Transact maintains a list of contacts authorized by a client and for security purposes, Client Support will not engage in a support issue unless the caller is on the approved contact list. To add or change the contact list names, please contact your Client Success Manager or update in the Connect portal.

The process and procedures used by Transact help to ensure that each support case is handled in the most efficient, thorough, and professional manner.

PLATINUM+ AND SIGNATURE SUPPORT

Client success is a top priority at Transact. Transact offers the Platinum+ and Signature Support Program to clients with complex needs and ambitious vision. With industry-leading features such as a dedicated Senior Technical Support Engineer, quarterly business reviews, improved communication channels, proactive services, and Support's highest quality of service. For additional details, please contact your Client Success Manager.

- Campus ID Platinum+ Policy
- Campus Commerce Policy
- Payments Policy
- Campus Commerce – Transact Hospitality Suite

DEFECT PRIORITIZATION

This information is used to create a prioritized list of defects to be addressed in the next release. Factors used to determine defect prioritization:

- Severity of Case
- Solution Required by Date
- Impact on Implementation
- Existing Workaround*
- Client agrees to wait for a fix
- Impact on client Base

In its sole discretion, Transact may provide a hotfix to address an issue. Hotfixes will be included in the next available release to avoid regression when an upgrade is performed.

***Workaround:** An acceptable workaround is defined as a solution that allows the users to continue to use the system or allows the client to operate their business and associated software by modifying a portion of their process until a fix is available. Once a fix is ready for deployment, the fix will be in the form of a formal product release.

ENHANCEMENT REQUESTS (HTTPS://TRANSACT.IDEAS.AHA.IO/IDEAS)

Our Engineering and Product Management Teams review and prioritize enhancement requests for inclusion in future releases. All enhancement requests are submitted and reviewed through the AHA idea portal here.

BACK TO SCHOOL PEAK SEASONS

At Transact, our passion and focus is Higher Education, where the busiest times of year revolve around our clients back to school season. We have two peak seasons for back-to-school during the year: one in the spring semester (January/February) and another in the Fall (August through October).

During this time, the demand for Support has historically tripled. It's important to note that response times will be delayed, and some additional services may not be available during these peak times.

REMOTE ACCESS

The Client Support team requires administrative access to client systems to troubleshoot problems. We are sensitive to security issues and will work with each client to avoid unnecessary risks. An inquiry for Support assistance indicates consent to access client specific resources through approved tools. The Client Support Team may connect to a client's system without recorded authorization from the client in the case being addressed, unless expressly prohibited by the client on the ticket. Refusing access to Transact related systems, information, logs or data may lead to longer resolution times or subsequent closure of the ticket without recourse for escalation. Permission to access the system is already granted for the purpose of Card Counts and License Renewals per your Transact license agreement.

TeamViewer may be used as a secure connection method for remote troubleshooting as it provides three-factor authentication. This connection method requires Internet access to the client's workstation or server and that the client be logged in to the Transact server. Transact Client Support Engineers will communicate instructions about how to share the desktop for troubleshooting.

Other third-party remote desktop/screen sharing software can be used. The client is responsible for initiating the session and maintaining the necessary licenses when using these systems. These applications must allow our Client Support to control the desktop and be able to Copy and Paste items to the remote system.

> Note: Other systems, such as Zoom and MS Teams, have issues with the clipboard and can drastically increase the time to resolution.

THIRD-PARTY VENDOR SUPPORT

Transact will make commercially reasonable efforts to troubleshoot third-party hardware and software-related issues for products that integrate directly with and have been certified to work with Transact products. Transact Support Engineers can assist and provide guidance to help achieve resolution if a third-party vendor must be engaged.

CONNECT PORTAL (HTTPS://CONNECT.TRANSACTCAMPUS.COM)

All current and new clients have access to the Transact Connect Portal. If additional access is needed, please consult your Connect Portal system administrator to add new users, subscribe to system outage notifications, etc. If you do not have a Transact Portal administrator, please notify your Client Success Manager requesting access to the Connect Portal.

The Connect Portal User Guide can be found here.

TRANSACT SYSTEMS STATUS NOTIFICATIONS

Transact maintains 24x7 monitoring of critical systems, and our team works as quickly as possible to notify our clients of any incidents or outages that occur. To stay informed of these critical outages, clients must enroll within the Connect Portal to receive notifications and bulletins. To Enroll:

To access and signup please go to http://status.transactcampus.com

1. Select Subscribe
2. Choose which systems you want to elect to receive updates

SUPPORT HUB – SUPPORT CENTER (HTTPS://SUPPORT.TRANSACTCAMPUS.COM)

Once access is granted to the Connect Portal, you will now be able to create cases through the Transact Support Hub. The Support Hub details and guide can be found here.

Please follow and subscribe to stay informed on important product release notes and technical announcements here.

The Transact Support Hub allows clients to create, submit, and review cases, download manuals, search the knowledge base, comment on community posts, etc.

CASE CLOSURE/RESOLUTION

A case will be closed if:

- A usability question was answered.
- A fix was provided.
- A satisfactory workaround was provided.
- The issue pertains to a 3rd party application not sold by Transact.
- There is no response to the requested information within ten days of the request.
- Issue cannot be reproduced.
- The issue is fixed in a newer release.

- The resolution can only be provided by an enhancement to the product that requires the client to submit an Enhancement Request through the Ideas section of the Support Portal.
- When the RMA is processed, the case will automatically be closed.

EXPERT HANDS TECHNICAL CONSULTING

What is Expert Hands Technical Consulting?

Expert Hands is an ad-hoc service for minor changes or service requests that have a high level of urgency to remain operational or improve campus operations. Traditionally, these may have involved the Transact Services project team, but depending on the scope of the request, certain requests may be handled within Client Support without a full project team being scheduled.

The cost of Expert Hands can vary depending on the scope of the work and the time required to complete the task and will be charged hourly at then current fees. After the work is reviewed, scoped, and recommendations made, we will work through finalizing steps with the client and summarize with a statement of work. These Expert Hands services can be a valuable tool for your organization and here are some of the benefits of using these services:

- Quick and efficient way to address a specific need or problem.
- A typical project involving services can be booked for weeks or months.
- Utilizing Expert Hands, the work can be started in days.
- Provide quick access to specialized expertise that may not be available in-house.
- Reduce the risk of making a mistake by hiring an experienced professional.

CLIENT STAFFING AND PRODUCT KNOWLEDGE

- Clients supplying their own environments shall provide adequate internal staff and/or external resources for support and maintenance independent of Transact. Staff may include certified and/or experienced personnel or readily available external consultants that can provide support for the environment where Transact software resides.
- Clients shall have adequate product knowledge in all areas outside of the Transact application suite. This includes operating systems, virtual environments (VMWare, Hyper-V, etc.), Oracle, ERPs, etc.
- Transact offers several training options including free access to online training on the Transact Client Learning Center. The Transact Client Learning Center offers many training videos across all of our product lines. You may request access to the site by contacting your CSM or reaching out to the Product Training and Adoption team at productadoption@transactcampus.com.

ESCALATION PROCEDURES WITHIN TRANSACT

- All cases involving a client-supplied environment shall be diagnosed and resolved using standard Transact applications and tools. Any cases based on non-standard tools, imports, utilities, or environmental issues will be reviewed prior to acceptance by Support escalation resources and/or Transact Client Support management.
- Any case unresolved at the first level of Support may be escalated to a level II Technical Support Engineer. This can be requested over the phone or through the case. The Technical Support Engineer II may require logs and trace files from resources that are not directly accessible by Transact in the client environment. Failure to provide the requested data in an unedited, raw format may result in the refusal of case escalation and closure of the case.
- Cases with issues that cannot be reproduced in Transact test environments and have not been documented at other client sites may be closed. These cases may not be reopened but may be reviewed with Transact Client Support Management upon request.

SUPPORT ON-SITE SUPPORT REQUESTS

Should a situation arise where Transact determines on-site support is necessary (remote solutions not proving effective), accommodation can be arranged to meet the client's needs. However, the client will be responsible for covering travel costs, such as hotel, flight, car rental expenses, and the time spent by the engineer on-site.

Unique client issues that do not fall under the standard support coverage will be referred to the Technical Consulting Team to review on a time and materials basis*, scheduled in advance at the then current rate. The Technical Consulting Team will construct the scope of service for any non-standard request to be included as part of the agreement prior to confirming the work order. If additional clarification is needed, please contact the Client Success Manager.

On-site Support is not available during Peak times and is subject to availability.

*If the Technical Consulting Team is unable to schedule resources to assist with a non-standard request, please reach out to the Client Success Manager to schedule with Services Engagement.

END OF SUPPORT DEFINITIONS

- **End of Sale:** Transact will no longer offer the product for sale but will continue to offer maintenance and Support as contracted until otherwise communicated by Transact.
- **End of Hardware Support:** Transact will no longer offer an option to have the product under maintenance, and repairs will continue as Time and Materials services until repair components are no longer available. The hardware will still be operational within the Transact platform until further notice, provided the hardware does not need repair.
- **End of Software Support:** Transact will no longer offer an option to support a version of software or software support for particular hardware in the Transact System.

- **End of Life:** The product has been removed from Transacts offerings and cannot be run in a production or test environment.

If you have any questions about Transact Client Support, contact Client Support at (888) 381-8054.

Transact Campus ID Support Policy

CAMPUS ID OVERVIEW

This document describes the specific Support Services available under the Campus ID product lines and supplementary third-party hardware and applications, including:

- Transaction System Enterprise (TSE)
- IDX
- Online Photo Submission
- Mobile Credential
- Entrust Datacard
- Transact Door Security and Access
- Lenel S2
- Allegion
- Assa Abloy
- Idemia Morpho Biometric Readers
- Meal Plans
- Customization products (Meal Plans Plus, Enblobber, Deblobber)
- TSE Hosted and eAccounts

TSE UPGRADE REQUESTS

Client upgrade requests require a two-week minimum lead time for the Transact Support team to schedule upgrade requests and may be requested by submitting a ticket through the Connect portal.

After the upgrade ticket is submitted and assigned, the appointed Upgrade Engineer will send a link to a landing page for scheduling. Based on the client's desired upgrade path, availability will be provided for the parties to schedule the upgrade events. Upon completion, email notifications and confirmations will be sent to the client's assigned recipients.

Please reference the Transact System Enterprise Upgrade Support Policy for all additional information.

THIRD-PARTY HARDWARE SUPPORT

When third-party hardware support, replacement, or repair becomes necessary, the first step is to determine if the device is supported by Transact and then determine if it is under warranty. Supported Devices will be made available in product release notes.

In the event the hardware is no longer under warranty with the manufacturer, Transact will test to ensure the software is functioning as designed. If Transact Engineers determine that the device is still not functioning properly and a reasonable workaround is not available, the Client will need to consult with their Client Success Manager for device replacement.

CAMPUS ID SUPPORT PLANS

Support for software and hardware contracts have different support service levels. The following are the plans available for Campus ID products.

Campus ID Support	Standard	Platinum+
Technical Support during normal Client Support hours: North America 8 AM to 8 PM EST Australia & New Zealand 6 AM to 5 PM AEST International: 8 AM to 8 PM US-EST (UTC – 4:00)	✓	✓
24x7x365 Emergency Outage Support	✓	✓
Software Upgrades during Client Support hours: North America 8 AM to 8 PM Australia & New Zealand 6 AM to 5 PM AEST International: 8 AM to 8 PM US-EST (UTC – 4:00)	✓	✓
Direct access to the Online Customer Learning Center The Online Customer Learning Center is an online portal providing 24hr access to step-by-step instructional videos. Provide customer with up to three user logins to the Online Customer Learning Center.	✓	✓
Production Upgrades Priority Off Hours availability with scheduling up to 3 Years in Advance with a Dedicated Upgrade Engineer Must be scheduled ten business days in advance with Transact.		✓
Emergency On-site Assistance* In the event of a site outage where a critical component of the TSE Software cannot be resolved remotely, and client on site assistance is requested, Transact will travel to the site to assist with restoration locally. The client will be charged all travel-related expenses. In the event the outage is located outside North America, Transact will assist remotely unless there are regional/local resources available. If emergency onsite assistance is requested for Platinum clients when it is determined that the cause of the issue lies outside Transacts responsibility, the client will be charged for travel and assessed for services at a rate of $225 an hour.		✓
Remote Software Restoration In the event of host hardware failure, Transact will remotely: - Assist with the installation of application and operating system from backup media and configuration of partitions. - Analyze and resolve database corruption. - Confirm readers are online and processing transactions.		✓

Test Server Remote Troubleshooting, Support, and Database Refresh For Troubleshooting and Support purposes only, Test servers will receive the same levels of service as production servers. However, problems found on any test system will not exceed a Severity of 3 without reasonable verification that the same problem is occurring on the production server. Test server support includes periodic database refresh from Production to Test during normal business hours upon request. Test server builds are not covered and require a separate engagement through Consulting Services.		✓
Off-hours TSE Scheduled Software Upgrades Must be scheduled two weeks in advance with Transact. Expanded coverage hours is 24x7 availability.		✓
Expert Hands and Maintenance Support Five hours of Expert Hands services will be provided quarterly, to be used at the client's discretion upon request. Will not be available during peak times and hours to not roll over.		✓
Assigned Senior Dedicated Support Engineer Dedicated phone number for direct routing to assigned Engineer.		✓
Quarterly Support Check-In and Review Trending Analysis based on Institutions' needs and prioritization for a proactive approach. Request for this review must be made in advance by the primary contact.		✓
Support Appointment Scheduling Ability to schedule times that work best for the client with Support from an assigned dedicated Support Engineer.		✓
Slack Channel Integration Dedicated Engineer into client's Slack instance upon request.		✓

Clients are encouraged to consult their CSM for any questions regarding additional Support offerings.

TRANSACT SYSTEM ENTERPRISE HARDWARE SUPPORT COVERAGE

Transact Client Support will assist in supporting hardware covered under the product release notes. During the troubleshooting process, it may be determined that your hardware will require repair and a Transact Technical Support Engineer will work with you to provide the next steps. Please refer to the RMA Policies and Procedures document for a full description of hardware coverage and processes.

Hardware Support Offerings	Basic Maintenance	Silver Maintenance
OEM repair Services for Transact manufactured products	✓	✓
OEM repair service for third-party products (non-Transact manufactured readers)	✓	✓

Products shipped to client via ground shipping (or equivalent)	✓	✓
Confirmation tracking number logged in support case.	✓	✓
Replacement of worn components, as necessary (normal wear and tear)[1]	✓	✓
Expedited shipping (2-day standard – overnight per request)		✓
Temporary replacement upon request[2]		✓

1: Replacement of Worn Components. Wear-and-tear replacement at Transacts discretion, including but not limited to reader faceplates, read heads, and card slots.

2: Temporary Loaner Terms. Loaners are subject to availability and maintenance coverage.

CAMPUS ID - SOFTWARE SUPPORT COVERAGE

Unique client issues that do not fall under the standard support coverage will be referred to the Technical Consulting Team to review on a time and materials basis*, scheduled in advance at the then current rate. The Technical Consulting Team will construct the scope of service for any non-standard request to be included as part of the agreement prior to confirming the work order. If additional clarification is needed, please contact the Client Success Manager.

CAMPUS ID SOFTWARE - STANDARD SUPPORT COVERAGE

Examples of issues that are generally within the scope include, but are not limited to:

- Resolution or explanation of Transact System-generated error messages
- User issues that occur during normal system and desktop operations
- Specific procedural and system capability questions
- Research, identification, and escalation of Transact application defects
- Assistance and troubleshooting with pre-loaded imports (dining, product, customer, and vending)
- Transact application patches, hot fixes, service packs, and upgrades

CAMPUS ID SOFTWARE – OUTSIDE SCOPE OF SUPPORT

Issues that go outside of the normal scope of Support are considered billable events. Examples include, but are not limited to:

- Any changes, additions, or customizations to Transact Building Blocks Manager or the Transact System that are not related to an existing configuration
- Creation of Building Block Agents
- Any changes or modifications to Transact hardware beyond software capabilities
- Server migrations, except during an upgrade with no change in configuration
- IP Address changes to the Transact Application and/or Database Server

- Requested changes to the Oracle database user passwords
- Authoring or assisting with authoring a custom report
- Training on-site or over the phone
- Installing SSL certificates into the Windows environment
- Rebuilding of *database* tables or any manipulation of database files
- Testing Transact System back-ups
- Re-posting of any sales totals, including credit card sales outside of normal troubleshooting
- Creation of new Windcave Group Accounts
- Support for End-of-Life versions/releases of Transact software
- Gathering and building raw data to perform imports (dining, product, customer, and vending)
- Transact supports fixes in the current versions of Transact software as well as one (1) previous release, unless a General Release has been declared by Product Management
- Transact will not locally store or move files from client servers that contain Primary Account Numbers (PAN) or sensitive data. File transfers will only be allowed through SFTP provided by Transact, WebEx shared drives, or Remote Desktop Disk Drives using 128-bit encryption.
- Emergency After Hours that are not Severity 1 or Severity 2 issues
- If emergency onsite assistance is requested and when it is determined that the cause of the issue lies outside Transact's responsibility, the client will be charged for travel and assessed for services at then current rates.

CAMPUS ID - TRANSACT CERTIFIED THIRD-PARTY SOFTWARE SUPPORT

This section is intended to outline certified third-party software and non-Transact applications approved by Transact for use with Transact products (e.g., NCR, Pharos, Micros).

Client Success Managers can advise if a third-party application is supported by Transact.

CAMPUS ID TRANSACT CERTIFIED THIRD-PARTY STANDARD SUPPORT COVERAGE

- Troubleshooting of application generated errors
- Functionality issues that occur during normal use of the product
- Procedural and documented capability questions
- Changes to existing IDWorks/TruCredential/Instant ID projects

CAMPUS ID TRANSACT CERTIFIED THIRD-PARTY – OUTSIDE SCOPE OF SUPPORT

- Creating new or customizations to IDWorks/TruCredential/Instant ID projects, workstations, or database.
- Upload, distribution, and/or installation of product updates or patch releases.

- Applications not purchased from Transact.
- Applications not covered under your current support contract.
- Installation or configuration of third-party software.

CAMPUS ID, TIAS & DIAS - STANDARD SUPPORT COVERAGE

- Transact application-generated error messages.
- User issues that occur during operations as they relate to the Transact interface.
- Interface problems, issues, or errors related to Transact applications.
- Transact interface questions.
- ISO pool imports from a client-provided ISO pool file.

CAMPUS ID, TIAS & DIAS - OUTSIDE SCOPE OF SUPPORT

- Programming database files and scripts required for back-office applications or other interfaces.
- Changes to the interface configuration because of an upgrade to the other vendors' software.
- Creation or installation of interface scripts or files not part of the Transact standard installation.
- Generating ISO pool files.

CAMPUS ID OS AND NETWORK - STANDARD SUPPORT COVERAGE

Operating system and network-related issues are supported as they relate to the Transact application and products.

- Operating system generated error messages that relate to the Transact application.
- Procedural and system capability questions.
- Server issues that prevent normal operation of the Transact software.
- System printer problems directly related to Transact applications.
- Database generated error messages.
- Issues directly related to database backup software purchased through Transact and not related to removable media.
- Network configuration problems directly related to the Transact applications or Transact hardware.

CAMPUS ID OS AND NETWORK – OUTSIDE SCOPE OF SUPPORT

- Costs of operating system version upgrades, security patch releases, or release supplements.

- Installation of operating system upgrades, security patch releases, or hot fixes; configuration, installation, or addition of new hardware; or peripherals not purchased from Transact.
- Troubleshooting network infrastructure beyond the impact on the Transact System.
- Network consultation or configuration, including network support, design, or evaluation.
- Network problems caused by the addition of or changes in network configuration or hardware by the user.
- Re-installation of operating system when a full system backup is not available.
- Re-installation of operating system due to configuration changes, installation of additional features, functions, or software not provided, authorized, or installed by Transact.
- System administrative tasks, including but not limited to adding users, maintaining file system or database integrity, monitoring system resources, performing backups, and storing software.

DATABASE SERVICE PACKS, PATCHES AND SUPPORT

TSE DATABASE - STANDARD SUPPORT COVERAGE

- Oracle patches on systems with Oracle licensing through Transact are required to be installed by Transact. Oracle patches are tested and verified for operability within specific versions of TSE. This may require a TSE software update to apply a specific patch.
    - If, at any time, the installation of a service pack creates issues with the Transact System, we will troubleshoot the issue and provide a resolution.
- The process of database recovery support is limited when employing RMAN backups. Transact will attempt to recover but will provide no guarantee of its completeness.

TSE DATABASE – OUTSIDE SCOPE OF SUPPORT

Clients are responsible for installing non-Transact patches and service packs, including those from Microsoft. This activity is not provided as a scheduled service request within Transact Client Support.

- Unauthorized Oracle patches leading to product issues.
- Recovery from the RMA database may be billable when the client is at-fault. Typically, extensive data overwrites, user error, or database customizations outside of Transacts scope.

TSE TEST SERVER – SUPPORT

Clients are strongly encouraged to maintain test servers for evaluating new releases and integrations prior to installing them in the production environment.

All Transact customers are eligible for upgrades and patches to licensed test servers. Upgrades for test servers for the same version (3.x to 4.x) will be provided during regular business hours.

Platinum+ Support clients also receive support for any errors, questions, or supported integrations installed on test servers. All submitted issues for test servers are considered Severity 3 unless the same issue is found to be affecting production. Platinum+ Support customers may also contact Support for periodic production to four test data refreshes annually with no downtime on production.

TSE TEST SERVER – OUTSIDE SCOPE OF SUPPORT

Some components are not included during the initial test environment configuration. Transact Support does not support the configuration of these components, however, consulting services may be available to assist with:

- Student Account Management - eAccounts
- Building Blocks Agents
- TSE Customizations

TSE – TRANSACT HOSTED ENVIRONMENTS

With the Transact Hosted Environment, Transact assumes the administrative responsibility of the servers. Transact will maintain access to the system and apply any applicable patches. Transact will provide access for up to five (5) client users. The client expected to manage their clone table password for the Oracle database. Transact Support does not and will not store these passwords.

TSE HOSTED - STANDARD SUPPORT COVERAGE

- Assist in configuration of automated tools via the TSLauchUtility.
- RDS Password User Management
- Transact Product Upgrades. Test environments are typically updated one week before production systems.

TSE HOSTED - OUTSIDE SCOPE OF SUPPORT

- Additional customer users beyond the initial five can be purchased in bundles of five users.
- SFTP Configuration

CAMPUS ID - EXCEPTIONS FOR TSE CLIENT MAINTAINED ENVIRONMENTS

Transact continually strives to improve product technology and stability; as such, our guidelines for Oracle Database and virtual server support have changed to better meet our clients changing needs for stability and innovative technology on campus. The following guidelines have been developed and are provided for customers with more resources and internal support for enterprise systems. Client supported environments can expect the same level of service from Transact Support provided the environment meets the requirements outlined below.

Transact's innovative approach to break new ground by developing feature rich content combined with the latest security enhancements enables clients the opportunity to regularly upgrade their Transact software to the latest version regularly. A dedicated upgrade engineer team is available to assist in upgrading the TSE software line to the latest release.

TRANSACT SYSTEM ENVIRONMENT REQUIREMENTS

TSE DATABASE

- Database software must match Transact requirements, including release level and patches. The customer shall be responsible for maintaining these standards. Requirements are available in the Transact version release notes. In the event of a discrepancy between version or patch numbers due to different operating environments, it shall be the client's responsibility to ensure compatibility consistent with published Transact documentation and standards.
- Database shall be accessible from authorized endpoints (Application Server, administrative workstations, Reporting System, etc.) via IP networking and pre-determined TCP port.
- The database shall be installed on a separate server system from the Application Server.
- Transact PA-DSS/customer PCI compliance is required.
- Database shall be installed and executed in a manner that conforms to the database software manufacturer's requirements and best practices, including supported operating systems, virtual environments, hardware requirements, and network connectivity.
- Database design and integrity shall remain consistent within Transact version specifications, including but not limited to tables, procedures, triggers, and constraints. Transact does not provide specific parameters for database management but will provide a blank, exported database for integration into an Oracle environment.
- Database patches and maintenance shall be completed by customer-supplied resources or Transact resources outside of Support. Transact billable resources may be available for custom services in the client specific environment.

TSE APPLICATIONS

- Transact applications that run as services shall be installed and executed in an environment that conforms to the Transact version release notes. E.g., Reader Host, Transaction Integration Agent Host, etc.
- Transact applications that run in standalone mode shall be installed and executed in an environment that conforms to the Transact version release notes. E.g., Main, Ifmanview for Building Blocks, Reporting System, Infoview, etc.
- Applications shall be accessible from authorized endpoints (administrative workstations, master controllers, registers, etc.) via IP and serial connections on Transact defined TCP ports. Firewalls, routers, access control lists, and other network filtering platforms shall allow full IP connectivity with no speed throttling or TCP rebuilding that may alter the TCP session's integrity (e.g., "fixup" for certain protocols).
- Applications shall be excluded from anti-virus and network scans, in compliance with Transact version release notes, administration guides, or other documents available to the customer.

TRANSACTION SYSTEM DATA INTEGRATIONS

- External connections to Transact databases shall be through Transact-supported applications, including Building Blocks Manager, Launch Utility, or supported direct integration methods such as ID Works.
- Direct database access via queries or data additions/changes not initiated by Transact authored applications are not supported. In the event of direct database access discovered or noted during casework, Transact Client Support may request that any non-supported integrations be removed or disabled as part of the troubleshooting process. Failure to comply with this request from Transact Client Support may result in unresolved issues, case closure, and no escalation path until database achieves compliance as requested.
- Any cases involving non-supported integrations not escalated or closed shall be reviewed by a Senior Engineer prior to case decision to confirm related root cause or symptoms. The client shall be notified prior to case closure for reviewing the decision to provide resources to assist with case resolution.

Transact Integrated Payments Technical Support Policy

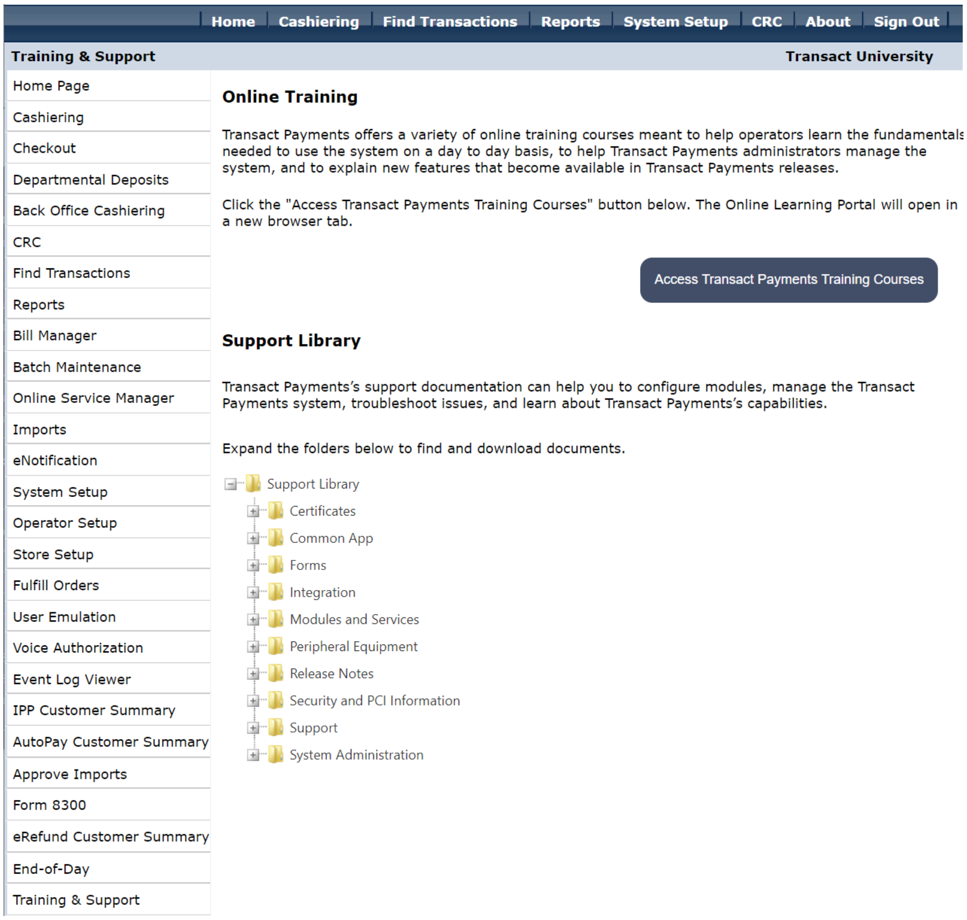
INTEGRATED PAYMENTS SUPPORT OVERVIEW

This document describes the specific Support Services provided for the Integrated Payment Solutions product lines. The products included are:

- Tuition Payment Plans
- FSPP – Full-Service Payment Plan
- MPP - My Payment Plan
- Interface Package / ERP
- ePayment
- eMarket
- eBill
- Cashiering
- Payment Processing Services (SmartPay or Campus Pay)
- Administration

INTEGRATED PAYMENTS - TRAINING AND SUPPORT LIBRARY

The Transact Payments Support administration site offers a Training and Support tab to all users. Clients can log into their school-specific admin portal and click the “Training and Support” option on the bottom left side. There are options to view the online support video library as well as the Payments Support Library which includes various forms, documentation, and release notes.



INTEGRATED PAYMENTS - UPGRADE REQUESTS

Upgrade requests consist of two (2) main categories:

1. Transact Payments - ERP interface upgrades in tandem with Client ERP Upgrades.
2. Changes to Client networking configurations, including VPN or firewall rules, protocols, ciphers (e.g., SSL to TLS or RC4 removal), and Shibboleth single sign-on.

Scheduling in advance is required for any upgrade requests.

Although upgrade requests can vary significantly, Support will gather information about the Client's configuration and have on-site Transact Payments certified technical resources perform tasks in their environment.

After collectively discussing the requirements to complete the upgrade request, Transact will determine a timeline for completion.

The following table provides an overview of the initial steps required for each upgrade type as well as the approximate timeline for completion. Please contact Support with any questions.

Table 3: Upgrade Instructions and Timeline

UPGRADE TYPE	INITIAL UPGRADE INSTRUCTIONS	APPROXIMATE TIMELINE

Transact Payments - ERP Interface	Client fills out the ERP Upgrade Form associated with their ERP, located in the Transact Payments' **Support Library > Forms > ERP Upgrades** folder and sends it to Support. Contact Support for instructions concerning an ERP with no associated form.	Minimum 90 days lead time required before go live date
Networking Configurations/Other	Please contact Support as soon as possible for instructions and for determining a timeline for completion, prior to performing the upgrade.	May vary significantly depending on the request.

INTEGRATED PAYMENTS SUPPORT OFFERINGS – STANDARD SUPPORT AND PLATINUM+ SUPPORT

Support Schedules for software and hardware contracts have different support service levels. The following are the plans available for Payments Support.

Integrated Payments Support	Standard	Platinum+
Technical Support during normal Client Support hours: 8AM to 8PM EST. Mon-Fri, Not Including Major U.S Holidays. Support can be requested during non-business hours at a rate of $225 per hour, with a minimum of 2 hours.	✓	✓
24x7x365 Emergency Outage Support Support for Severity 1 & 2 Emergency Outages only. Response target within 60 minutes for Sev 1 and 4 Hours for Sev 2. Expert Hands Services: $225 an hour for Non-Emergency Severity 3 &4 Support available upon request.	✓	✓
Software Upgrades during Client Support hours: North America 6AM to 6PM MST (Phoenix, AZ; no daylight savings) Australia & New Zealand 6AM to 5PM AEST International: 6AM to 6PM US-MST (UTC -7:00)	✓	✓
Yearly included Train Database Refresh For Troubleshooting and Support purposes only, Test servers will receive the same levels of service as production servers. However, problems found on any test system will not exceed a Severity of 3 without reasonable verification that the same problem is occurring on the production server. Test server support includes periodic database refresh from Production to Test upon request. Test server builds are not covered and require a separate engagement through Services. Platinum+ Clients are allowed up to 2 additional refreshes yearly with no additional charge.	✓	✓
Direct access to the Online Customer Learning Center The Online Customer Learning Center is an online portal providing 24hr access to over 80 online step-by-step instructional videos and live chat* support providing further training on administrating, maintaining, and managing the Transact System. Transact will provide Customer up to three (3) user logins to the Online Customer Learning Center.	✓	✓

Assigned a Dedicated Senior Support Engineer Dedicated phone number for direct routing to their assigned Engineer.		✓
Quarterly Support Check-In and Review Trending Analysis based on Institutions needs and prioritization for a proactive approach. Request for this review must be made in advance by primary contact.		✓
Support Appointment Scheduling Ability to schedule times that work best for the client with Support.		✓
Remote Software Restoration In the event of host hardware failure, Transact will remotely: - Assist with the installation of application and operating system from backup media. - Confirm interfaces are on-line and processing transactions.		✓
Expert Hands and Maintenance Support 5 hours of product training or expert hands services will be provided quarterly, to be used at the client's discretion upon request. Will not be available during peak times and hours cannot be rolled over.		✓

A client may contact their CSM with have any questions regarding additional Support offerings.

INTEGRATED PAYMENTS - PCI COMPLIANCE

Transact operates in compliance with the Payment Card Industry Data Security Standard (PCI-DSS), and adopts the highest levels of releases when they become available from the PCI Security Standards Council. Transact is certified as a Level 1 Service Provider under both Visa Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP). Evidence of this compliance may be verified by visiting the Visa or MasterCard website or by contacting a Client Success Manager.

INTEGRATED PAYMENTS - SYSTEM AVAILABILITY

Integrated Payments Services is deemed unavailable when Transacts automated monitoring system is unable to access the web or database servers of the Service.

Exceptions include, but are not limited to:

- Customer's use of the Service otherwise than in accordance with readily available documentation or with user manuals
- Any data entered into the service by the customer
- Any event beyond the reasonable control of Transact, including the malfunction or unavailability of any public internet backbone or network or of any server or other equipment outside of Transacts facility, or any failure of customer's equipment or local access service

- Scheduled maintenance pursuant to Scheduled Maintenance Windows section below

INTEGRATED PAYMENTS - SCHEDULED MAINTENANCE WINDOWS

Periodically it is necessary for Transact to perform maintenance activities on customer environments. Scheduled maintenance windows occur every Sunday between 1:00 AM and 6:00 AM Eastern Time. The Transact Payments environment is fully redundant. Therefore, most activities can be performed on one server at a time and do not result in any disruption to users. During this time, capacity and redundancy may be reduced, but the site continues to operate normally from the end users perspective. Batch jobs are never scheduled during the maintenance window and clients are advised not to schedule batch file transfers during this period.

If Transact anticipates that scheduled maintenance will have an impact on end users, we will inform Transact Payments Administrators by email. Except in the case of an emergency, notification will take place at least 24 hours in advance. Whenever possible, such maintenance is planned for Sunday mornings, which are normally the lightest usage period for the environment.

In extremely rare cases, maintenance activities may extend beyond the normal window. This happens when necessary, activities will take longer than three hours and cannot reasonably be broken into smaller steps. Should this be necessary, the maintenance will be scheduled for weekends or holidays and Transact Payments Administrators will be notified at least 72 hours in advance.

INTEGRATED PAYMENTS - RELEASES AND REFRESHES

New versions of Transact Payments are released approximately four times per year. Releases typically contain a combination of new features, enhancements to existing modules, and bug fixes.

Support coordinates with clients to upgrade Train environments and distribute release notes. Once Train environments have been upgraded and clients have had reasonable time to test, Production environments are upgraded. To minimize disruptions, all upgrades are scheduled in advance and take place outside regular business hours.

Transact Payments is a hosted solution; therefore, we are not able to leave older versions of the software in place for extended periods of time. Clients who desire to test new releases should do so promptly when the new release becomes available. If a client has a conflict with a scheduled upgrade date, prompt contact with Support is encouraged so that accommodations can be made.

When minor bugs are discovered in a release, Transact will create a refresh to address the problem. Refreshes are minor updates to the code which can be applied without any downtime or changes to client configurations. These are done on an as-needed basis and do not require advance planning by clients.

INTEGRATED PAYMENTS - TRAIN ENVIRONMENTS

In addition to a Production environment, each Transact client receives access to a Train environment that can be used for training new staff, testing new procedures and interfaces, and other purposes. When a new release of Integrated Payments becomes available, the client’s Train environment will be upgraded prior to the production environment.

The Train environment is created by making a full copy (sometimes called a “clone”) of the production environment. This is done approximately one week after the client goes live. The Train environment is accessed using a separate URL.

At the client’s request, the data in the Train environment will be refreshed by making another full copy of the production environment once every 12 months. More frequent refreshes are available for an additional charge, as are additional Train environments.

INTEGRATED PAYMENTS - NETWORKING INFORMATION

For networking information, such as email IP addresses that must be whitelisted, a client may refer to the Payments Technical Reference Guide, available in the Support Library through the Training & Support section.

INTEGRATED PAYMENTS - THIRD PARTY HARDWARE SUPPORT

When support, replacement or repair becomes necessary, the first step is to find out if the device is supported, and then determine if it is under warranty. Devices Supported will be made available in product release notes and/or the peripherals buyer’s guide.

In the event the hardware is out of warranty with the manufacturer, Transact will test to ensure the software is functioning as designed. If it is determined by Transact Engineers that the device is still not functioning properly and a reasonable workaround is not available, it will be the client’s responsibility to have the device replaced. Clients may consult their Client Success Manager for device replacement.

INTEGRATED PAYMENTS – FULL-SERVICE PAYMENT PLAN (FSPP) STUDENT SERVICES SUPPORT OVERVIEW

As part of the Transact Payments FSPP implementation, students and authorized payers will have access to assistance from Transact Student Services. This guide describes the process for contacting Support and the services that are included in a Transact Payments subscription.

> Note: Transact Payments may occasionally change the details of our service offerings. Upon any change, Transact will update this guide make readily available to clients.

TRANSACT STUDENT SERVICES PROVIDED

Student Services Support can assist by answering questions about payment plans and helping solve problems payers may encounter while using the Transact Payment Portal. Common areas where Student Services can assist include:

- Difficulty accessing the portal.
- Questions about how to use the service, such as: enrolling in autopay, making payments, enrolling in payment plans, or creating an account.
- Problems when an aspect of the service does not appear to be working properly - autopayment failed to process, not receiving a reset password email, unable to set up E-Refund, etc.

The below tasks are handled by our Student Services team for student requests:

- Answer questions concerning SmartPay Transactions.
- Provide guidance on the payment plan enrollment process, explaining plan fees and information.
- Provide guidance on the auto payment activation/deactivation process.
- Expire note codes preventing a student from making a payment or enrolling in a plan.
- Withdraw students from payment plans upon their request.
- Reactivate payment plans for students upon their request.
- General troubleshooting of student issues within the Transact Payment Portal.

Other tasks cannot be handled by Transact Student Services and the payer will be referred to the institution. These include but are not limited to:

- **Student Password Resets**
  - Transact Support cannot reset student passwords, which are often maintained outside of Transact Payments in the institution's ERP self-service portal. If Transact Payments Administrators or authorized Support Contacts want to set a student's Transact Payments password to a known value and have the necessary permissions to do so, they may do so through the Customers page in Transact Payments System Setup.
- **Tuition Balances and Tuition Due Dates**
  - The tuition balance shown on the Transact portal is provided and updated by each institution. Incorrect balances and questions on tuition fees must be addressed by the institution.
  - Tuition due dates and tuition late fees are set and provided by each institution. For tuition due date and late fee information, payers should refer to the institution's website or contact their Student Accounts office.
- **Itemized Invoices and Receipts**
  - Transaction receipts for payments made on the Transact portal can be found on the Transactions tab online. Any other payment summaries, itemized receipts, and tuition invoices must be requested from the institution.
- **Financial Aid, Scholarships, and Loans**
  - Transact does not have access to Financial Aid information including loans and scholarships. For assistance, students should contact the institution's Financial Aid office.
- **Collections/Holds**
  - Information on an account sent to collections or financial hold can only be provided by the institution's Accounts office.

TRANSACT STUDENT SERVICES – CONTACT INFORMATION

Any students or authorized users who use the Transact Payments system may contact Student Support Services. Although Student Services provides functional support, depending on the associated permissions or the nature of the inquiry, the student may need to be referred to the institution for further assistance.

There is one primary way to contact Support: **Help Center:** https://studentsupport.transactcampus.com

The Help Center hosts several articles as well as a Chat option. Payers can use Chat to find solutions to their issues and/or contact a live agent. If the issue cannot be resolved during the first contact, a ticket will be created and future contact with the payer will be handled via phone or email.

Student Services is open from 8:00 AM to 9:00 PM Eastern Standard Time, Monday through Friday. Users may open a ticket with support through the Help Center, 24 hours a day, 7 days a week. Transact observes all major federal holidays.

Information to Have On-Hand When Contacting Student Services Support

When reaching out to Support for assistance, users should have as much of the following information as possible:

1. The student ID, institution, and other contact information
2. The Transact site or URL where the issue originated.
3. The date and time the issue most recently occurred
4. Any specific identifiers, such as key words, values, or transaction numbers, that may help Support locate an account.

If an inquiring user does not have all this information available, they should still feel free to contact Student Support, but in some cases the ability to assist may be limited without this data.

What to Expect When Contacting Student Services

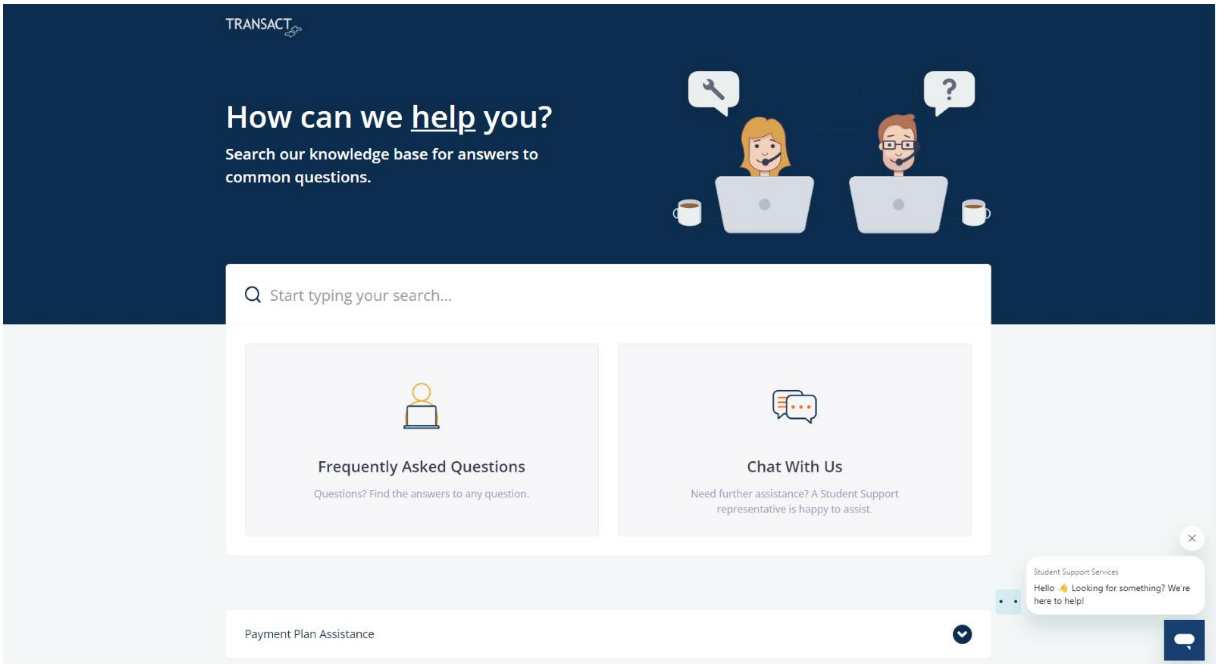
When students and authorized users contact Student Services Support within business hours, they will usually be able to speak with a team member in short order. Depending on the nature of the issue, they may be asked to take various steps towards resolution such as providing screenshots of error messages. In some cases, the Support team member may email the payer a procedure to be performed.

Student Services Support uses certain tools to assist in troubleshooting problems. Support agents are granted access to relevant student records within Transacts purview for the purposes of troubleshooting issues as they are requested. Under certain circumstances, wherein a Support agent is unable to replicate the issue, they may request an online meeting so that they can observe the problem first-hand.

In many cases, the Support team member will be able to resolve your issue during the initial call. If the issue requires further research, it may be escalated within Transact Support.

Student Services Help Center

The Transact Student Help Center is available to all end users. The Help Center has FAQ articles and the option for end users to chat with a live agent during business hours for assistance or submit a ticket after business hours with Payton, our Chat bot. Help Center



TRANSACT STUDENT SERVICES - TICKET TRACKING AND SERVICE PERFORMANCE

Calls and chats to Support are added to our tracking system as a ticket. The ticket is used to track all activity on an issue or inquiry, from initial contact until its' resolution. After a ticket is opened, upon request, the payer is given a unique Ticket Number that identifies the issue in the tracking system.

The payer should make note of the Ticket Number and use it when communicating with us about the problem. By including the Ticket Number on subsequent calls or emails regarding the same issue and/or request, Support will be able to locate call notes and history, provide payers with the current status, and bring the issue to a resolution more quickly.

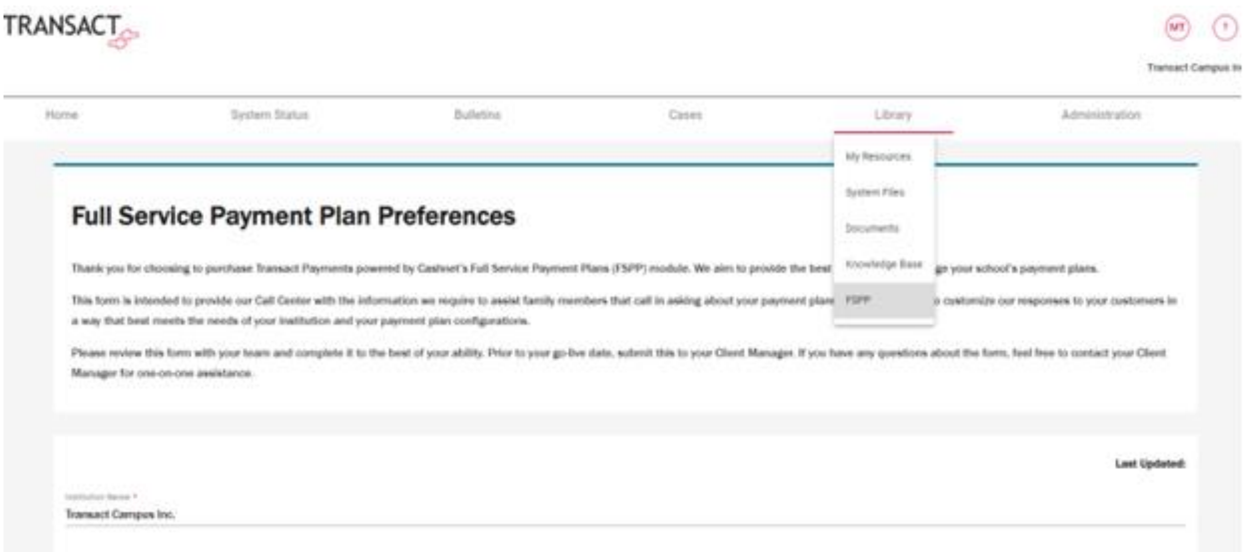
TRANSACT STUDENT SERVICES ADMINISTRATION AND PLAN CREATION

The Full Service Payment Plan (FSPP) module includes the creation and maintenance of payment plans. These plans are to be submitted via a Support ticket with a filled out Full Service Payment Plan Request Form, which is available in the Transact Payments Support Library through the Training & Support Section.

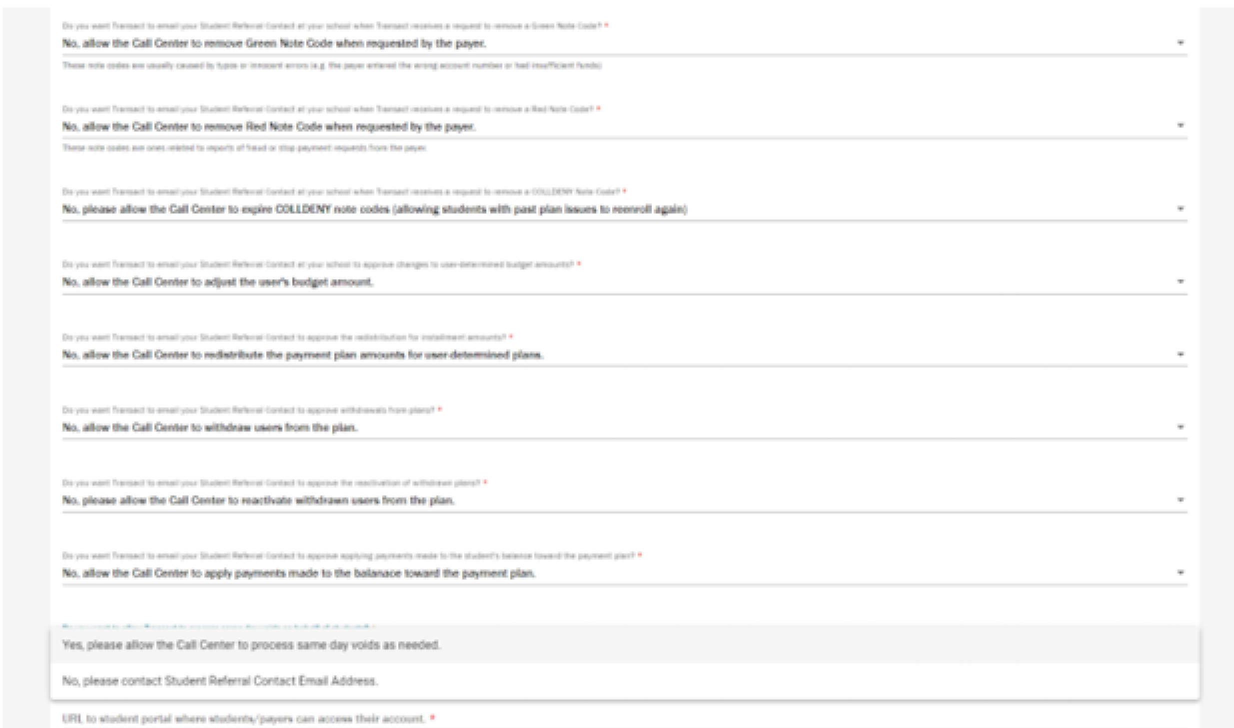
TRANSACT STUDENT SERVICES - STEPS TO UPDATE YOUR FSPP PREFERENCES

Login to the connect portal: https://connect.transactcampus.com

1. Choose 'Library' and 'FSPP'



2. Select FSPP preferences:



Authorized Administrators can login to make changes to their preferences at any time and this will be reflected immediately for the Transact Student Services Support team to review.

Transact Campus Commerce Support Policy

CAMPUS COMMERCE SUPPORT OVERVIEW

This document describes specific Support Services provided for the Campus Commerce product lines:

- Cloud Point of Sale (Cloud POS)
- Mobile Ordering
- Campus Cash
- Terminal Support provided by Dishout - 877-850-6964, Option 3
- Amazon Just Walk Out (JWO)

CAMPUS COMMERCE - THIRD-PARTY VENDOR SUPPORT

Transact will make every effort to troubleshoot third-party hardware and software-related issues for certified products that integrate directly with Transact. Transact may partner with third-party vendors as appropriate to resolve any reported issues. In the event a third-party vendor must be engaged, Transact's Technical Support Engineers may assist the client and give proper guidance to achieve resolution.

- **Windcave** – Transact will assist directly with any Windcave issues; please call in or place a ticket for assistance. Windcave outages and service notifications subscription can be found at https://status.windcave.com/
- **Freedom Pay** – When clients are experiencing issues with Freedom Pay hardware or software, a ticket can be put in at https://corporate.freedompay.com/my-freedompay-support/ or, Freedom Pay Support can be reached at 888-495-2446. FreedomPay outages and service notifications subscription can be found at https://status.freedompay.com/
- **Verifone** - Transact will assist directly with any Verifone issues; please call in or place a ticket for assistance. The current Status of Verifone outages can be found at https://support.verifone.com/

For any client issues with VAR Sheets, Transact is not authorized to contact back-end processors (TSYS, Elavon, FirstData, etc.) on behalf of the client, as the client and their designated bank own that relationship.

CAMPUS COMMERCE HARDWARE SUPPORT & RMA REQUESTS

When support, replacement, or repair becomes necessary, the first step is to confirm if the device is supported and then determine if it is under warranty. A list of supported devices will be made available in product release notes.

If it is under warranty, the repair request can be submitted to the manufacturer and assisted by Transact support if needed. If the client feels they are not getting speed of resolution, they can contact the Campus Commerce team to facilitate resolution. Some third-party vendors can be contacted for RMA requests at:

- **HP** – 800-334-5144 (Menu Options 7, 5 -OR- Say "Point of Sale System" for the voice prompt)
- **Touch Dynamic** – 888-508-6824 or https://www.touchdynamic.com/support/rma-request/

- **Epson** – 562-276-1314 or https://epson.com/Support/Point-of-Sale/sh/s5
- **Zebra** – https://www.zebra.com/us/en/about-zebra/contact-zebra/contact-tech-support.html
- **ELO** – 844-435-6832 or https://myelo.elotouch.com/support/s/

In the event the hardware is out of warranty with the manufacturer, Transact will test to ensure the software is functioning as designed. If it is determined by an agent that the device is still not functioning properly and a reasonable workaround is not available, it will be the client's responsibility to have the device replaced. Clients can consult their Client Success Manager for device replacement options.

CAMPUS COMMERCE SUPPORT COVERAGE & PLANS

Support for software and hardware contracts have different support service levels. The following are the plans available for the Campus Commerce products:

Campus Commerce Support	Standard	Platinum+
Technical Support during normal Client Support hours: 8 AM to 8 PM EST, Mon-Fri, excluding major US holidays.	✓	✓
24x7x365 Emergency Outage Support Support for Severity 1 & 2 Emergency Outages only. Response target within 60 minutes for Severity 1 and 4 Hours for Severity 2. Expert Hands Services: $225 an hour for Non-Emergency Severity 3 &4 Support available upon request.	✓	✓
Direct access to the Online Customer Learning Center Online training can be accessed at https://training.transactcampus.com/	✓	✓
Extended Hours of Support Weekend/Holidays and Off Hours Concessions Support/Sporting Events available upon request. Minimum of two weeks' notice is required.		✓
Expert Hands Training and Maintenance Hours Five expert hands hours will be available quarterly, to be used at the client's discretion upon request. Will not be available during peak times.		✓
Support Appointment Scheduling Ability to schedule times that work best for the client with Support.		✓

Assigned Dedicated Senior Support Engineer Direct access to Senior Engineer and Senior Engineer team. Dedicated 800 number for direct routing to assigned Engineer. Backup Engineers are provided when the primary technician is out of the office, or clients can seek prompt assistance through the standard support channels at their discretion.		✓
Quarterly Support Check-In and Review Trending analysis based on institutions' needs and prioritization for a proactive approach. Request for this review must be made in advance by the primary contact.		✓
Slack Channel Integration Assigned Dedicated Engineer can be integrated into client's Slack instance upon request.		✓
Rapid Deployment Assistance Dedicated Engineer will be involved with the installation team to partner with installation services.		✓

*Any questions regarding additional Support offerings should be directed to the Client Success Manager.

CAMPUS COMMERCE SOFTWARE SUPPORT COVERAGE

Your support agreement covers most types of issues and questions related to the Cloud POS application.

Support is defined as "Troubleshooting with devices or environments, in previously working configurations, in an active production area, where either a hardware or configuration issue needs to be rectified to ensure the device is operating as intended for a return to normal day-to-day operations."

Support that does not fall within scope is billable on a time and materials basis and must be scheduled in advance. The Campus Commerce Technical Consulting team will review, approve, and complete these items to be billed as Expert Hands. See the Expert Hands sections for details on services offered.

- Resolution or explanation of Cloud POS generated error messages
- User issues that occur during normal system and application operations
- Specific procedural and system capability questions
- Research, identification, and escalation of Cloud POS application defects
- Assistance and troubleshooting third-party peripherals with errors stemming from the Cloud POS application
- Cloud POS application patches, hotfixes, and Binary Updates

CAMPUS COMMERCE SOFTWARE - OUTSIDE SCOPE OF SUPPORT

- Issues outside the normal scope of Client Support may be billable. Please consult your Client Success Manager for billable engagements. Examples of billable events:
- Performing Re-Image of a Client's Point-of Sale to be shipped back to the client
- Configuration, installation, or addition of new hardware, drivers or peripherals not purchased from Transact
- Any changes or modifications to Transact hardware
- Reporting reconciliation
- Client Training on site or remote
- SQL queries or Importing data
- Network diagnostics beyond application-generated errors
- Re-posting of any sales totals, including credit card sales outside of normal troubleshooting
- Support for End-of-Life* versions/releases of Transact software
- Creating a new mobile ordering location
- Creating new POS
- Creating new menus (schedules, categories, subcategories, classes, items, modifiers)
- Price Updates
- Restoration of Client Data/Configurations due to accidental deletion or corruption by the client

CAMPUS COMMERCE SUPPORTED BINARIES & REGISTER SOFTWARE

The Transact Development team will provide new register software binaries as fixes and new features are deployed. The client is responsible for updating register binaries to the most up-to-date versions when available. If the device is no longer on a supported binary version, an update will be required before further troubleshooting can commence.

Supported Binary and software versions will be announced by product management in release notes and will be available in the Cloud POS back office when deployed.

CAMPUS COMMERCE TRANSACT CERTIFIED THIRD-PARTY SOFTWARE SUPPORT

This section is intended to outline support offered for certified third-party software and non-Transact applications approved by Transact for use with Transact products. Your Client Success Manager can work with you to confirm if Transact supports your third-party application.

CAMPUS COMMERCE TRANSACT CERTIFIED THIRD-PARTY SOFTWARE - STANDARD SUPPORT COVERAGE

- Troubleshooting of application-generated errors
- Functionality issues that occur during normal use of the product
- Procedural and documented capability questions

CAMPUS COMMERCE TRANSACT CERTIFIED THIRD-PARTY SOFTWARE - OUTSIDE SCOPE OF SUPPORT

- Upload, distribution, and/or installation of product updates or patch releases
- Applications not purchased from Transact
- Applications not covered under your current support contract
- Activation of new features in the application
- Installation or configuration of third-party software

CAMPUS COMMERCE OPERATING SYSTEM & NETWORK SUPPORT

Operating system and network-related issues are supported as they relate to the Transact application and products.

CAMPUS COMMERCE OPERATING SYSTEM & NETWORK SUPPORT - STANDARD SUPPORT COVERAGE

- Operating system-generated error messages that relate to the Cloud POS application
- Procedural and system capability questions
- Cloud issues that prevent normal operation of the Cloud POS software
- System printer issues directly related to Transact applications
- Network configuration issues directly related to the Transact applications or Transact hardware

CAMPUS COMMERCE OPERATING SYSTEM & NETWORK SUPPORT - OUTSIDE SCOPE OF SUPPORT

- Costs of operating system version upgrades, security patch releases, or release supplements
- Installation of operating system upgrades, security patch releases, or hotfixes on client owned hardware
- Troubleshooting network infrastructure beyond the impact on the Cloud POS System
- Troubleshooting POS devices added to a Domain or Workgroup
- Network problems caused by the addition of or changes in network configuration or hardware by the user
- Re-installation of the operating system when a complete system backup is not available
- Re-installation of operating system due to configuration changes, installation of additional features, functions, or software not provided, authorized, or installed by Transact
- System administrative tasks, including but not limited to adding users, maintaining file system, updating firewall permissions, user permissions, monitoring system resources, performing backups, and storing software