

# Product Usage Terms

Effective Date: October 3, 2023

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Use of Certinia products (i.e. Services) is subject to the corresponding Product Usage Terms below. These Product Usage Terms are legally binding and are incorporated by reference into any Certinia Order Form signed on or after the Effective Date above for the applicable product(s). References to “Customer” correspond to reference to “You,” and references to “Certinia” correspond to references to “Us,” in the Certinia online Master Subscription Agreement. Any reference to “FF” or “FinancialForce” in documents referring to these Product Usage Terms shall be read to mean “Certinia”.

The “Generally Applicable Terms” below apply to all products on Certinia Order Forms. The “-Plus Products” section of the Generally Applicable Terms applies to any product with a “-Plus” designation, in combination with such products’ named product usage term. For example, a “Full PSA User – Plus” is subject to the following product usage terms: Full PSA User, “-Plus Products” and all other Generally Applicable Terms.

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## CURRENT PRODUCTS

### Full Suite, Velocity and ERP Bundled Offers

Product Name	Product Usage Terms
<p>Certinia Suite User</p>	<p>The Certinia Suite User product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• Full PSA User</li> <li>• Financials Full User</li> <li>• Access to the functionality of following engines:               <ul style="list-style-type: none"> <li>○ Accounting engine</li> <li>○ Revenue Recognition engine</li> <li>○ Billing &amp; Collections engine</li> </ul> </li> <li>• Order Procurement &amp; Inventory Full User</li> <li>• Quoting/Sales Order User</li> <li>• Certinia Analytics Full User</li> <li>• Sandbox – Access</li> <li>• Premier Support</li> </ul> <p>The product usage terms for Full PSA User, Financials Full User, Order Procurement &amp; Inventory Full User, Quoting/Sales Order User, Certinia Analytics Full User, Sandbox – Access, and Premier Support apply to this product. The products in this bundle are sold jointly, and may not be separated into components (for example by assigning licenses comprising one Certinia Suite User to multiple persons, or by requesting a change in the composition of products within the Certinia Suite User bundle). Customer may not purchase the products comprising this bundle individually, with the exception of Analytics, Sandbox and Support products. The Sandbox-Access and Premier Support provided with the "Certinia Suite User" apply only to the bundled products therein.</p> <p>For clarity, the term "Certinia Suite User Core Licenses" on an Order Form refers to: Full PSA User, Financials Full User, Order Procurement &amp; Inventory Full User, Quoting/Sales Order User and Sandbox – Access, as well as access to the Accounting, Revenue Recognition and Billing &amp; Collections engine functionality.</p>

<p>Certinia Suite View Only User</p>	<p>The Certinia Suite View Only User product is a bundle of the products with Modifications as listed below:</p> <ul style="list-style-type: none"> <li>• PSA CRM Only View User</li> <li>• Financials Full User (limited to read-access and invoice approval only)</li> <li>• Order Procurement &amp; Inventory View and Approval User</li> <li>• Sandbox – Access</li> <li>• Premier Support</li> </ul> <p>The product usage terms for each of the PSA CRM View Only User, Financials Full User (as limited herein), Order Procurement &amp; Inventory View and Approval User, Sandbox – Access, and Premier Support apply to this product. The products in this bundle are sold jointly and may not be separated into components (for example by assigning licenses comprising one Certinia Suite View Only User to multiple persons, or by requesting a change in the composition of products within the Certinia Suite View Only User bundle). Customer may not purchase the products comprising this bundle individually, with the exception of Sandbox and Support products. The Sandbox-Access and Premier Support provided with the " Certinia Suite View Only User" apply only to the bundled products therein. For clarity, "Certinia Suite View Only User Core Licenses" on an Order Form refer to: PSA CRM View Only User, Financials Full User (as limited), Order Procurement &amp; Inventory View and Approval User and Sandbox-Access.</p>
<p>ERP Cloud User - Plus</p>	<p>This ERP Cloud User – Plus product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• Financials Full User</li> <li>• Access to the functionality of following engines: <ul style="list-style-type: none"> <li>○ Accounting engine</li> <li>○ Revenue Recognition engine</li> <li>○ Billing &amp; Collections engine</li> </ul> </li> <li>• Procurement User</li> <li>• Certinia Analytics Full User</li> <li>• Sandbox – Access</li> <li>• Premier Support</li> </ul> <p>The product usage terms for each of the products listed above also apply to the ERP Cloud User - Plus. The products in this bundle are sold jointly and may not be separated into components (for example by assigning licenses comprising one ERP Cloud User - Plus to multiple persons, or by requesting a change in the composition of products within the bundle). Customer may not purchase the products comprising this bundle individually, with the exception of Analytics, Sandbox and Support products. The Sandbox-Access and Premier Support provided with this bundle apply only to the bundled products included therein.</p> <p>For clarity, "ERP Cloud User - Plus Core Licenses" on an Order Form refers to: Financials Full User, Procurement User and Sandbox – Access, as well as access to the Accounting, Revenue Recognition and Billing &amp; Collections engine functionality.</p>

<p>Velocity Suite User</p> <p>(formerly Velocity SRP Full User)</p>	<p>This Velocity Suite User product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• Full PSA User</li> <li>• Financials Full User</li> <li>• Access to the functionality of following engines: <ul style="list-style-type: none"> <li>○ Accounting engine</li> <li>○ Revenue Recognition engine (solely for Revenue Management for PSA)</li> </ul> </li> <li>• Procurement User</li> <li>• Certinia Analytics Full User</li> <li>• Sandbox – Access</li> <li>• Training Access</li> </ul> <p>Full rights for Billing Central, Contracts and Subscription and Usage data are available if Customer has separately purchased a Billing &amp; Collections Engine.</p> <p>The individual product usage terms for each of the products listed above also apply to the Velocity Suite User. The products in this bundle are sold jointly and may not be separated into components (for example by assigning licenses comprising one Velocity Suite User to multiple persons, or by requesting a change in the composition of products within the bundle). Customer may not purchase the products comprising this bundle individually, with the exception of Analytics and Sandbox products. The Sandbox-Access provided with this bundle applies only to the bundled products included therein.</p> <p>For clarity, “Velocity Suite User Core Licenses” on an Order Form refers to: Full PSA User, Financials Full User, Procurement User and Sandbox – Access, as well as access to the Accounting and Revenue Recognition engine functionality.</p>
<p>Velocity View User</p> <p>(formerly Velocity SRP View User)</p>	<p>This Velocity View User product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• PSA CRM View Only User</li> <li>• Financials Full User (limited to read access and invoice approval only)</li> <li>• Access to the functionality of following engines: <ul style="list-style-type: none"> <li>○ Accounting engine</li> <li>○ Revenue Recognition engine (solely for Revenue Management for PSA)</li> </ul> </li> <li>• Order Procurement &amp; Inventory View and Approval User</li> <li>• Sandbox – Access</li> <li>• Training Access</li> </ul> <p>View and approval rights for Billing Central, Contracts and Subscription and Usage data are available if Customer has separately purchased a Billing &amp; Collections Engine.</p> <p>The individual product usage terms for each of the products listed above, limited where noted, also apply to the Velocity View User. The products in this bundle are sold jointly and may not be separated into components (for example by assigning licenses comprising one Velocity View User to multiple persons, or by requesting a change in the composition of products within the bundle). Customer may not purchase the products comprising this bundle individually, with the exception of the Sandbox- Access product. The Sandbox-Access provided with this bundle applies only to the bundled products included therein. For clarity, “Velocity View User Core Licenses” on an Order Form refers to: PSA CRM View Only User, Financials Full User (as limited) , Order Procurement &amp; Inventory View and Approval User and Sandbox – Access, as well as access to the Accounting and Revenue Recognition engine functionality.</p>



<p>Velocity Full PSA User</p>	<p>This Velocity Full PSA User product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• Full PSA User</li> <li>• Sandbox – Access</li> <li>• Training Access</li> </ul> <p>The individual product usage terms for each of the products listed above also apply to the Velocity Full PSA User. The products in this bundle are sold jointly and may not be separated into components (for example by assigning licenses comprising one Velocity Full PSA User to multiple persons, or by requesting a change in the composition of products within the bundle). Customer may not purchase the products comprising this bundle individually, except for the Sandbox- Access product. The Sandbox-Access provided with this bundle applies only to the bundled products included therein.</p>
<p>Velocity T&amp;E User  (formerly Velocity SRP T&amp;E User)</p>	<p>This Velocity T&amp;E User product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• PSA T&amp;E User</li> <li>• Sandbox – Access</li> <li>• Training Access</li> </ul> <p>The individual product usage terms for each of the products listed above also apply to the Velocity T&amp;E User. The products in this bundle are sold jointly and may not be separated into components (for example by assigning licenses comprising one Velocity T&amp;E User to multiple persons, or by requesting a change in the composition of products within the bundle). Customer may not purchase the products comprising this bundle individually, with the exception of the Sandbox- Access product. The Sandbox-Access provided with this bundle applies only to the bundled products included therein.</p> <p>For clarity, “Velocity T&amp;E User Core Licenses” on an Order Form refers to: PSA T&amp;E User and Sandbox – Access.</p>

## Professional Services Automation and Value Add-Ons

Product Name	Product Usage Terms
Full PSA User (prior name: PSA Full User)	<p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.</p> <p>This product includes one PSA Resource per user.</p>
Premium PSA User	<p>This product includes full use of PSA functionality and restricted use of Financials functionality. Use of Financials functionality is limited to the following. (1) Customer may use AR/Collections functionality, solely to create, view, edit, display, post and send invoices and credit notes; and (2) Customer may use Revenue Recognition functionality. This product does not permit use of any other Financials functionality (such as, for example, General Ledger, Fixed Assets or Billing Central). The foregoing restrictions are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services). Customer will assign each Premium PSA User a profile that limits access to only the permitted functionality above. This product includes one PSA Resource per user.</p> <p>This product requires purchase of the Billing &amp; Collections Engine to use the AR/Collections functionality, and/or the Revenue Recognition Engine to use the Revenue Recognition functionality. These engines are not included with this product and must be purchased separately.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.</p>
PSA Billing & Revenue User - Plus	<p>The "PSA Billing &amp; Revenue User - Plus" product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• Premium PSA User</li> <li>• Certinia Analytics Full User</li> <li>• Access to the functionality of following engines:               <ul style="list-style-type: none"> <li>○ Revenue Recognition Engine</li> <li>○ Billing &amp; Collections Engine</li> </ul> </li> <li>• Sandbox – Access</li> <li>• Premier Support</li> </ul> <p>The product usage terms for each of Premium PSA User, Certinia Analytics Full User, Sandbox-Access and Premier Support apply to this product. The products in this bundle are sold jointly, and may not be separated into components (for example by assigning licenses comprising one "PSA Billing &amp; Revenue User - Plus" bundle to multiple persons, or by requesting a change in the composition of the bundle). Customers purchasing this product may not purchase Premium PSA Users separately. Sandbox-Access and Premier Support provided with this product apply only to the components hereof.</p> <p>For clarity, "PSA Billing &amp; Revenue User Core Licenses" on an Order Form refers to: Premium PSA User, Certinia Analytics Full User, access to the functionality of the Revenue Recognition and Billing &amp; Collections Engines, and Sandbox – Access.</p>

PSA T&E User	<p>Use of the PSA T&amp;E User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): A PSA T&amp;E User may access only the Timecards and Expense custom objects of the Certinia PSA product, and other screens as needed to select time and expense data to enter it into the Certinia PSA product, solely for the purpose of entering and updating that User's time and expenses for professional services. A PSA T&amp;E User may also access the PSA product to update that User's skills and certifications. Customer will assign each PSA T&amp;E User a profile that limits access to the functionality required for the purpose above.</p> <p>This product includes one PSA Resource per user.</p>
PSA CRM View Only	<p>Use of the PSA CRM View Only product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) A PSA CRM View Only User is permitted full access to the PSA Chatter features, and read-only access to all other features and functions, of the Certinia PSA product. A PSA CRM View Only User may not enter or modify data in the Certinia PSA product except to post or comment in the PSA Chatter feature. (ii) A PSA CRM View Only User subscription must have an active Enterprise level or higher Sales Cloud or Service Cloud User subscription purchased directly from Salesforce for any Users of such product if purchased prior to January 31, 2023. Customer will assign each PSA CRM View Only User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.</p>
PSA Resource	<p>A PSA Resource is any person or device whose identifying information (for example, name or employee number for a person) is stored in the PSA product as a resource. If Customer's Order Form specifies a number of PSA Resources, then Customer shall not at any time track or manage a number of PSA Resources greater than the number of PSA Resources for which Customer has subscriptions in effect.</p>

PSA Direct for Concur® Expense	<p>“PSA Direct for Concur® Expense” offers an integration between Certinia’s PSA product and Concur® Expense. This product is sold to Customers in tiers (Tier 1, Tier 2, etc.) depending on the aggregate quantity of Customer’s PSA subscriptions at any given time.</p> <ul style="list-style-type: none"><li>(a) Use of this product requires Customer to subscribe to (i) A minimum of one Full PSA license and (ii) a minimum of one PSA Resource license (or other PSA license type that includes a PSA Resource license) for each resource record accessed by this product.</li><li>(b) In order to utilize this product, Customer must have purchased the connecting Concur® Expense product separately and authorized Concur® Expense to transmit data to Certinia via an SAP Concur® enabled App Center listing, by using the Enable Partner Application administrator menu within the SAP Concur® Service or by such other method as provided by SAP Concur® at its discretion.</li><li>(c) The PSA Direct for Concur® Expense product permits Customer to receive information from Concur® Expense, i.e., from outside the Salesforce Platform. Concur® Expense is a Non-Certinia Application, and therefore security and data protections, as well as any availability commitments, described in the Customer’s Certinia Agreements (e.g., MSA) do not apply to data outside Certinia products. Certinia has no liability for information obtained from or sent outside of the Salesforce Platform relating to this product. Customer consents to such retrieval, transmission, storage, processing and modification as necessary to provide this product and related support services.</li><li>(d) Certinia is not liable for downtime, discontinuation, or other issues (performance or otherwise) caused by Concur® Expense or integration therewith. Certinia Support for this product is limited to support of the Certinia application and products and does not extend to support for Concur® Expense.</li><li>(e) The continued availability of this product is subject to the continuing availability of the related SAP Concur® products, and the ability to integrate therewith. Therefore, a subscription to this product is subject to termination by Certinia with 90 days’ notice; and such termination shall not be deemed a breach of Certinia’s obligations under its agreements with Customer (including any Order Forms). Certinia will have no responsibility for such a termination other than a pro-rata refund of prepaid fees for this product following the date of the termination.</li></ul>
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PSA Direct for Jira®	<p>“PSA Direct for Jira®” offers an integration between Certinia’s Task Management for PSA functionality and Jira® products. This product is sold by tier (Tier 1, Tier 2, etc.) depending on the number of Customer’s integrating Jira® users at any given time.</p> <p>(a) Use of this product requires Customer to subscribe to (i) A minimum of one Full PSA license and (ii) a minimum of one PSA Resource license (or other PSA license type that includes a PSA Resource license) for each resource record accessed by this product.</p> <p>(b) The PSA Direct for Jira® product permits Customer to transmit Customer Data to Jira® and/or receive information from Jira®, in each case outside the Salesforce Platform. Jira® is a Non-Certinia Application, and therefore security and data protections, as well as any availability commitments, described in the Customer’s agreements with Certinia (e.g., MSA) do not apply when Customer Data is removed from the Salesforce Platform. Certinia has no liability for information obtained or sent outside of the Salesforce Platform relating to this product. Customer consents to such retrieval, transmission, storage, processing and modification as necessary to provide this product and related support services.</p> <p>(c) In order to utilize this product, Customer must have purchased the connecting Jira® product separately and authorized Jira® to transmit data to Certinia.</p> <p>(d) Certinia is not liable for downtime, discontinuation, or other issues caused by the Jira® or integration therewith. Certinia Support for this product is limited to support of the Certinia application and products and does not extend to support for Jira®.</p> <p>(e) The continued availability of this product is subject to the continuing availability of the related Jira® products, and the ability to integration therewith. Therefore, a subscription to this product is subject to termination by Certinia with 90 days’ notice; and such termination shall not be deemed a breach of Certinia’s obligations under its agreements with Customer (e.g., MSA) including any Order Form. Certinia will have no responsibility for such a termination other than a pro-rata refund of prepaid fees for this product following the date of the termination.</p>
Full Services CPQ Add-On for Full PSA User	This product requires each User to have both a Full PSA User subscription and a Salesforce Sales Cloud subscription (Enterprise or higher).
View and Approve Services CPQ Add-Ons for each of the following: <ul style="list-style-type: none"> <li>- Full PSA User</li> <li>- PSA CRM View Only User</li> <li>- PSA T&amp;E User</li> </ul>	These products require the following pre-requisites for purchase and use: (a) Customer must have purchased at least one Full Services CPQ Add-On for Full PSA User for the respective instances into which this product is being provisioned and (b) each User of this product must have the applicable subscription for which it is being purchased, i.e., either a Full PSA User, a PSA CRM View Only User or a PSA T&E User subscription. The functionality of this product shall be limited by the scope and use rights of the PSA product to which it is being added.

## Order, Procurement & Inventory

Product Name	Product Usage Terms
Order Procurement & Inventory Full User  (Formerly "Spend & Inventory Full User")	This product permits full use of the Order, Procurement & Inventory products. This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.
Order Procurement & Inventory View and Approval User  (Formerly "Spend & Inventory View and Approval User")	Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (a) Users who are not in a procurement role may use the product to view and approve purchasing or spending items, and (b) Users may use the product to view stock before committing an order. Customer will assign each Order Procurement & Inventory View and Approval User a profile that limits access to the functionality required for the purpose above.
Procurement User	This product permits restricted use of the Order, Procurement & Inventory product for Purchasing functionality only. It does not include Inventory Management, Sales Order Approval or Fulfilment, or Shipping functionality.  This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.
Self-Service Requisition User	Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): This product may be used only to raise purchasing requests, and not to grant approvals. Customer must have at least one Order Procurement & Inventory Full User to utilize this Product. Customer will assign each User of this product a profile that limits access to the functionality required for the purpose above.
Quoting/Sales Order User	Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (a) Users may use this product only to access advanced quoting functionality and (b) Users may access this product only if they have an active Enterprise level or higher Sales Cloud or Service Cloud user subscription purchased directly from Salesforce. Customer must have at least one Order Procurement & Inventory Full User to utilize this Product. Customer will assign each User of this product a profile that limits access to the functionality required for the purpose above.

Quoting/Sales Order User - Plus	<p>The "Quoting/Sales Order User – Plus" product is a bundle of the products listed below:</p> <ul style="list-style-type: none"><li>• Quoting/Sales Order User (modified as below)</li><li>• Sandbox – Access</li><li>• Premier Support</li></ul> <p><i>Modification to Quoting/Sales Order User.</i> This product does not require that a User also have an active Enterprise level or higher Sales Cloud or Service Cloud user subscription purchased directly from Salesforce.</p> <p>The product usage terms for each of Quoting/Sales Order User (as modified above), Sandbox-Access and Premier Support apply to this product. The products in this bundle are sold jointly, and may not be separated into components (e.g., Customer cannot purchase a Quoting/Sales Order User without Sandbox-Access and/or Premier Support). Sandbox-Access and Premier Support provided with this product apply only to the components hereof.</p>
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## ERP and Planning

Product Name	Product Usage Terms
Financials Full User	This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.
Billing and Invoice View for CRM User	<p>Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) This product may be used only to view and approve billing and invoice data. (ii) Each user of this product must have an active Enterprise level or higher Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. Customer will assign each Billing and Invoice View for CRM User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>Certinia may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of this product, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within five days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of this product, then (a) if the unauthorized use of is of Certinia Financials functionality, Customer will pay Certinia, within 30 days of invoice by Certinia, the difference between the price charged by Certinia to Customer for the applicable Billing and Invoice View for CRM Users and Certinia's then-current list price for Financials Full Users for all of Customer's Billing and Invoice View for CRM Users then in effect, beginning with the date of the first violation through the end of the then-current subscription term, and upon payment of such amount, all Billing and Invoice View for CRM Users will be converted into Financials Full Users for the remainder of the then-current subscription term and any automatic renewal terms; and/or (b) if the unauthorized use is a failure to have an active Enterprise level or higher Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, Customer will pay Salesforce, within 30 days of invoice, Salesforce's then-current list price for full Enterprise (or higher, if applicable) level Sales Cloud or Service Cloud Users for all of Customer's Billing and Invoice View for CRM Users for which Customer does not have an Enterprise level or higher Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, beginning with the date of the first violation through the end of the then-current subscription term, and upon payment of such amount, all such Billing and Invoice View for CRM Users will have an Enterprise (or higher, if applicable) level Sales Cloud or Service Cloud User for the remainder of the then-current subscription term.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.</p>
Full Planning User	<p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.</p> <p>In addition, to utilize this product (a) the Customer must have Certinia Accounting, and at least one Full Financials User, in the same Salesforce instance as the product, and (b) each User must have a FM Analytics View User subscription if they require access to the reporting functionality of this product (i.e., to view data from Certinia's ERP products or "out of the box" reports).</p>
Full Planning Add-On for Financials Full User	This product requires each User to have: (a) Financials Full User subscription and (b) a Full Financial Reporting subscriptions (or other full Analytics subscription) if they require access to the reporting functionality of this product (i.e., to view data from Certinia's ERP products or "out of the box" reports).



Contributor Planning Add-On for Financials Full User	This product requires each User to have a Financials Full User subscription.
Contributor Planning User	This product provides limited access to the ERP application, solely in order to utilize planning and budgeting functionality. This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below. Customer must have at least (i) one Financials Full User and (ii) an Accounting Engine in the same Salesforce Org to utilize this product.

# Analytics

Product Name	Product Usage Terms
<p>Full Financial Reporting User  (prior name: Einstein Full Financial Reporting User)</p>	<p>Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) This product may be used only by Users for whom Customer has purchased a Financials Full User subscription. (ii) This product may be used only to generate, view and modify the following types of reports: trial balance, cash flow statements direct / indirect method, balance sheet, income statement, consolidated statements, variance reports, actuals versus budget comparison, and basic profitability analysis. (iii) This product may be used with Customer Data accessible through Certinia accounting, billing and revenue management functionality (for clarity, it may not be used with Certinia professional services automation, supply chain management or human capital management functionality). Customer will assign each Financial Reporting User a profile that limits access to objects and features in accordance with this restriction.</p> <p>Certinia may provision to Customer one or more additional restricted Financials Full User subscription, at no charge, for the sole purpose of implementing, and facilitating data transfer for, this product (referred to as the "Financials Integration User"). A Financials Integration User may not be utilized by Customer for any other purpose, including without limitation to assign to a User as a non-restricted Financials Full User subscription.</p> <p>Documentation. This product includes Einstein Analytics services and is subject to Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at <a href="https://help.salesforce.com">help.salesforce.com</a> or via login to the applicable Services. For avoidance of doubt, one such documentation is the Tableau CRM (formerly Einstein Analytics or Wave: Analytics Cloud OEM services) Trust and Compliance Documentation at <a href="https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1">https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1</a>. This product may also be subject to Salesforce product specific terms which form part of Salesforce's Documentation and are located at <a href="https://sfdc.co/ptd">https://sfdc.co/ptd</a>.</p>
<p>Non-Full Financial Reporting User  (prior name: Einstein Non-Full Financial Reporting User)</p>	<p>Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) This product may be used only to generate, view and modify the following types of reports: trial balance, cash flow statements direct / indirect method, balance sheet, income statement, consolidated statements, variance reports, actuals versus budget comparison, and basic profitability analysis. (ii) This product may be used with Customer Data accessible through Certinia accounting, billing and revenue management functionality (for clarity, it may not be used with Certinia professional services automation, supply chain management or human capital management functionality). Customer will assign each Financial Reporting User a profile that limits access to objects and features in accordance with this restriction.</p> <p>Certinia may provision to Customer one or more additional restricted Financials Full User subscription, at no charge, for the sole purpose of implementing, and facilitating data transfer for, this product (referred to as the "Financials Integration User"). A Financials Integration User may not be utilized by Customer for any other purpose, including without limitation to assign to a User as a non-restricted Financials Full User subscription.</p> <p>Documentation. This product includes Einstein Analytics services and is subject to Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at <a href="https://help.salesforce.com">help.salesforce.com</a> or via login to the applicable Services. For avoidance of doubt, one such documentation is the Tableau CRM (formerly Einstein Analytics or Wave: Analytics Cloud OEM services) Trust and Compliance Documentation at <a href="https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1">https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1</a>. This product may also be subject to Salesforce product specific terms which form part of Salesforce's Documentation and are located at <a href="https://sfdc.co/ptd">https://sfdc.co/ptd</a>.</p>

<p>FM Analytics View User</p>	<p>This product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used only for Read-Only access to prebuilt Einstein Analytics Dashboards, Lenses, and Datasets. This product may not be used for any other purpose (including, for example, entering or updating data).</li> <li>(b) This product may be used only with Customer Data accessible through Certinia ERP functionality (for clarity, it may not be used with professional services automation or human capital management functionality).</li> <li>(c) Users may not access the Analytics API.</li> </ul> <p>Customer will assign each FM Analytics View User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>To be eligible to use this product, the user must have Certinia Accounting installed in the applicable org.</p> <p>Certinia may provision to Customer one or more additional restricted Financials Full User subscription, at no charge, for the sole purpose of implementing, and facilitating data transfer for, this product (referred to as the "Financials Integration User"). A Financials Integration User may not be utilized by Customer for any other purpose, including without limitation to assign to a User as a non-restricted Financials Full User subscription.</p> <p>Documentation. This product includes Einstein Analytics services and is subject to Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at <a href="https://help.salesforce.com">help.salesforce.com</a> or via login to the applicable Services. For avoidance of doubt, one such documentation is the Tableau CRM (formerly Einstein Analytics or Wave: Analytics Cloud OEM services) Trust and Compliance Documentation at <a href="https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1">https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1</a>. This product may also be subject to Salesforce product specific terms which form part of Salesforce's Documentation and are located at <a href="https://sfdc.co/ptd">https://sfdc.co/ptd</a>.</p>
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PSA Analytics View User	<p>This product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used only for Read-Only access to prebuilt Einstein Analytics Dashboards, Lenses, and Datasets. This product may not be used for any other purpose (such as, for example, entering or updating data).</li> <li>(b) This product may be used only with Customer Data accessible through Certinia standard Professional Services Automation functionality (for clarity, it may not be used with Certinia ERP, billing, supply chain management or human capital management functionality).</li> <li>(c) Users may not access the Analytics API.</li> </ul> <p>Customer will assign each PSA Analytics View User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>To be eligible to use this product, the user must have Certinia PSA installed in the applicable org.</p> <p>Certinia may provision to Customer one or more additional restricted PSA Full User subscription, at no charge, for the sole purpose of implementing, and facilitating data transfer for, this product (referred to as the “PSA Integration User”). A PSA Integration User may not be utilized by Customer for any other purpose, including without limitation to assign to a User as a non-restricted PSA Full User subscription.</p> <p>Documentation. This product includes Einstein Analytics services and is subject to Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at help.salesforce.com or via login to the applicable Services. For avoidance of doubt, one such documentation is the Tableau CRM (formerly Einstein Analytics or Wave: Analytics Cloud OEM services) Trust and Compliance Documentation at <a href="https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1">https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1</a>. This product may also be subject to Salesforce product specific terms which form part of Salesforce’s Documentation and are located at <a href="https://sfdc.co/ptd">https://sfdc.co/ptd</a>.</p>
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<p>PS Cloud Core Analytics</p>	<p><b>PS Cloud Core Analytics.</b> This product permits Users with access to applicable PSA functionality to view a limited subset of PSA Analytics “out-of-the box” dashboards based on such functionality.</p> <p>This product is subject to the following restrictions, whether technical or contractual in nature (i.e., the functionality itself may not have been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may only be used with PSA and Foundations versions released in Summer 2022 or later and may not be used by Customers operating on older versions of these code packages.</li> <li>(b) This product may only be used in conjunction with a Certinia PSA User license (including any license in the Professional Services Automation section above, except for a PSA Resource User). This product may not be used with any functionality other than Certinia PSA functionality.</li> <li>(c) This product may only be used with Customer Data from (i) the namespace of a Certinia PSA product, (ii) the following Salesforce standard objects: Accounts, Activities, Tasks, Calendar, Events, Contacts, Contracts, Documents, Orders, Products, Pricebooks, Ideas, and (iii) up to 10 additional custom objects (Custom Objects) that are within the scope of, and solely used with, a Certinia product.</li> <li>(d) This product does not permit Customer or Users to: (i) create or modify any Analytics dashboards, (ii) access custom Analytics dashboards, (iii) access Analytics Studio, (iv) export any data or dashboards to Excel, (v) utilize Analytics connectors (as described in the Documentation).</li> <li>(e) Dashboard data can be refreshed once every 24 hours.</li> <li>(f) Dashboards included in this product are further described in the Certinia Licensing Guide available upon request.</li> </ul> <p>Integration User. If Customer does not already have an Integration User, Certinia may provision Customer a restricted PSA Full User subscription, at no charge, for the sole purpose of implementing, and facilitating data transfer for, this product (referred to as the “PSA Integration User”). The PSA Integration User may not be utilized by Customer for any other purpose, including without limitation to assign to a User as a non-restricted PSA Full User subscription.</p> <p>Customer Data. Customer acknowledges that Salesforce may access Customer Data submitted to services and features branded as Analytics or Einstein (including this product) for the purpose of training and improving similar or related services and features, and Customer instructs Certinia to permit Salesforce to process, and Salesforce to process, its Customer Data for such purpose. Salesforce retains all right, title, and interest in and to all system performance data, machine learning algorithms, and aggregated results of such machine learning. Salesforce will not share Customer's Customer Data with any other customers.</p> <p>Analytics Documentation. “Documentation” means the applicable (i) Certinia Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible via <a href="http://www.Certinia.com">www.Certinia.com</a> or the Certinia community and (ii) the applicable Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at <a href="http://help.salesforce.com">help.salesforce.com</a> or login to the applicable Services. For avoidance of doubt, Documentation for this product includes: (i) the CRM Analytics Trust and Compliance Documentation; and (ii) the Einstein Platform Trust and Compliance Documentation. This product may also be subject to Salesforce product specific terms which form part of Salesforce's Documentation and are located at <a href="https://sfdc.co/ptd">https://sfdc.co/ptd</a>.</p>
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<p>PS Cloud Analytics View User - Plus</p>	<p>The "PS Cloud Analytics View User - Plus" product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• PSA Analytics View User</li> <li>• Sandbox – Access</li> <li>• Premier Support</li> </ul> <p>The product usage terms for each of PSA Analytics View User, Sandbox-Access and Premier Support apply to this product. The products in this bundle are sold jointly, and may not be separated into components (e.g., Customer cannot purchase a PSA Analytics View User without Sandbox-Access and/or Premier Support). Sandbox-Access and Premier Support provided with the "PS Cloud Analytics View User - Plus" apply only to the components hereof.</p> <p>For clarity, "PS Cloud Analytics View User Core Licenses" on an Order Form refers to: PSA Analytics View User and Sandbox – Access.</p>
<p>Certinia Analytics View User - Plus</p>	<p>This product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• PSA Analytics View User</li> <li>• FM Analytics View User</li> <li>• Premier Support</li> <li>• Sandbox-Access</li> </ul> <p>The product usage terms for each of PSA Analytics View User, FM Analytics View User, Sandbox-Access and Premier Support apply to this product. The products in this bundle are sold jointly, and may not be separated into components (e.g., Customer cannot purchase a PSA Analytics View User or FM Analytics View User without Sandbox-Access and Premier Support). Sandbox-Access and Premier Support provided with this User apply only to the components hereof.</p>

<p>Certinia Analytics Full User</p>	<p>This product is a bundle of the PSA Analytics and FM Analytics functionality. To be eligible to use this product, the user must also have an active PSA Full User subscription or an active Financials Full User subscription, or a bundled product which incorporates either of these subscriptions.</p> <p>This product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used only with Customer Data accessible through Certinia standard Professional Services Automation or Certinia ERP functionality (for clarity, it may not be used with billing, order, inventory and procurement or human capital management functionality).</li> <li>(b) Users may not access the Analytics API.</li> </ul> <p>This product includes Einstein Analytics services and is subject to Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at <a href="https://help.salesforce.com">help.salesforce.com</a> or via login to the applicable Services. For avoidance of doubt, one such documentation is the Tableau CRM (formerly Einstein Analytics or Wave: Analytics Cloud OEM services) Trust and Compliance Documentation at <a href="https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1">https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1</a>. This product may also be subject to Salesforce product specific terms which form part of Salesforce's Documentation and are located at <a href="https://sfdc.co/ptd">https://sfdc.co/ptd</a>.</p> <p>Customer will assign each Certinia Analytics Full User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>Certinia may provision to Customer one or more additional restricted PSA or Financials Full User subscription, at no charge, for the sole purpose of implementing, and facilitating data transfer for, this product (referred to as the "PSA or FM Integration User"). A PSA or FM Integration User may not be utilized by Customer for any other purpose, including without limitation to assign to a User as a non-restricted PSA or Financials Full User subscription.</p>
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Certinia Analytics Plus Upgrade –  
10 User Starter Pack

This product is a starter pack to enjoy enhanced Analytics functionality. To use this product, Customer must have at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below.

This product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself may not have been disabled technically in the Services):

- (a) This product may be used by Customer in conjunction with Certinia products and services as described below. For the avoidance of doubt, this product may not be used with any functionality other than Certinia functionality, except as explicitly allowed in this product usage term.
- (b) Customer may only use this product with Customer Data from (i) the namespace of a Certinia product; (ii) the following Salesforce standard objects: Accounts, Activities, Tasks, Calendar, Events, Contacts, Contracts, Documents, Orders, Products, Pricebooks, Ideas, and; (iii) up to 10 additional Customer created custom objects (Custom Objects), provided that such Custom Objects are within the scope of a Certinia product and for use solely with a Certinia product.
- (c) Customer may only use this subscription to upload or access data that is within the scope of a Certinia product and for use solely with a Certinia product. Subject to the foregoing limitation, Customer is allowed the use of one (1) Heroku Postgres Connector and any five (5) Analytics connectors as described in the Documentation. Analytics connectors provided by Certinia as part of a Certinia product count towards this limit.
- (d) Customer may not use this subscription to create new “Apps” within Einstein Analytics. For clarity, Apps are described in the Documentation noted below.
- (e) During the subscription term, Customer may have up to ten (10) enabled predictions, between Einstein Discovery and Einstein Prediction Builder, deployed per Customer Org. Customer may disable enabled predictions in order to deploy additional predictions, provided Customer does not exceed ten (10) enabled predictions at any time during the subscription term. Customer may only provide a User access to enabled predictions where such User has been assigned a Certinia Analytics Plus Upgrade User or a CRM Analytics for Community Members subscription.

**Customer Data.** Customer acknowledges that Salesforce may access Customer Data submitted to services and features branded as Einstein (including this product) for the purpose of training and improving similar or related services and features, and Customer instructs Certinia to permit Salesforce to process, and Salesforce to process, its Customer Data for such purpose. Salesforce retains all right, title, and interest in and to all system performance data, machine learning algorithms, and aggregated results of such machine learning. Salesforce will not share Customer's Customer Data with any other customers.

**Einstein Documentation.** “Documentation” means the applicable (i) Certinia Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible via [www.Certinia.com](http://www.Certinia.com) or the Certinia Community and (ii) Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at [help.salesforce.com](http://help.salesforce.com) or login to the applicable Services. For avoidance of doubt, this product is subject to: (i) the Einstein Analytics Trust and Compliance Documentation; and (ii) the Einstein Platform Trust and Compliance Documentation at: [https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&language=en\\_US&type=1](https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&language=en_US&type=1). This product may also be subject to Salesforce product specific terms which form part of Salesforce's Documentation and are located at <https://sfdc.co/ptd>.

**Audit and Unauthorized Use.** Certinia may review use of any Certinia or Certinia-resold product in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Customer agrees to pay to Certinia, within thirty (30) days of notice of the audit results, the difference between the price charged by Certinia for the applicable subscription and its then-current list price for the full-use version of the subscription for all of the subscriptions in the same Org showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term (the "Prohibited Use Penalty"). Upon payment of the Prohibited Use Penalty, all subscriptions showing unauthorized use will be converted into full-use subscriptions at Certinia's then-current list pricing for such full-use subscriptions for the remainder of the then current subscription term or subsequent terms during the term of the Agreement.



Certinia Analytics Plus Upgrade User

To use this product, Customer must have at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below. This product may be purchased by Customers who have already purchased a Certinia Analytics Plus Upgrade – 10 User Starter Pack.

This product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself may not have been disabled technically in the Services):

- (a) This product may be used by Customer in conjunction with Certinia products and services as described below. For the avoidance of doubt, this product may not be used with any functionality other than Certinia functionality, except as explicitly allowed in this product usage term.
- (b) Customer may only use this product with Customer Data from (i) the namespace of a Certinia product; (ii) the following Salesforce standard objects: Accounts, Activities, Tasks, Calendar, Events, Contacts, Contracts, Documents, Orders, Products, Pricebooks, Ideas, and; (iii) up to 10 additional Customer created custom objects (Custom Objects), provided that such Custom Objects are within the scope of a Certinia product and for use solely with a Certinia product.
- (c) Customer may only use this subscription to upload or access data that is within the scope of a Certinia product and for use solely with a Certinia product. Subject to the foregoing limitation, Customer is allowed the use of one (1) Heroku Postgres Connector and any five (5) Analytics connectors as described in the Documentation. Analytics connectors provided by Certinia as part of a Certinia product count towards this limit.
- (d) Customer may not use this subscription to create new “Apps” within Einstein Analytics. For clarity, Apps are described in the Documentation noted below.
- (e) During the subscription term, Customer may have up to ten (10) enabled predictions, between Einstein Discovery and Einstein Prediction Builder, deployed per Customer Org. Customer may disable enabled predictions in order to deploy additional predictions, provided Customer does not exceed ten (10) enabled predictions at any time during the subscription term. Customer may only provide a User access to enabled predictions where such User has been assigned a Certinia Analytics Plus Upgrade User or a CRM Analytics for Community Members subscription.

Customer Data. Customer acknowledges that Salesforce may access Customer Data submitted to services and features branded as Einstein (including this product) for the purpose of training and improving similar or related services and features, and Customer instructs Certinia to permit Salesforce to process, and Salesforce to process, its Customer Data for such purpose. Salesforce retains all right, title, and interest in and to all system performance data, machine learning algorithms, and aggregated results of such machine learning. Salesforce will not share Customer's Customer Data with any other customers.

Einstein Documentation. “Documentation” means the applicable (i) Certinia Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible via [www.Certinia.com](http://www.Certinia.com) or the Certinia community and (ii) Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at [help.salesforce.com](http://help.salesforce.com) or login to the applicable Services. For avoidance of doubt, this product is subject to: (i) the Einstein Analytics Trust and Compliance Documentation; and (ii) the Einstein Platform Trust and Compliance Documentation at: [https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&language=en\\_US&type=1](https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&language=en_US&type=1). This product may also be subject to Salesforce product specific terms which form part of Salesforce's Documentation and are located at <https://sfdc.co/ptd>.

Audit and Unauthorized Use. Certinia may review use of any Certinia or Certinia-resold product in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Customer agrees to pay to Certinia, within thirty (30) days of notice of the audit results, the difference between the price charged by Certinia for the applicable subscription and its then-current list price for the full-use version of the subscription for all of the subscriptions in the same Org showing unauthorized use (taken as a group), beginning with the date of the first violation through the end of the then current subscription term (the "Prohibited Use Penalty"). Upon payment of the Prohibited Use Penalty, all subscriptions showing unauthorized use will be converted into full-use subscriptions at Certinia's then-current list pricing for such full-use subscriptions for the remainder of the then current subscription term or subsequent terms during the term of the Agreement.

## Communities

Product Name	Product Usage Terms
Customer Community Members	<p>Use of the Customer Community Members product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"><li>(a) This product may be used by personnel of companies with which Customer transacts business, including, for example, customers, subcontractors, alliance partners and vendors of Customer. The Customer Community Members product may not be used by employees or other personnel of Customer.</li><li>(b) Users of this product may only access the following Salesforce objects and functionality with respect to Certinia products: (i) Chatter, Files, People, Topics, and Profiles; (ii) Accounts; (iii) Salesforce1; (iv) Force.com Sites; (v) Products and Price Books (read-only access); (vi) APIs; (vii) role-based sharing and (viii) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the Customer Community Members product is prohibited.</li><li>(c) Customer must subscribe to a User-based Certinia product.</li><li>(d) Each Customer Community Member subscription entitles the authorized number of members (as specified in an Order Form) access to Customer Communities in the applicable Salesforce Org.</li></ul> <p>Customer will assign each Customer Community Member a profile that limits access to objects and features in accordance with the above restrictions.</p>

<p>Customer Community Login</p> <p>(formerly Customer Community Logins/Month)</p>	<p>Use of the Customer Community Login product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used by personnel of companies with which Customer transacts business, including, for example, customers, subcontractors, alliance partners and vendors of Customer. This product may not be used by employees or other personnel of Customer.</li> <li>(b) Users of this product may only access the following Salesforce objects and functionality with respect to Certinia products: (i) Chatter, Files, People, Topics, and Profiles; (ii) Accounts; (iii) Salesforce1; (iv) Force.com Sites; (v) Products and Price Books (read-only access); (vi) APIs; (vii) roles-based sharing; and (viii) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the Customer Community Login product is prohibited.</li> <li>(c) Customer must subscribe to a User-based Certinia product.</li> <li>(d) Each Customer Community Login subscription entitles a User access to Customer Communities in the applicable Salesforce Org.</li> </ul> <p>Customer will assign each Customer Community Login User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>The pricing for this product includes the number of logins per calendar month specified in the applicable Order Form times the corresponding quantity of this product specified in the Order Form (the "Permitted Number of Monthly Logins"). If in any calendar month the aggregate number of logins exceeds three times the Permitted Number of Monthly Logins, Customer will be charged 1.5 times the per-login price for each login more than three times the Permitted Number of Monthly Logins. If the aggregate number of logins exceeds the Permitted Number of Monthly Logins in each of four consecutive calendar months, Customer will be charged 1.5 times the per-login price for each excess login in such fourth month and in each consecutive month thereafter in which the aggregate number of logins exceeds the Permitted Number of Monthly Logins. The per-login price is equal to the monthly fee for the Customer Community Login product divided by the Permitted Number of Monthly Logins. Such additional fees will be charged to Customer monthly in arrears. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform to U.S. Pacific Time.</p> <p>Certinia will provision 20 Users for every Permitted Monthly Login. For example only, if the Permitted Number of Monthly Logins is 1,000, Certinia will provision 20,000 Customer Community Login Users. All such Users are subject to the restrictions above, and the aggregate usage by all such Users is subject to the monthly login limit above and in the Salesforce Documentation.</p>
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Partner Community Member	<p>Use of the Partner Community Member product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"><li>(a) This product may be used by personnel of companies with which Customer transacts business, including, for example, customers, subcontractors, alliance partners and vendors of Customer. This product may not be used by employees or other personnel of Customer.</li><li>(b) Users of this product may only access the following Salesforce objects and functionality with respect to Certinia products: (i) Chatter, Files, People, Topics, and Profiles; (ii) Salesforce1; (iii) Force.com Sites; (iv) Products and Price Books (read-only access); (v) APIs; (vi) roles-based sharing; and (vii) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the Partner Community Member product is prohibited.</li><li>(c) Customer must subscribe to a User-based Certinia product.</li><li>(d) Each Partner Community Member subscription entitles the authorized number of members (as specified in an Order Form) access to utilize Customer Plus Community functionality (as provisioned by Certinia) in the applicable Salesforce Org.</li></ul> <p>Customer will assign each Partner Community Member a profile that limits access to objects and features in accordance with the above restrictions.</p>
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<p>Partner Community Login</p> <p>(formerly Partner Community Logins/Month)</p>	<p>Use of the Partner Community Login product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used by personnel of companies with which Customer transacts business, including, for example, customers, subcontractors, alliance partners and vendors of Customer. This product may not be used by employees or other personnel of Customer.</li> <li>(b) Users of this product may only access the following Salesforce objects and functionality with respect to Certinia products: (i) Chatter, Files, People, Topics, and Profiles; (ii) Salesforce1; (iii) Force.com Sites; (iv) Products and Price Books (read-only access); (v) APIs; (vi) roles-based sharing; and (vii) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the Partner Community Login product is prohibited.</li> <li>(c) Customer must subscribe to a User-based Certinia product.</li> <li>(d) Each Partner Community Login subscription entitles a User to utilize Customer Plus Community functionality (as provisioned by Certinia) in the applicable Salesforce Org.</li> </ul> <p>Customer will assign each Partner Community Login User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>The pricing for this product includes the number of logins per calendar month specified in the applicable Order Form times the corresponding quantity of this product specified in the Order Form (the "Permitted Number of Monthly Logins"). If in any calendar month the aggregate number of logins exceeds three times the Permitted Number of Monthly Logins, Customer will be charged 1.5 times the per-login price for each login more than three times the Permitted Number of Monthly Logins. If the aggregate number of logins exceeds the Permitted Number of Monthly Logins in each of four consecutive calendar months, Customer will be charged 1.5 times the per-login price for each excess login in such fourth month and in each consecutive month thereafter in which the aggregate number of logins exceeds the Permitted Number of Monthly Logins. The per-login price is equal to the monthly fee for the Partner Community Login product divided by the Permitted Number of Monthly Logins. Such additional fees will be charged to Customer monthly in arrears. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform to U.S. Pacific Time.</p> <p>Certinia will provision 20 Users for every Permitted Monthly Login. For example only, if the Permitted Number of Monthly Logins is 1,000, Certinia will provision 20,000 Partner Community Login Users. All such Users are subject to the restrictions above, and the aggregate usage by all such Users is subject to the monthly login limit above and as described in the Salesforce Documentation.</p>
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Customer Community Members - Access

Use of the Customer Community Members - Access product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):

- (a) This product may not be used by employees or other personnel of Customer.
- (b) Customer must maintain a subscription for Salesforce Customer Community from Salesforce and assign such Salesforce Customer Community license to any User of this product.
- (c) Customer must subscribe to a User-based Certinia product.
- (d) Each Customer Community Member - Access subscription entitles the authorized number of members access to a Customer community.

Customer will assign each Customer Community Member - Access a profile that limits access to objects and features in accordance with the above restrictions.

<p>Customer Community Login - Access</p> <p>(formerly Customer Community Logins/Month – Access)</p>	<p>Use of the Customer Community Login - Access product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may not be used by employees or other personnel of Customer.</li> <li>(b) Customer must maintain a subscription for Salesforce Customer Community from Salesforce, and assign such Salesforce Customer Community license to any User of this product.</li> <li>(c) Customer must subscribe to a User-based Certinia product.</li> <li>(d) Each Customer Community Login - Access subscription entitles a User access to a Customer community.</li> </ul> <p>Customer will assign each Customer Community Login - Access User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>The pricing for this product includes the number of logins per calendar month specified in the applicable Order Form times the corresponding quantity of this product specified in the Order Form (the "Permitted Number of Monthly Logins"). If in any calendar month the aggregate number of logins exceeds three times the Permitted Number of Monthly Logins, Customer will be charged 1.5 times the per-login price for each login more than three times the Permitted Number of Monthly Logins. If the aggregate number of logins exceeds the Permitted Number of Monthly Logins in each of four consecutive calendar months, Customer will be charged 1.5 times the per-login price for each excess login in such fourth month and in each consecutive month thereafter in which the aggregate number of logins exceeds the Permitted Number of Monthly Logins. The per-login price is equal to the monthly fee for the Customer Community Login - Access product divided by the Permitted Number of Monthly Logins. Such additional fees will be charged to Customer monthly in arrears. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform to U.S. Pacific Time.</p> <p>Certinia will provision 20 Users for every Permitted Monthly Login. For example only, if the Permitted Number of Monthly Logins is 1,000, Certinia will provision 20,000 Customer Community Login - Access Users. All such Users are subject to the restrictions above, and the aggregate usage by all such Users is subject to the monthly login limit above.</p>
<p>Partner Community Member - Access</p>	<p>Use of the Partner Community Member - Access product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may not be used by employees or other personnel of Customer.</li> <li>(b) Customer must maintain a subscription for Customer Plus Salesforce Community from Salesforce, and assign such Customer Plus Salesforce Community license to any User of this product.</li> <li>(c) Customer must subscribe to a User-based Certinia product.</li> <li>(d) Each Partner Community Member - Access subscription entitles the authorized number of members access to a community.</li> </ul> <p>Customer will assign each Partner Community Member - Access a profile that limits access to objects and features in accordance with the above restrictions.</p>

<p>Partner Community Login - Access</p> <p>(formerly Partner Community Logins/Month – Access)</p>	<p>Use of the Partner Community Login - Access product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may not be used by employees or other personnel of Customer.</li> <li>(b) Customer must maintain a subscription for a Customer Plus Salesforce Community from Salesforce, and assign such license to any User of this product.</li> <li>(c) Customer must subscribe to a User-based Certinia product.</li> <li>(d) Each Partner Community Login - Access subscription entitles a User access to a community.</li> </ul> <p>Customer will assign each Partner Community Login - Access User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>The pricing for this product includes the number of logins per calendar month specified in the applicable Order Form times the corresponding quantity of this product specified in the Order Form (the "Permitted Number of Monthly Logins"). If in any calendar month the aggregate number of logins exceeds three times the Permitted Number of Monthly Logins, Customer will be charged 1.5 times the per-login price for each login more than three times the Permitted Number of Monthly Logins. If the aggregate number of logins exceeds the Permitted Number of Monthly Logins in each of four consecutive calendar months, Customer will be charged 1.5 times the per-login price for each excess login in such fourth month and in each consecutive month thereafter in which the aggregate number of logins exceeds the Permitted Number of Monthly Logins. The per-login price is equal to the monthly fee for the Partner Community Login - Access product divided by the Permitted Number of Monthly Logins. Such additional fees will be charged to Customer monthly in arrears. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform to U.S. Pacific Time.</p> <p>Certinia will provision 20 Users for every Permitted Monthly Login. For example only, if the Permitted Number of Monthly Logins is 1,000, Certinia will provision 20,000 Partner Community Login - Access Users. All such Users are subject to the restrictions above, and the aggregate usage by all such Users is subject to the monthly login limit above.</p>
<p>Community Member – Access - Plus</p>	<p>This Community Member – Access – Plus product is a bundle that includes Customer Community - Access and Partner Community – Access as well as Sandbox – Access and Premier Support. Product terms for Premier Support and Sandbox- Access apply hereto. The products in this bundle are sold jointly and may not be separated into components. Sandbox-Access and Premier Support provided with this User apply only to the components hereof.</p> <p>Use of the Community Member – Access - Plus product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may not be used by employees or other personnel of Customer.</li> <li>(b) Customer must maintain a subscription for a Customer or a Customer Plus (as needed) Salesforce Community from Salesforce, and assign such subscription to any User of this product.</li> <li>(c) Customer must subscribe to a User-based Certinia product.</li> <li>(d) Each Community Member – Access - Plus subscription entitles the authorized number of members access to a community.</li> </ul> <p>Customer will assign each Community Member – Access - Plus a profile that limits access to objects and features in accordance with the above restrictions.</p>



Community Login – Access - Plus

This Community Login – Access – Plus product is a bundle that includes Customer Community Login - Access and Partner Community Login – Access as well as Sandbox – Access and Premier Support. Product terms for Premier Support and Sandbox-Access apply hereto. The products in this bundle are sold jointly and may not be separated into components. Sandbox-Access and Premier Support provided with this User apply only to the components hereof.

Use of the Community Login – Access - Plus product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):

- (a) This product may not be used by employees or other personnel of Customer.
- (b) Customer must maintain a subscription for a Customer or a Customer Plus Salesforce Community from Salesforce, and assign such license to any User of this product.
- (c) Customer must subscribe to a User-based Certinia product.
- (d) Each Customer Community Login - Access subscription entitles a User access to a community.

Customer will assign each Community Login – Access - Plus User a profile that limits access to objects and features in accordance with the above restrictions.

The pricing for this product includes the number of logins per calendar month specified in the applicable Order Form times the corresponding quantity of this product specified in the Order Form (the "Permitted Number of Monthly Logins"). If in any calendar month the aggregate number of logins exceeds three times the Permitted Number of Monthly Logins, Customer will be charged 1.5 times the per-login price for each login more than three times the Permitted Number of Monthly Logins. If the aggregate number of logins exceeds the Permitted Number of Monthly Logins in each of four consecutive calendar months, Customer will be charged 1.5 times the per-login price for each excess login in such fourth month and in each consecutive month thereafter in which the aggregate number of logins exceeds the Permitted Number of Monthly Logins. The per-login price is equal to the monthly fee for this product divided by the Permitted Number of Monthly Logins. Such additional fees will be charged to Customer monthly in arrears. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform to U.S. Pacific Time.

Certinia will provision 20 Users for every Permitted Monthly Login. For example only, if the Permitted Number of Monthly Logins is 1,000, Certinia will provision 20,000 Community Login – Access - Plus Users. All such Users are subject to the restrictions above, and the aggregate usage by all such Users is subject to the monthly login limit above.

## Complementary Products: Sandbox, Integration, Storage, Support, Summit and Training

Product Name	Product Usage Terms
Partial Sandbox	<p>Partial Sandbox is priced as a percentage of the total product fees (excluding fees for support, sandbox, training, integration products, Conga Products and additional storage) under the applicable Sales Order Form. Partial Sandbox fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Use of the Partial Sandbox product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) This product can be used only for testing and development use and not for production use. (ii) Use of this product requires that Customer subscribe to at least one Certinia User product that includes a Force.com Embedded Platform subscription.</p> <p>As part of its system maintenance, Salesforce may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, Salesforce will notify the Admin User for the Salesforce Service Org from which the Sandbox was created (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer's Sandbox subscription; if a Sandbox is deleted during Customer's Sandbox subscription term, the Admin User for the Salesforce Service Org may create a new Sandbox.</p>
Developer Pro Sandbox	<p>Developer Pro Sandbox is priced as a percentage of the total product fees (excluding fees for support, sandbox, training, integration products, Conga Products and additional storage) under the applicable Sales Order Form. Developer Pro Sandbox fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Use of the Developer Pro Sandbox product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) This product can be used only for testing and development use and not for production use. (ii) Use of this product requires that Customer subscribe to at least one FF User product that includes a Force.com Embedded Platform subscription.</p> <p>As part of its system maintenance, Salesforce may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, Salesforce will notify the Admin User for the Salesforce Service Org from which the Sandbox was created (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer's Sandbox subscription; if a Sandbox is deleted during Customer's Sandbox subscription term, the Admin User for the Salesforce Service Org may create a new Sandbox.</p>

Certinia Only OEM Sandbox

Certinia Only OEM Sandbox is priced as a percentage of the total product fees (excluding fees for support, sandbox, training, integration products, Conga Products and additional storage) under the applicable Sales Order Form. Certinia Only OEM Sandbox fees will also apply to all of Customer's add-on purchases during the contract term, based on the same percentage.

Use of the Certinia Only OEM Sandbox product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):

- (a) This product can be used only for testing and development use and not for production use.
- (b) Such testing and development shall be restricted to (i) testing and development of Certinia application functionality and (ii) testing of Salesforce functionality, custom objects functionality and third party application functionality solely to the extent such Salesforce functionality, custom objects functionality and third-party application functionality are reasonably necessary for the functioning of a Certinia application and the Certinia application's integrations and workflows.
- (c) Customer must identify this product as "CertiniaOnlySB" in the Sandbox name field and note in the corresponding Sandbox description field that this product is subject to contractual use restrictions.
- (d) Customer must also (i) create a Sandbox Template (the "Certinia OEM Sandbox Template"), identified as "CertiniaRestrictedOEMSandbox" in name and description, (ii) use the Certinia OEM Sandbox Template with all subscriptions to this product, and (iii) reflect all of the above Certinia Only OEM Sandbox Restrictions in the Certinia OEM Sandbox Template as a technical matter. The Certinia OEM Sandbox Template cannot include the following SFDC standard CRM objects: Leads; Knowledge; Solutions; and Territory Management. If Customer has installed other third-party applications, the Certinia OEM Sandbox Template may allow limited testing against integration points between such third-party applications and a Certinia application, provided, however, that Customer may not use this product for any full testing of such third-party applications or for any installation, configuration or deployment of such third-party applications.
- (e) Use of this product requires that Customer subscribe to at least one Certinia User product that includes a Force.com Embedded Platform subscription.

As of the date this product is purchased by Customer, the following terms shall govern all of Customer's existing Sandbox subscriptions, whether provisioned pursuant at the same time or prior to such date. Sandbox subscriptions are for testing and development use only, and not for production use, except as otherwise stated in the applicable product usage terms. This product must be purchased for each User with login access to the same Salesforce Service instance (i.e. Org). As part of its system maintenance, Salesforce may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, Salesforce will notify the Admin User for the Salesforce Service Org from which the Sandbox was created (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer's Sandbox subscription; if a Sandbox is deleted during Customer's Sandbox subscription term, the Admin User for the Salesforce Service Org may create a new Sandbox.

Certinia may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of this product, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within 30 days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of this product, then Certinia may upon written notice to Customer terminate and/or suspend all subscriptions to this product sold by Certinia to Customer. In no event will such termination or suspension entitle Customer to any refund of fees paid to Certinia for such subscriptions or relieve Customer of any obligation to pay fees to Certinia for the remainder of the then-current term of such subscriptions.

<p>Restricted Push Update Only Sandbox</p>	<p>“Restricted Push Update Only Sandbox” is priced as a percentage of the total product fees (excluding fees for support, sandbox, training, Conga Products and additional storage) under the applicable Sales Order Form. Fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(i) This product can be used only for the purpose of upgrading managed code packages provided by Certinia (the “Purpose”) and not for, among other things, general development, testing, or data migrations.</li> <li>(ii) The use of this product is limited to up to three testing periods for a total of 3 months in a calendar year. At the end of each testing period, Customer must delete the sandbox.</li> <li>(iii) Customer must opt to participate in Certinia’s Continuous Update Program (“CUP”) in order to utilize this product; provided that any Customer that cannot participate in the CUP at the time of purchase because it is utilizing outdated versions of its Certinia Services must upgrade such Services and opt to participate in the CUP within 6 months of such date to continue utilizing this product. Certinia reserves the right to discontinue provision of this product to any Customer that does not meet the requirements of this subclause (iii).</li> <li>(iv) Unless otherwise stated on an Order Form, this product may be used by Customer solely in connection with the Certinia PSA Application.</li> <li>(v) Use of this product requires that Customer subscribe to at least one Certinia User product that includes a Force.com Embedded Platform subscription.</li> </ul> <p>As of the date this product is purchased by Customer, the following terms shall govern all of Customer’s existing Sandbox subscriptions, whether provisioned pursuant at the same time or prior to such date. Sandbox subscriptions are for testing and development use only, and not for production use, except as otherwise stated in the applicable product usage terms. This product must be purchased for each User with login access to the same Salesforce Service instance (i.e. Org). As part of its system maintenance, Salesforce may delete any Sandbox that Customer has not logged into for 150 consecutive days. Thirty or more days before any such deletion, Salesforce will notify the Admin User for the Salesforce Service Org from which the Sandbox was created (email acceptable) that the Sandbox will be deleted if Customer does not log into it during that 30-day (or longer) period. Deletion of a Sandbox shall not terminate Customer’s Sandbox subscription; if a Sandbox is deleted during Customer’s Sandbox subscription term, the Admin User for the Salesforce Service Org may create a new Sandbox.</p>
<p>Sandbox - Access</p>	<p>Sandbox - Access is priced as a percentage of the total product fees (excluding fees for support, sandbox, training, integration products, Conga Products, and additional storage) under the applicable Sales Order Form. Sandbox - Access fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>This product allows Customer to install and use Customer’s purchased Certinia applications in any of Customer’s Salesforce Sandbox instances for development and testing only and not for production use.</p>
<p>Certinia Integration User</p>	<p>This product may be used for the sole purpose of implementing, integrating with, facilitating data transfer for, and administering the integration with, third-party application (i.e. Non-Certinia Application). This User may not be utilized for any other purpose, including without limitation in lieu of another Certinia license in order to use Certinia functionality.</p>

Additional Data Storage	Use of this product requires that Customer subscribe to at least one Certinia User product that includes a Force.com Embedded Platform subscription.
Additional File Storage	Use of this product requires that Customer subscribe to at least one Certinia User product that includes a Force.com Embedded Platform subscription. This product cannot be used in a Salesforce instance ("Org") in which Salesforce Sales Cloud or Service Salesforce Cloud is installed. Pricing for this product is per Org/per month.
Premier Support	<p>Premier Support, which is also referred to as the Premier Success Plan, is described <a href="#">here</a>. Premier Support is priced as a percentage of the total product fees (excluding fees for support, sandbox, training, integration products, Conga Products and additional storage). If Customer subscribes to the Premier Support product or a product that incorporates Premier Support, then Customer must also purchase Premier Support for any add-on purchases during the contract term.</p> <p>Premier Support is inclusive of an annual "Training Pack" subscription, as determined by the total fees paid by Customer for Premier Support for the respective support subscription term. Training Pack product usage terms apply.</p>
Technical Account Manager	A "Technical Account Manager" ("TAM"), i.e. an assigned support person, responsible for supporting a maximum of 4 customers. A TAM acts as a customer's named support specialist, troubleshoots technical issues and drives issue escalation, as well as oversees a customer's support cases at Certinia to better enable timely response, updates and resolution. A TAM can provide detailed periodic reviews and metrics of support performance to a customer's leadership and participate in related meetings at customer's reasonable request, as well as perform business process and other service reviews to recommend best practices. A TAM may be available for onsite support assistance up to 3 days per year (subject to reasonable safety precautions), at the customer's request, at no additional charge other than pre-approved travel and expense reimbursements. Finally, a TAM serves as the customer's advocate for feature requests within Certinia, familiarizes the customer with new products, functionality and training materials and makes recommendations on how such may fit with the customer's Certinia environment and business processes. To be eligible for this product, Customer must also purchase Premier Support for the relevant subscription period.
CertiniaX Summit	<p>Purchase and Required Registration: Each "CertiniaX Summit" pass permits one person to attend one upcoming CertiniaX Summit event within 12 months of receipt. Online registration is required. Customer will receive a promotional code for each pass purchased, which the Customer (or the attendee) must use to register each attendee for the event. For avoidance of doubt, "CertiniaX Summit" products shall not be considered "Services" under the Master Subscription Agreement.</p> <p>Transfers: Customer may substitute a registered attendee with an alternate person by sending an email to <a href="mailto:globalevents@Certinia.com">globalevents@Certinia.com</a> with the new attendee's name and contact information. Certinia will honor transfer requests until the attendee's onsite check-in for the applicable CertiniaX Summit event.</p> <p>Cancellations: Cancellations received in writing at <a href="mailto:globalevents@Certinia.com">globalevents@Certinia.com</a> at least 45 days before the first day of the event will receive a full refund minus a \$50 (or GBP50 for a UK event) per-pass cancellation fee. Cancellations received thereafter will result in a forfeiture of the entire fee amount.</p> <p>No Credits: Except as described herein, "CertiniaX Summit" passes are non-refundable and non-cancellable. Fees paid for "CertiniaX Summit" passes may not be applied toward the purchase of any other product or service. Complimentary passes, including passes received as a component of a Customer's Premier Support subscription, do not have any refund, credit or exchange value, and are not subject to cancellation fees.</p>

<p>Training Services:</p> <ul style="list-style-type: none"> <li>• Accounting Fundamentals Training</li> <li>• PSA Fundamentals Training</li> <li>• Billing Central Fundamentals Training</li> <li>• Revenue Fundamentals for PSA Training</li> <li>• PSA Bootcamp</li> <li>• FM Bootcamp</li> <li>• Accounting System Administration Essentials Training</li> <li>• PSA System Administration Essentials Training</li> <li>• Accounting Fundamentals Private Class</li> <li>• PSA Fundamentals Private Class</li> </ul>	<p>The following additional terms amend the Master Subscription Agreement or similar services agreement (“<b>MSA</b>”) between Certinia and Customer solely with respect to any instructor-led training courses offered by Certinia to its customers and partners, including without limitation, the training courses listed in this product usage term (collectively, “<b>Training Services</b>”):</p> <p><b>(1)</b> Training Services shall not be considered “Services” for the purpose of the MSA; <u>provided that</u> the following Sections of the MSA shall apply to Training Services to the same extent as if such were Services thereunder: “Usage Limits”, “Your Responsibilities”, “Usage Restrictions”, “Fees and Payment”, “Reservation of Rights”, “License by You to Use Feedback”, “Confidentiality”, “Disclaimers”, “Mutual Indemnification”, “Surviving Provisions” as applicable, “Export Compliance”, and “Entire Agreement and Order of Precedence”. For the avoidance of doubt, Customer expressly agrees that, except as otherwise stated in this Product Usage Term, the MSA shall be applicable to and governs the relationship of the parties with respect to the Training Services. <b>(2)</b> Notwithstanding anything to the contrary in the MSA, (i) fees for Training Services will be invoiced in full in advance and (ii) subscriptions for Training Services shall not automatically renew. <b>(3)</b> A Training Services subscription provides Customer the ability to enroll one person (or such number of persons as indicated in the specific name of a private class being purchased) in an instructor-led training course that may be provided in-person, via webinar or through other electronic means, at Certinia’s sole discretion. Only the enrolled student(s) may attend the course. Sharing the course presentation in any way is expressly prohibited. <b>(4)</b> A User, or Customer on its behalf, must register for a course on one of the dates the course is made available by Certinia (respectively “Class” and “Class Date”) in order to utilize a Training Services subscription. <b>(5)</b> Certinia will provide Customer with access to a schedule of available Class Dates and registration instructions for each specific Class. <b>(6)</b> Training Services subscriptions are non-refundable and non-cancellable except as otherwise described in this Product Usage Term. <b>(7)</b> Customer may contact Certinia to reschedule a Class registration up to 10 business days prior to the Class Date. <b>(8)</b> Customer may substitute a registered attendee for a Class with an alternate User without charge up to 3 business days prior to Class Date. <b>(9)</b> No shows to Class on the Class Date (other than through a substitute with requisite notice), a request to reschedule a Class later than 10 business days prior to a Class Date, or attendance of a portion of a Class will be considered a full use of a Training Services subscription and the applicable Training Service subscription cannot be credited towards future Classes. <b>(10)</b> Certinia reserves the right to cancel any Class due to insufficient enrollment by providing notice to Customer at least 7 calendar days prior to scheduled commencement date. In the event of cancellation by Certinia, Customer may apply the applicable Training Services credit toward alternative Classes. <b>(11)</b> Certinia further reserves the right to cancel any and all Classes should it cease to provide the applicable Training Services to its customers generally. Such cancellation by Certinia shall not be deemed a breach of its obligations in the MSA and, in the event of such Training Services cancellation, Certinia shall provide Customer with a refund of fees for Customer’s unused Training Services subscriptions then in effect. <b>(12)</b> In no event will Certinia’s liability to Customer in connection with the Training Services exceed the amount paid by Customer to Certinia for Training Services in the 12 months preceding the incident giving rise to a claim. <b>(13)</b> To cancel a registration, request a substitution, or ask any questions relating to Training Services, please contact <a href="mailto:academy@Certinia.com">academy@Certinia.com</a>.</p>
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<p>On-Demand Training Courses</p>	<p>The following additional terms amend the Master Subscription Agreement or similar services agreement (“<b>MSA</b>”) between Certinia and Customer solely with respect to any one or more pre-recorded, i.e. on-demand, training courses offered by Certinia to its customers via its Communities portal or such other online method designated by Certinia from time to time (collectively “<b>On-Demand Training Courses</b>”):</p> <p><b>(1)</b> On-Demand Training Courses shall not be considered “Services” for the purpose of the MSA; <u>provided that</u> the following Sections of the MSA shall apply to On-Demand Training Courses to the same extent as if such were Services thereunder: “Usage Limits”, “Your Responsibilities”, “Usage Restrictions”, “Fees and Payment”, “Reservation of Rights”, “License by You to Use Feedback”, “Confidentiality”, “Disclaimers”, “Mutual Indemnification”, “Surviving Provisions” as applicable, “Export Compliance”, and “Entire Agreement and Order of Precedence”. For the avoidance of doubt, Customer expressly agrees that, except as otherwise stated in this Product Usage Term, the MSA shall be applicable to and governs the relationship of the parties with respect to the On-Demand Training Courses. <b>(2)</b> Notwithstanding anything to the contrary in the MSA, fees for On-Demand Training Courses will be invoiced in full in advance and (ii) subscriptions for On-Demand Training Courses shall not automatically renew. <b>(3)</b> An On-Demand Training Course subscription provides Customer the ability to enroll one person in an on-demand training course, or a package thereof if specified on an Order Form, offered by Certinia at such time. The confirmed student is the only student who may attend the course(s). Sharing a course presentation in any way is expressly prohibited. <b>(4)</b> Certinia will provide Customer with registration instructions. A User, or Customer on its behalf, must then register for the purchased On-Demand Training Course(s). Following registration, the registered User may access the purchased course(s) any number of times during the subscription period indicated on the applicable Order Form. <b>(5)</b> Fees are based on On-Demand Training Course(s) purchased and not actual usage. On-Demand Training Course subscriptions are non-refundable and non-cancellable except as otherwise stated herein. <b>(6)</b> Certinia reserves the right to update the content of any On-Demand Training Course, and/or package thereof, at its sole discretion. Such updates or changes shall not entitle Customer to cancellation or refund. <b>(7)</b> Certinia may cancel any and all On-Demand Training Course(s), or packages thereof, should it cease to provide the respective On-Demand Training Course or package to its customers generally. Such cancellation by Certinia will not be deemed a breach of its obligations in the MSA. In the event that Certinia cancels an entire package of On-Demand Training Courses purchased by Customer during a subscription term, Certinia will refund Customer the amount of prepaid fees for such package for the remainder of the subscription term. Notwithstanding the foregoing, refunds shall not apply to On-Demand Training Courses or packages which are promotional or included free of charge with other Certinia services, such as Premier Support. <b>(8)</b> In no event will Certinia’s liability to Customer in connection with On-Demand Training Courses exceed the amount paid by Customer to Certinia for such On-Demand Training Courses in the 12 months preceding the incident giving rise to a claim. <b>(9)</b> To cancel a registration, request a substitution, or ask any questions relating to an On-Demand Training Course, please contact <a href="mailto:academy@Certinia.com">academy@Certinia.com</a>.</p>
<p>Training Packs:</p> <p>Training Pack – 7 Enrollments  Training Pack – 15 Enrollments  Training Pack – 30 Enrollments</p>	<p>“<b>Training Packs</b>” refers to any package of training products then being made available by Certinia. The currently available Training Packs include the following:</p> <ul style="list-style-type: none"> <li>- <i>Training Pack – 7 Enrollments</i>: 2 Training Services and 5 On-Demand Training Courses subscriptions.</li> <li>- <i>Training Pack – 15 Enrollments</i>: 5 Training Services and 10 On-Demand Training Courses subscriptions.</li> <li>- <i>Training Pack – 30 Enrollments</i>: 10 Training Services and 20 On-Demand Training Courses subscriptions.</li> </ul> <p>The product usage terms for “Training Services” and “On-Demand Training Courses” apply to this product with respect to the applicable components thereof. Notwithstanding, Training Pack subscriptions shall automatically renew except (a) as stated otherwise in an applicable Order Form or MSA, and (b) with respect to Training Packs included with Premier Support subscriptions, only in conjunction with a qualifying renewal of Premier Support. Training Pack subscriptions are non-refundable and non-cancellable except as otherwise described in an applicable Order Form. To ask any questions relating to a Training Pack, please contact <a href="mailto:academy@Certinia.com">academy@Certinia.com</a>.</p>

Training Access	A Customer's first purchase of a Velocity product is inclusive of one annual "Training Pack – 7 Enrollments" subscription for the Customer, which shall renew so long as Customer continues to purchase any Velocity User. Training Packs product usage terms apply.
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<b>Conga Products</b>	
<b>Product Name</b>	<b>Product Usage Terms</b>
Conga Engine for Financial Management  (prior name: Conga for Financial Management)	<p>The following terms amend the Master Subscription Agreement or similar services agreement (“MSA”) between Certinia and Customer with respect to the “Conga Engine for Financial Management” product, comprised of the Conga Composer, Conga Batch (prior name Conga Conductor) and Conga Trigger (prior name: Conga Workflow) solutions (each a “Conga Product”), and apply to the use of Conga Engine for Financial Management notwithstanding anything to the contrary in the MSA: (1) Certinia is an authorized reseller of the Conga Products, which are provided by AppExtremes, LLC (DBA “Conga”). (2) The Conga Products retrieve, transmit, store, process, and modify Customer Data outside the Certinia products and Salesforce Platform to and within Conga’s network to enable Customer to use Conga Engine for Financial Management. Customer consents to such retrieval, transmission, storage, processing and modification as necessary to provide Conga Engine for Financial Management and related support services. Security, privacy and sub-processors for the Conga Products are described in the <a href="#">Certinia Trust and Compliance Documentation</a>. Because the Conga Products do not run on the Salesforce Platform, no other security or data protection measures described in the MSA apply to Conga Engine for Financial Management. (3) Any usage restrictions and disclaimers applicable to the Services shall also apply to Content. “Content” means the visual information, documents, software, products and services contained or made available to Users in the course of using the Conga Engine for Financial Management, other than Customer Data. (4) The only uptime commitment made by Certinia for Conga Engine for Financial Management is Certinia’s standard uptime commitment in the “Our Responsibilities” section of the Certinia online Master Subscription Agreement at <a href="http://www.Certinia.com/msa">http://www.Certinia.com/msa</a>. (5) In no event will Certinia’s liability to Customer in connection with Conga Engine for Financial Management exceed the greater of the amount paid by Customer to Certinia for that product or, if that product is provided at no charge, the Certinia product with which Customer used Conga Engine for Financial Management, in the twelve (12) months preceding the incident giving rise to a claim. (6) Any renewal of Conga Engine for Financial Management subscription under this Order Form is subject to the continuing availability of the Conga Products for resale by Certinia. (7) If the agreement between Conga and Certinia terminates, the Conga Engine for Financial Management subscription under the applicable Sales Order Form will be subject to termination by Certinia with 90 days’ notice, and such termination shall not be deemed a breach of Certinia’s obligations under the MSA or any Order Form.</p>





## Generally Applicable Terms

Product Name	Product Usage Terms
“- Plus” Products	<p>The “- Plus” designation at the end of a product name on an Order Form (whether or not such specific product usage term is named herein) indicates that the product incorporates Sandbox-Access and Premier Support provided as a bundle with its underlying product functionality. The products in a “- Plus” bundle are sold jointly, and may not be separated into components (i.e. the base license and Sandbox-Access only, without Premier Support). The product usage terms for each of Sandbox-Access and Premier Support apply to each “- Plus” product. The Sandbox-Access and Premier Support provided with a “- Plus” product apply only to such product. If Customer has purchased “- Plus” products, then Sandbox – Access and Premier Support are required to be purchased separately for other products a Customer purchases without a “- Plus” designation.</p> <p><i>For the avoidance of doubt, Certinia Analytics Plus Upgrade Users are not “- Plus” products.</i></p>
Embedded Platform Admin User	<p>Up to one Embedded Platform Admin User subscription should be ordered for every 50 Users of any product family (Professional Services Automation, etc.).</p> <p>Use of Embedded Platform Admin User subscriptions is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Services). Embedded Platform Admin User subscriptions may be used only to configure and administer the Services in support of Customer’s use of the Services. An Embedded Platform Admin User subscription may not be used to access, distribute, or use any Salesforce CRM functionality. CRM functionality is defined as access to CRM standard objects through standard tabs, through related lists in custom tabs, through the Salesforce web services API or through reports and dashboards. Salesforce CRM standard objects include campaigns, leads, opportunities, cases, solutions and forecasts.</p>
Unauthorized Use and Remedies	<p>Certinia may review use of any Certinia or Certinia-resold product in Customer’s account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of the product, Certinia may provide a written notice to Customer of such unauthorized use. Within five days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of the product, Customer will pay Certinia, within 30 days of notice of such unauthorized use, the difference between the price charged by Certinia to Customer for the applicable product subscriptions and the then-current list price for the full use of all functionality made available to Customer with such product, for all of Customer’s subscriptions for that product then in effect, beginning with the date of the first violation through the end of the then-current subscription term. Upon payment of such amount, all subscriptions for that product will be converted into full-use subscriptions of the applicable product for the remainder of the then-current subscription term and any automatic renewal terms. Salesforce shall have the benefit of Certinia’s rights and protections in this Product Usage Terms document with respect to the Salesforce Platform (also referred to as Force.com platform) and functionality thereof.</p>

Salesforce Documentation	Documentation applicable to Certinia products and services includes, without limitation, and in addition to any Certinia Documentation, the applicable Salesforce Trust and Compliance documentation available at <a href="https://www.salesforce.com/company/legal/trust-and-compliance-documentation">https://www.salesforce.com/company/legal/trust-and-compliance-documentation</a> , and its respective usage guides and policies, as updated from time to time, accessible via help.salesforce.com or via the Services.
Plaid for ERP Products	Where Customer's use of Certinia products and Services includes the bank integration service provided through Plaid Financial Ltd. ("Plaid"), please note that Certinia UK Ltd is an agent of Plaid Financial Ltd., an authorised payment institution regulated by the Financial Conduct Authority under the Payment Services Regulations 2017 (Firm Reference Number: 804718). Plaid provides you with regulated account information services through Certinia UK Ltd as its agent.

## LEGACY PRODUCTS

<b>Certinia (formerly FinancialForce) Accounting (Legacy)</b>	
<b>Product Name</b>	<b>Product Usage Terms</b>
Full Accounting User (Legacy)	This User type requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.
Executive Accounting User (Legacy)	<p>Use of the Executive Accounting User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Services): (i) An Executive Accounting User is permitted full access to the Accounting Chatter and Approvals/Workflow functions, and read-only access to all other Certinia Accounting product functions. (ii) An Executive Accounting User may view data and generate reports and dashboards in the Accounting product, but may not enter or modify data (other than in Accounting Chatter or Approvals/Workflow). Customer will assign each Executive Accounting User a Read Only profile.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above.</p>

<p>Salesforce Platform License for FFA (Legacy)</p> <p>2016 Platform Accounting License (Legacy)</p>	<p>Use of Salesforce Platform License for FFA or 2016 Platform Accounting License product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Services): (i) Users may use this license to access the Opportunities CRM object, but not the Campaigns, Leads, Cases, Solutions or Forecasts object; and (ii) Users may only access this license if they are accountants or their full-time job is acting in an accounting function. Customer will assign each such User a profile that limits access to the above functions.</p> <p>Certinia may review use of these products in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of the products, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within five days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use, Customer will pay Certinia, within 30 days of invoice by Certinia, the difference between the price charged by Certinia to Customer for the applicable Salesforce Platform License for FFA or 2016 Platform Accounting License subscriptions and Salesforce's then-current list price for a full-use Salesforce CRM User subscriptions for all of Customer's Salesforce Platform License for FFA or 2016 Platform Accounting License (as applicable) subscriptions then in effect from Certinia, beginning with the date of the first violation through the end of the then-current subscription term. Upon payment of such amount, all such Salesforce Platform License for FFA or 2016 Platform Accounting License subscriptions, as applicable, will be converted into full-use Salesforce CRM User subscriptions for the remainder of the then-current subscription term and any automatic renewal terms.</p>
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<p>360 CRM User for Accounting (Legacy)</p> <p>360 FFA Account View for CRM User (Legacy)</p> <p>360 CRM User for FFA (Legacy)</p> <p>360 CRM User for Billing (Legacy)</p>	<p>Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) Read-only access to the Accounts Receivable, Accounts Payable and Invoicing features of the Certinia Accounting product, and may not enter or modify data in those features, or access any other features, of the Certinia Accounting product. (ii) This User subscription must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. (iii) This User includes use of the Embedded Force.com Platform solely to view, and access approval functionality for, billing and invoice data. Customer will assign each of these Users a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>FF may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of the this product, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within five days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of this product, then (a) if the unauthorized use of is of Certinia Accounting functionality, Customer will pay Certinia, within 30 days of invoice by Certinia, the difference between the price charged by Certinia to Customer for the applicable Users of this product and Certinia's then-current list price for Full Accounting Users for all of Users of this product then in effect, beginning with the date of the first violation through the end of the then-current subscription term, and upon payment of such amount, all Users of this product will be converted into Full Accounting Users for the remainder of the then-current subscription term and any automatic renewal terms; and/or (b) if the unauthorized use is a failure to have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, Customer will pay Salesforce, within 30 days of invoice, Salesforce's then-current list price for full Sales Cloud or Service Cloud Users for all of Customer's Users of this product for which Customer does not have a Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, beginning with the date of the first violation through the end of the then-current subscription term, and upon payment of such amount, all Users of this product will have a Sales Cloud or Service Cloud User for the remainder of the then-current subscription term.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above. Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p>
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<p>Financials View, Approval and CRM User (Legacy)</p>	<p>Use of this product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) This product may be used only to view and approve billing and invoice data. (ii) Each user of this product must have an active Enterprise level or higher Sales Cloud or Service Cloud User subscription purchased directly from Salesforce for any Users of such product if purchased prior to January 31, 2023. Customer will assign each Financials View, Approval and CRM User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>Certinia may review use of this product in Customer’s account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of this product, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within five days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of this product, then (a) if the unauthorized use of is of Certinia Financials functionality, Customer will pay Certinia, within 30 days of invoice by Certinia, the difference between the price charged by Certinia to Customer for the applicable Financials View, Approval and CRM Users and Certinia’s then-current list price for Financials Full Users for all of Customer’s Financials View, Approval and CRM Users then in effect, beginning with the date of the first violation through the end of the then-current subscription term, and upon payment of such amount, all Financials View, Approval and CRM Users will be converted into Financials Full Users for the remainder of the then-current subscription term and any automatic renewal terms; and/or (b) if the unauthorized use is a failure to have an active Enterprise level or higher Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, Customer will pay Salesforce, within 30 days of invoice, Salesforce’s then-current list price for full Enterprise (or higher, if applicable) level Sales Cloud or Service Cloud Users for all of Customer’s Financials View, Approval and CRM Users for which Customer does not have an Enterprise level or higher Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, beginning with the date of the first violation through the end of the then-current subscription term, and upon payment of such amount, all such Financials View, Approval and CRM Users will have an Enterprise (or higher, if applicable) level Sales Cloud or Service Cloud User for the remainder of the then-current subscription term.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.</p>
<p>Restricted Sales Cloud Add-On (Legacy)</p>	<p>For proper functioning of the Certinia Financial Management services, Certinia may be required to provision a User with a full Salesforce CRM license, i.e. a Restricted Sales Cloud Add-On license, instead of only the Embedded Force.com Platform. Unless the applicable User has a separate Salesforce CRM subscription from Salesforce, use of the Restricted Sales Cloud Add-On product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Services): (i) Users may use this license to access the Opportunities CRM object, and may not use this license to access any other CRM object (such as, for example, the Campaigns, Leads, Cases, Solutions or Forecasts object); (ii) Users may only use this license as needed to use the Certinia Financial Management products; (iii) Users must also be assigned a Financials Full User license (or equivalent thereof) and (iv) Users may only access this license if they are accountants or their full-time job is acting in an accounting function. Customer will assign each of these Users a profile that limits access to the above functions and requirements.</p>

## Professional Services Automation (Legacy)

Product Name	Product Usage Terms
Full PSA User (Legacy)	<p>This User type requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.</p> <p>This product includes one PSA Resource per user.</p>
Full PSA User – Enterprise (Legacy)  (prior name: PSA Full User - Enterprise)	<p>This product includes (i) <a href="#">Sandbox Access</a> and (ii) one PSA Resource per user. It also requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms below.</p>
Premium PSA User – Enterprise (Legacy)	<p>This product includes full use of PSA functionality and restricted use of Financials functionality. Use of Financials functionality is limited to the following. (1) Customer may use AR/Collections functionality, solely to create, view, edit, display, post and send invoices and credit notes; and (2) Customer may use Revenue Recognition functionality. This product does not permit use of any other Financials functionality (such as, for example, General Ledger, Fixed Assets or Billing Central). The foregoing restrictions are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services). Customer will assign each Premium PSA User a profile that limits access to only the permitted functionality above.</p> <p>This product requires purchase of the AR/Collections Engine to use the AR/Collections functionality, and/or the Revenue Recognition Engine to use the Revenue Recognition functionality. These engines are not included with this product and must be purchased separately.</p> <p>This product includes Sandbox Access.</p>

<p>Premium PSA User – Plus (Legacy)</p>	<p>The "Premium PSA User - Plus" product is a bundle of the products listed below:</p> <ul style="list-style-type: none"> <li>• Premium PSA User</li> <li>• Certinia Analytics Full User</li> <li>• Access to the functionality of following engines: <ul style="list-style-type: none"> <li>○ AR/Collections Engine</li> <li>○ Revenue Recognition Engine</li> </ul> </li> <li>• Sandbox – Access</li> <li>• Premier Support</li> </ul> <p>The product usage terms for each of Premium PSA User, Certinia Analytics Full User, Sandbox-Access and Premier Support apply to this product. The products in this bundle are sold jointly, and may not be separated into components (for example by assigning licenses comprising one "Premium PSA User - Plus" bundle to multiple persons, or by requesting a change in the composition of the bundle). Customers purchasing "Premium PSA User-Plus" Users may not purchase Premium PSA Users separately. Sandbox-Access and Premier Support provided with the "Premium PSA User - Plus" apply only to the components hereof. Sandbox – Access and Premier Support is required, and must be purchased separately, for any other products.</p> <p>For clarity, when using the term “Premium PSA User Core Licenses” on an Order Form, Certinia is referring to: Premium PSA User, Certinia Analytics Full User, access to the functionality of the AR/Collections and Revenue Recognition Engines, and Sandbox – Access.</p>
<p>Full PSA User for Billing (Legacy)</p>	<p>Use of the Full PSA User for Billing product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): A Full PSA User for Billing is permitted full access to the Certinia PSA product, and access to the Invoicing features of the Certinia Accounting product. A Full PSA User for Billing User may not access any features of the Certinia Accounting product other than the Invoicing features. Customer will assign each Full PSA User for Billing a profile that limits access to Certinia Accounting objects to Invoicing. This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above. This product includes one PSA Resource per user.</p>
<p>PSA Field User (Legacy)  (prior name: Field PSA User)</p>	<p>Use of the PSA Field User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): A PSA Field User is permitted to use only the following PSA functions: (i) self-assignment as a resource, (ii) self-service profile and skills management, (iii) time and expense entry, (iv) create and modify project Gantt charts, (v) enter time against tasks, (vi) PSA Chatter, and (vii) invoicing approvals and workflows. Customer will assign each PSA Field User a profile that limits access to the above functions. This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above. This product includes one PSA Resource per user.</p>
<p>Time &amp; Expense User (Legacy)</p>	<p>Use of the Time &amp; Expense User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): A Time &amp; Expense User may access only the Timecards and Expense custom objects of the Certinia PSA product, and other screens as needed to select time and expense data to enter it into the Certinia PSA product, solely for the purpose of entering and updating that User’s time and expenses for professional services. Customer will assign each Time &amp; Expense User a profile that limits access to the functionality required for the purpose above. This product includes one PSA Resource per user.</p>



PSA T&E User – Enterprise (Legacy)	<p>This product includes <a href="#">Sandbox Access</a>.</p> <p>Use of the Time &amp; Expense User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): A Time &amp; Expense User may access only the Timecards and Expense custom objects of the Certinia PSA product, and other screens as needed to select time and expense data to enter it into the Certinia PSA product, solely for the purpose of entering and updating that User's time and expenses for professional services and updating that User's skills and certifications. Customer will assign each Time &amp; Expense User a profile that limits access to the functionality required for the purpose above. This product includes one PSA Resource per user.</p>
Expense Entry User (Legacy)	<p>Use of the Expense Entry User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): An Expense Entry User may access only the Expense custom object of the Certinia PSA product, and other screens as needed to select expense data to enter it into the Certinia PSA product, solely for the purpose of entering and updating that User's expenses for professional services. Customer will assign each Expense Entry User a profile that limits access to the functionality required for the purpose above. This product includes one PSA Resource per user.</p>
Time Entry User (Legacy)	<p>Use of the Time Entry User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): A Time Entry User may access only the Timecards custom object of the Certinia PSA product, and other screens as needed to select time data to enter it into the Certinia PSA product, solely for the purpose of entering and updating that User's time for professional services. Customer will assign each Time Entry User a profile that limits access to the functionality required for the purpose above. This product includes one PSA Resource per user.</p>

<p>360 PSA Account View for CRM User (Legacy)</p>	<p>Use of the 360 PSA Account View for CRM product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) A 360 PSA Account View for CRM User is permitted full access to the Create Resource Requests and PSA Chatter features, and read-only access to the Project Budgets, Invoicing and Account View of PSA Data features, of the Certinia PSA product. A 360 PSA Account View for CRM User may not enter or modify data in the Project Budgets, Invoicing or Account View of PSA Data feature, or access any other features, of the Certinia PSA product. (ii) A 360 PSA Account View for CRM User subscription must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. (iii) A 360 PSA Account View for CRM User includes use of the Embedded Force.com Platform solely to view billing and invoice data. Customer will assign each 360 PSA Account View for CRM User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>Certinia may review use of the 360 PSA Account View for CRM product in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of the 360 PSA Account View for CRM product, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within five days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of the 360 PSA Account View for CRM product, then (a) if the unauthorized use of is of Certinia PSA functionality, Customer will pay Certinia, within 30 days of invoice by Certinia, the difference between the price charged by Certinia to Customer for the applicable 360 PSA Account View for CRM Users and Certinia's then-current list price for Full PSA Users for Billing for all of Customer's 360 PSA Account View for CRM Users then in effect, beginning with the date of the first violation through the end of the then-current subscription term., and upon payment of such amount, all 360 PSA Account View for CRM Users will be converted into Full PSA Users for Billing for the remainder of the then-current subscription term and any automatic renewal terms; and/or (b) if the unauthorized use is a failure to have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, Customer will pay Salesforce, within 30 days of invoice, Salesforce's then-current list price for full Sales Cloud or Service Cloud Users for all of Customer's 360 PSA Account View for CRM Users for which Customer does not have a Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, beginning with the date of the first violation through the end of the then-current subscription term., and upon payment of such amount, all such 360 PSA Account View for CRM Users will have a Sales Cloud or Service Cloud User for the remainder of the then-current subscription term.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above. Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p>
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<h2 style="color: red;">Billing (Legacy)</h2>	
<p><b>Product Name</b></p>	<p><b>Product Usage Terms</b></p>
<p>Full Billing User (Legacy)</p>	<p>This User type requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.</p>

<p>Executive Billing User (Legacy)</p>	<p>Use of the Executive Billing User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Services): (i) An Executive Billing User is permitted full access to the Billing Chatter and Approvals/Workflow functions, and read-only access to all other functions, of the Certinia Billing product. (ii) An Executive Billing User may view data and generate reports and dashboards in the Certinia Billing product, but may not enter or modify data (other than in Billing Chatter or Approvals/Workflow). Customer will assign each Executive Billing User a Read Only profile.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above.</p>
<p>360 Billing Account View For CRM User (Legacy)</p> <p>(prior name: 360 CRM User for Billing)</p>	<p>Use of the 360 Billing Account View for CRM product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) A 360 Billing Account View for CRM User is permitted full access to the Billing Chatter feature, and read-only access to the Account View of Billing Data feature, of the Certinia Billing product. A 360 Billing Account View for CRM User may not enter or modify data in the Account View of Billing Data feature, or access any other features, of the Certinia Billing product. (ii) A 360 Billing Account View for CRM User subscription must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. (iii) A 360 Billing Account View for CRM User includes use of the Embedded Force.com Platform solely to view billing and invoice data, and approval functionality for billing and invoicing data. Customer will assign each 360 Billing Account View for CRM User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>Certinia may review use of this product in Customer’s account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of this product, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within five days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of the 360 Billing Account View for CRM product, then (a) if the unauthorized use of is of Certinia Billing functionality, Customer will pay Certinia, within 30 days of invoice by Certinia, the difference between the price charged by Certinia to Customer for the applicable 360 Billing Account View for CRM Users and Certinia’s then-current list price for Full Billing Users for all of Customer’s 360 Billing Account View for CRM Users then in effect, beginning with the date of the first violation through the end of the then-current subscription term., and upon payment of such amount, all 360 Billing Account View for CRM Users will be converted into Full Billing Users for the remainder of the then-current subscription term and any automatic renewal terms; and/or (b) if the unauthorized use is a failure to have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, Customer will pay Salesforce, within 30 days of invoice, Salesforce’s then-current list price for full Sales Cloud or Service Cloud Users for all of Customer’s 360 Billing Account View for CRM Users for which Customer does not have a Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, beginning with the date of the first violation through the end of the then-current subscription term., and upon payment of such amount, all such 360 Billing Account View for CRM Users will have a Sales Cloud or Service Cloud User for the remainder of the then-current subscription term.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above. Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p>



## Revenue Recognition (Legacy)

Product Name	Product Usage Terms
Full Revenue Recognition User (Legacy)	This User type requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.
Executive Revenue Recognition User (Legacy)	<p>Use of the Executive Billing User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Services): (i) An Executive Revenue Recognition User is permitted read-only access to the Revenue Recognition product. (ii) An Executive Billing User may view data and generate reports and dashboards in the Revenue Recognition product, but may not enter or modify data. Customer will assign each Executive Revenue Recognition User a Read Only profile.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above.</p>

<p>360 Revenue Recognition Account View For CRM User (Legacy)</p> <p>(prior name: 360 CRM User for Revenue Recognition)</p>	<p>Use of the 360 Revenue Recognition Account View for CRM product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) A 360 Revenue Recognition Account View for CRM User is permitted read-only access to the Accounts and Transactions features of the Revenue Recognition product. A 360 Revenue Recognition Account View for CRM User is not permitted to enter or modify data in the Accounts or Transactions feature, or to access any other features, of the Revenue Recognition product. (ii) A 360 Revenue Recognition Account View for CRM User subscription must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. (iii) A 360 Revenue Recognition Account View for CRM User includes use of the Embedded Force.com Platform solely to view billing and invoice data. Customer will assign each 360 Revenue Recognition Account View for CRM User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>Certinia may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of this product, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within five days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of the 360 Revenue Recognition Account View for CRM product, then (a) if the unauthorized use of is of Revenue Recognition functionality, Customer will pay Certinia, within 30 days of invoice by Certinia, the difference between the price charged by Certinia to Customer for the applicable 360 Revenue Recognition Account View for CRM Users and Certinia's then-current list price for Full Revenue Recognition Users for all of Customer's 360 Revenue Recognition Account View for CRM Users then in effect, beginning with the date of the first violation through the end of the then-current subscription term., and upon payment of such amount, all 360 Revenue Recognition Account View for CRM Users will be converted into Full Revenue Recognition Users for the remainder of the then-current subscription term and any automatic renewal terms; and/or (b) if the unauthorized use is a failure to have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, Customer will pay Salesforce, within 30 days of invoice, Salesforce's then-current list price for full Sales Cloud or Service Cloud Users for all of Customer's 360 Revenue Recognition Account View for CRM Users for which Customer does not have a Sales Cloud or Service Cloud User subscription purchased directly from Salesforce, beginning with the date of the first violation through the end of the then-current subscription term., and upon payment of such amount, all such 360 Revenue Recognition Account View for CRM Users will have a Sales Cloud or Service Cloud User for the remainder of the then-current subscription term.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above. Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p>
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## Certinia Supply Chain Management (Legacy)

Product Name	Product Usage Terms
Full Use Supply Chain Management User (Legacy)	This User type requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.
Sales Use (Quoting Tool) Supply Chain Management User (Legacy)	<p>Use of the Sales Use (Quoting Tool) Supply Chain Management User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) A User of this product is permitted full access to the following features: (i) CPQ – Advanced Quoting, (ii) Manage Product Options with Business Tools, (iii) Group and Categorize Line Items, (iv) Price for Profit, (v) Up-Sell Related Products, (vi) SCM Chatter, (vii) Approvals/Workflow, (viii) Certinia ClickLink, (ix) Certinia Output Builder, and (x) Multi-Currency.</li> <li>(b) A User of this product is permitted read-only access to the following features: (i) Invoicing, (ii) Order Fulfillment, (iii) Available Inventory, (iv) Account View of SCM Data, and (v) Certinia Reporting.</li> <li>(c) A User of this product may not access the following features: (i) Certinia XL, and (ii) Certinia API.</li> <li>(d) To use this product, a User must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce.</li> <li>(e) This product includes use of the Embedded Force.com Platform solely to access quoting functionality.</li> </ul> <p>Customer will assign each Sales Use (Quoting Tool) Supply Chain Management User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above. Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p>
Executive Supply Chain Management User (Legacy)	<p>Use of the Executive Supply Chain Management User product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled as a technical matter in the Services): (i) An Executive Supply Chain Management User is permitted full access to the Supply Chain Management Chatter and Approvals/Workflow functions, and read-only access to all other Supply Chain Management product functions. (ii) An Executive Supply Chain Management User may view data and generate reports and dashboards in the Supply Chain Management product, but may not enter or modify data (other than in Supply Chain Management Chatter or Approvals/Workflow). Customer will assign each Executive Supply Chain Management User a Read Only profile.</p>

## Service Contracts (Legacy)

Product Name	Product Usage Terms
Service Contracts Full User (Legacy)	<p>A Service Contracts Full User is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): A Service Contracts Full User is permitted read-only access to the Account View of SCM Data. A Service Contracts Full User is not permitted to access the Certinia XL feature. Customer will assign each Service Contracts Full User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>This User type requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above.</p>

## Fixed Assets (Legacy)

Product Name	Product Usage Terms
Fixed Assets (Legacy)	<p>The Fixed Assets subscription purchased under this Order Form permits up to five Users to access the Fixed Assets product to track and account for the number of Customer assets specified in the applicable Sales Order Form. Customer will not use a Fixed Assets subscription for more than five Users, or to track a number of assets in excess of the maximum number specified in the applicable Sales Order Form, or to track or account for assets of a third party (for example, a customer or client of Customer).</p>



## Communities (Legacy)

Product Name	Product Usage Terms
Financial Management Community Logins/Month	<p>Use of the Financial Management Community Logins/Month product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used only by personnel of companies with which Customer transacts business, including, for example, customers, subcontractors, alliance partners and vendors of Customer. This product may not be used by employees or other personnel of Customer.</li> <li>(b) Users of this product may only access the following Salesforce objects and functionality: (i) Chatter, Files, People, Topics, and Profiles; (ii) Accounts; (iii) Salesforce1; (iv) Force.com Sites; (v) Products and Price Books (read-only access); (vi) APIs; and (viii) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the Financial Management Community Logins/Month product is prohibited.</li> <li>(c) Customer must subscribe to a User-based Certinia Financials product.</li> <li>(d) Each Financial Management Community Logins/Month subscription entitles a User access to one community.</li> </ul> <p>Customer will assign each Financial Management Community Logins/Month User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>The pricing for this product includes the number of logins per calendar month specified in the applicable Order Form times the corresponding quantity of this product specified in the Order Form (the “Permitted Number of Monthly Logins”). If in any calendar month the aggregate number of logins exceeds three times the Permitted Number of Monthly Logins, Customer will be charged 1.5 times the per-login price for each login in excess of three times the Permitted Number of Monthly Logins. If the aggregate number of logins exceeds the Permitted Number of Monthly Logins in each of four consecutive calendar months, Customer will be charged 1.5 times the per-login price for each excess login in such fourth month and in each consecutive month thereafter in which the aggregate number of logins exceeds the Permitted Number of Monthly Logins. The per-login price is equal to the monthly fee for the Financial Management Community Logins/Month product divided by the Permitted Number of Monthly Logins. Such additional fees will be charged to Customer monthly in arrears. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform to U.S. Pacific Time.</p> <p>Certinia will provision 20 Users for every permitted monthly login. For example only, if the Permitted Number of Monthly Logins is 1,000, Certinia will provision 20,000 Financial Management Community Logins/Month Users. All such Users are subject to the restrictions above, and the aggregate usage by all such Users is subject to the monthly login limit above.</p>

<p>Financial Management Community Members</p>	<p>Use of the Financial Management Community Members product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used only by personnel of companies with which Customer transacts business, including, for example, customers, subcontractors, alliance partners and vendors of Customer. This product may not be used by employees or other personnel of Customer.</li> <li>(b) Users of this product may only access the following Salesforce objects and functionality: (i) Chatter, Files, People, Topics, and Profiles; (ii) Accounts; (iii) Salesforce1; (iv) Force.com Sites; (v) Products and Price Books (read-only access); (vi) APIs; and (viii) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the Financial Management Community Members product is prohibited.</li> <li>(c) Customer must subscribe to a User-based Certinia Financials product.</li> <li>(d) Each Financial Management Community Members subscription entitles the authorized number of members access to one community.</li> </ul> <p>Customer will assign each Financial Management Community Member a profile that limits access to objects and features in accordance with the above restrictions.</p>
<p>PSA Community Members</p>	<p>Use of the PSA Community Members product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) The PSA Community Members product may be used only by personnel of companies with which Customer transacts business, including, for example, customers, subcontractors, alliance partners and vendors of Customer. The PSA Community Members product may not be used by employees or other personnel of Customer.</li> <li>(b) Users of the PSA Community Members product may only access the following Salesforce objects and functionality: (i) Chatter, Files, People, Topics, and Profiles; (ii) Salesforce1; (iii) Force.com Sites; (iv) Products and Price Books (read-only access); (v) APIs; (vi) roles-based sharing; and (vii) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the PSA Community Members product is prohibited.</li> <li>(c) Customer must subscribe to a product in the Certinia PSA Users category.</li> <li>(d) Each PSA Community Member subscription entitles the authorized number of members access to one community.</li> </ul> <p>Customer will assign each PSA Community Member a profile that limits access to objects and features in accordance with the above restrictions.</p>

<b>PSA Customer Community Members</b>	<p>Use of the PSA Customer Community Members product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"><li>(a) The PSA Customer Community Members product may be used solely by the personnel of a customer of Customer. For example, PSA Customer Community Members product may not be used by partners, vendors, employees or other personnel of Customer.</li><li>(b) Users of the PSA Customer Community Members product may only access the following Salesforce objects and functionality: (i) Chatter, People, Topics, and Profiles; (ii) Salesforce1; (iii) Force.com Sites; (iv) Products and Price Books (read-only access); (v) roles-based sharing; and (vi) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the PSA Customer Community Members product is prohibited.</li><li>(c) Customer must subscribe to a product in the Certinia PSA Users category.</li><li>(d) Each PSA Customer Community Member subscription entitles the authorized number of members access to one community.</li></ul> <p>Customer will assign each PSA Customer Community Member a profile that limits access to objects and features in accordance with the above restrictions.</p>
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<p>PSA Community Logins/Month</p>	<p>Use of the PSA Community Logins/Month product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used only by personnel of companies with which Customer transacts business, including, for example, customers, subcontractors, alliance partners and vendors of Customer. This product may not be used by employees or other personnel of Customer.</li> <li>(b) Users of this product may only access the following Salesforce objects and functionality: (i) Chatter, Files, People, Topics, and Profiles; (ii) Salesforce1; (iii) Force.com Sites; (iv) Products and Price Books (read-only access); (v) APIs; (vi) roles-based sharing; and (vii) workflow approvals (submit only). Access to any other Salesforce functionality or technology as part of the PSA Community Logins/Month product is prohibited.</li> <li>(c) Customer must subscribe to a product in the Certinia PSA Users category.</li> <li>(d) Each PSA Community Logins/Month subscription entitles a User access to one community.</li> </ul> <p>Customer will assign each PSA Community Logins/Month User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>The pricing for this product includes the number of logins per calendar month specified in the applicable Order Form times the corresponding quantity of this product specified in the Order Form (the “Permitted Number of Monthly Logins”). If in any calendar month the aggregate number of logins exceeds three times the Permitted Number of Monthly Logins, Customer will be charged 1.5 times the per-login price for each login in excess of three times the Permitted Number of Monthly Logins. If the aggregate number of logins exceeds the Permitted Number of Monthly Logins in each of four consecutive calendar months, Customer will be charged 1.5 times the per-login price for each excess login in such fourth month and in each consecutive month thereafter in which the aggregate number of logins exceeds the Permitted Number of Monthly Logins. The per-login price is equal to the monthly fee for the PSA Community Logins/Month product divided by the Permitted Number of Monthly Logins. Such additional fees will be charged to Customer monthly in arrears. Unused logins are forfeited at the end of each month and do not roll over to subsequent months. The beginning and end of each calendar month will conform to U.S. Pacific Time.</p> <p>Certinia will provision 20 Users for every permitted monthly login. For example only, if the Permitted Number of Monthly Logins is 1,000, Certinia will provision 20,000 PSA Community Logins/Month Users. All such Users are subject to the restrictions above, and the aggregate usage by all such Users is subject to the monthly login limit above.</p>
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<h2 style="color: red;">Human Capital Management (Legacy)</h2>	
<p><b>Product Name</b></p>	<p><b>Product Usage Terms</b></p>

<p>HCM Users (per employee per month) (Legacy)</p>	<p>An HCM subscription permits use of the HCM product to manage Customer Employees. “Customer Employees” means (i) all full-time and part-time employees of Customer at any time during the subscription term, and (ii) all other individuals whose name or other identifying information is entered into the HCM product (for example, independent contractors or their personnel, seasonal workers and temporary workers). Customer represents as of the date of the applicable Sales Order Form that the number of Customer Employees does not exceed the number of HCM Employees specified in such Sales Order Form (or, if such Sales Order Form is for add-on HCM Employees, the number specified in such Sales Order Form and in all prior Sales Order Forms for HCM during Customer’s current HCM subscription term). If at any time during the HCM subscription term, the number of Customer Employees exceeds the number of HCM Employees specified in the applicable Sales Order Form (or, if such Sales Order Form is for add-on HCM Employees, the number specified in such Sales Order Form and in all prior Sales Order Forms for HCM during Customer’s current HCM subscription term), Customer will so notify Certinia in writing within 30 days after the date that the number of Customer Employees starts to exceed the number of HCM Employees. In such event, Customer will execute another Sales Order Form for a sufficient number of additional HCM Employees so that the total number of Customer Employees is less than or equal to the total number of HCM Employees purchased by Customer and in effect. In no event will the number of HCM Employees decrease during a subscription term.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the <a href="#">Embedded Platform Admin User</a> terms above.</p>
<p>HCM Full User (Legacy)</p>	<p>The number of HCM Full Users licensed by Customer must at all times equal or exceed the number of Customer Employees. “Customer Employees” means (i) all full-time and part-time employees of Customer at any time during the subscription term, and (ii) all other individuals whose name or other identifying information is entered into the HCM product (for example, independent contractors or their personnel, seasonal workers and temporary workers). Customer represents as of the date of the applicable Order Form that the number of HCM Full Users specified in such Order Form (or, if such Order Form is for add-on HCM Full Users, the number specified in such Order Form and in all prior Order Forms for HCM during Customer’s current HCM subscription term) equal or exceed the number of Customer Employees. If at any time during the HCM subscription term, the number of Customer Employees exceeds the number of HCM Full Users specified in the applicable Order Form (or, if such Order Form is for add-on HCM Full Users, the number specified in such Order Form and in all prior Order Forms for HCM during Customer’s current HCM subscription term), Customer will so notify Certinia in writing within 30 days after the date that the number of Customer Employees starts to exceed the number of HCM Full Users. In such event, Customer will execute another Order Form for a sufficient number of additional HCM Full Users (subject to the minimum add-on quantity specified below) so that the total number of Customer Employees is less than or equal to the total number of HCM Full Users purchased by Customer and in effect. In no event will the number of HCM Full Users decrease during a subscription term. This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below.</p>

<p><b>Sandbox, Support, Training and Community Live (Legacy)</b></p>	
<p><b>Product Name</b></p>	<p><b>Product Usage Terms</b></p>

<p>Partial Sandbox – NEW (Legacy)</p>	<p>Partial Sandbox – NEW (Legacy) is priced as a percentage of the total product fees (excluding fees for support, sandbox, training and additional storage) under the applicable Sales Order Form. Partial Sandbox – NEW (Legacy) fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Use of the Partial Sandbox - NEW product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) This product can be used only for testing and development use and not for production use. (ii) Use of this product requires that Customer subscribe to at least one Certinia User product that includes a Force.com Embedded Platform subscription.</p>
<p>Config Only Sandbox – NEW (Legacy)</p>	<p>Config Only Sandbox – NEW (Legacy) is priced as a percentage of the total product fees (excluding fees for support, sandbox, training and additional storage) under the applicable Sales Order Form. Config Only Sandbox – NEW (Legacy) fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Use of the Config Only Sandbox - NEW product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services): (i) This product can be used only for testing and development use and not for production use. (ii) Use of this product requires that Customer subscribe to at least one Certinia User product that includes a Force.com Embedded Platform subscription.</p>

<p>Full Sandbox (Legacy)</p>	<p>Full Sandbox is priced as a percentage of the total product fees (excluding fees for support, sandbox, training and additional storage) under the applicable Sales Order Form. Full Sandbox fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Use of the Full Sandbox product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product can be used only for testing and development use and not for production use.</li> <li>(b) Such testing and development shall be restricted to (i) testing and development of Certinia application functionality and (ii) testing of Salesforce functionality, custom objects functionality and third-party application functionality solely to the extent such Salesforce functionality, custom objects functionality and third-party application functionality are reasonably necessary for the functioning of a Certinia application and the Certinia application's integrations and workflows.</li> <li>(c) Customer must identify this product as "CertiniaOnlySB" in the Sandbox name field and note in the corresponding Sandbox description field that this product is subject to contractual use restrictions.</li> <li>(d) Customer must also (i) create a Sandbox Template (the "Certinia OEM Sandbox Template"), identified as "CertiniaRestrictedOEMSandbox" in name and description, (ii) use the Certinia OEM Sandbox Template with all subscriptions to this product, and (iii) reflect all of the above restrictions in the Certinia OEM Sandbox Template as a technical matter. The Certinia OEM Sandbox Template cannot include the following SFDC standard CRM objects: Leads; Knowledge; Solutions; and Territory Management. If Customer has installed other third-party applications, the Certinia OEM Sandbox Template may allow limited testing against integration points between such third-party applications and a Certinia application, provided, however, that Customer may not use this product for any full testing of such third-party applications or for any installation, configuration or deployment of such third-party applications.</li> <li>(e) Use of this product requires that Customer subscribe to at least one Certinia User product that includes a Force.com Embedded Platform subscription.</li> </ul> <p>Certinia may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to Certinia. Should any such review reveal unauthorized use of this product, Certinia may provide a written notice to Customer describing, and including reasonable documentation of, such unauthorized use. Within 30 days after any such notice, Customer will certify or provide Certinia with evidence that such unauthorized use has ceased. If Customer does not provide such certification or evidence within such time period, or if Customer provides such certification or evidence and a later review again reveals unauthorized use of this product, then Certinia may upon written notice to Customer terminate and/or suspend all subscriptions to this product sold by Certinia to Customer. In no event will such termination or suspension entitle Customer to any refund of fees paid to Certinia for such subscriptions or relieve Customer of any obligation to pay fees to Certinia for the remainder of the then-current term of such subscriptions.</p>
<p>Full Sandbox – ACCESS (Legacy)</p>	<p>Full Sandbox – ACCESS (Legacy) is priced as a percentage of the total product fees (excluding fees for support, sandbox, training and additional storage) under the applicable Sales Order Form. Full Sandbox – ACCESS (Legacy) fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Certinia hereby consents to installation and use of Customer's purchased Certinia applications in a Salesforce Sandbox instance for development and testing only and not for production use.</p>

<p>Partial Sandbox – ACCESS (Legacy)</p>	<p>Partial Sandbox – ACCESS (Legacy) is priced as a percentage of the total product fees (excluding fees for support, sandbox, training and additional storage) under the applicable Sales Order Form. Partial Sandbox – ACCESS (Legacy) fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Certinia hereby consents to installation and use of Customer’s purchased Certinia applications in a Salesforce Sandbox instance for development and testing only and not for production use.</p>
<p>Config Only Sandbox – ACCESS (Legacy)</p>	<p>Config Only Sandbox – ACCESS (Legacy) is priced as a percentage of the total product fees (excluding fees for support, sandbox, training and additional storage) under the applicable Sales Order Form. Config Only Sandbox – ACCESS (Legacy) fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Certinia hereby consents to installation and use of Customer’s purchased Certinia applications in a Salesforce Sandbox instance for development and testing only and not for production use.</p>
<p>Premier Enterprise Support (Legacy)</p>	<p>Premier Enterprise Support, which is also referred to as the Premier Success Plan, is described <a href="#">here</a>. Premier Enterprise Support is priced as a percentage of the total product fees (excluding fees for support, sandbox, training and additional storage) under the applicable Sales Order Form. Premier Enterprise Support fees will also apply to add-on purchases during the contract term, based on the same percentage.</p>
<p>Premier TAM (1:8) (Legacy)</p>	<p>A “Premier TAM (1:8)” refers to a Technical Account Manager (“TAM”), i.e. an assigned support person, responsible for supporting a maximum of 8 customers. A TAM acts as a customer’s named support specialist, troubleshoots technical issues and drives issue escalation, as well as oversees a customer’s support cases at Certinia to better enable timely response, updates and resolution. A TAM can provide detailed periodic reviews and metrics of support performance to a customer’s leadership and participate in related meetings at customer’s reasonable request, as well as perform business process and other service reviews to recommend best practices. A TAM can be available for onsite support assistance up to 3 days per year, at the customer’s request, at no additional charge other than pre-approved travel and expense reimbursements. Finally, a TAM serves as the customer’s advocate for feature requests within Certinia, familiarizes the customer with new products, functionality and training materials and makes recommendations on how such may fit with the customer’s Certinia environment and business processes. To be eligible for this product, Customer must also purchase Premier Support for the relevant subscription period.</p>
<p>Premier TAM (1:4) (Legacy)</p>	<p>A “Premier TAM (1:4)” refers to a Technical Account Manager (“TAM”), i.e. an assigned support person, responsible for supporting a maximum of 4 customers. A TAM acts as a customer’s named support specialist, troubleshoots technical issues and drives issue escalation, as well as oversees a customer’s support cases at Certinia to better enable timely response, updates and resolution. A TAM can provide detailed periodic reviews and metrics of support performance to a customer’s leadership and participate in related meetings at customer’s reasonable request, as well as perform business process and other service reviews to recommend best practices. A TAM can be available for onsite support assistance up to 3 days per year, at the customer’s request, at no additional charge other than pre-approved travel and expense reimbursements. Finally, a TAM serves as the customer’s advocate for feature requests within Certinia, familiarizes the customer with new products, functionality and training materials and makes recommendations on how such may fit with the customer’s Certinia environment and business processes. To be eligible for this product, Customer must also purchase Premier Support for the relevant subscription period.</p>



<p>Training Content Products (Legacy):</p>	<p>The following additional terms amend the Master Subscription Agreement or similar services agreement (“<b>MSA</b>”) between Certinia and Customer solely with respect to the End User Training Content products offered by Certinia to its customers, including without limitation, the “Fundamentals End User Training Content (PPT)” and “Fundamentals End User Training Content (STORYLINE)” products (each a “<b>Training Content Product</b>”):</p>
<p>Fundamentals End User Training Content (PPT)</p>	<p>(1) Training Content Products are not considered “Services” for the purpose of the MSA; <u>provided that</u> the following sections of the MSA shall apply to Training Content Products to the same extent as if they were Services thereunder: “Your Responsibilities”, “Usage Restrictions”, “Fees and Payment”, “Reservation of Rights”, “License by You to Use Feedback”, “Confidentiality”, “Disclaimers”, “Mutual Indemnification”, “Limitation of Liability,” “Surviving Provisions” as applicable, “Export Compliance”, and “Entire Agreement and Order of Precedence”. For clarity, subject to the foregoing, the MSA governs Customer’s purchase and use of the Training Content Products. (2) Notwithstanding anything to the contrary in the MSA, fees for a Training Content Product will be invoiced in full in advance, and subscriptions for Training Content Products shall not automatically renew. (3) Certinia grants Customer a limited, worldwide, non-exclusive, non-transferable, non-sublicensable, revocable license to use, modify, copy, and create derivative works based on, a purchased Training Content Product solely for Customer’s internal User training purposes and in accordance with the terms herein. Subject to the limited rights expressly granted hereunder, Certinia and its licensors reserve all of their right, title and interest in and to the Training Content Product, including all of their related intellectual property rights. No right or license is granted to Customer hereunder other than as expressly set forth herein. For avoidance of doubt, Training Content Products may not be resold or commercialized in any manner. (4) A Training Content Product provides Customer the ability to download a Fundamentals End User Training Content template in either a locked PowerPoint (Fundamentals End User Training Content (PPT)) or editable (Fundamentals End User Training Content (STORYLINE)) format via an access link or through other electronic means. (5) Customer may delete, organize, and add slides to a Fundamentals End User Training Content (PPT) template, but may not change any content of a slide in this product. (6) Customer may delete, organize, add and otherwise edit slides in a Fundamentals End User Training Content (STORYLINE) template. <b>To use the Fundamentals End User Training Content (STORYLINE) product, Customer must obtain a subscription to Articulate 360, a presentation editing software product (https://articulate.com), or such other third-party presentation software as Certinia may designate from time to time, in each case sold separately.</b> (7) Training Content Product orders are non-cancellable and fees paid are non-refundable. (8) Certinia is not responsible for the validity, accuracy or legality of any changes to a Training Content Product by, or on behalf of, Customer, or the result thereof. (9) Notwithstanding anything to the contrary in the MSA, in no event will Certinia’s liability to Customer in connection with any Training Content Product(s) exceed the amount paid by Customer to Certinia for such Training Content Product(s). (10) Questions about Training Content Products can be directed to academy@Certinia.com.</p>
<p>Fundamentals End User Training Content (STORYLINE)</p>	<p>(1) Training Content Products are not considered “Services” for the purpose of the MSA; <u>provided that</u> the following sections of the MSA shall apply to Training Content Products to the same extent as if they were Services thereunder: “Your Responsibilities”, “Usage Restrictions”, “Fees and Payment”, “Reservation of Rights”, “License by You to Use Feedback”, “Confidentiality”, “Disclaimers”, “Mutual Indemnification”, “Limitation of Liability,” “Surviving Provisions” as applicable, “Export Compliance”, and “Entire Agreement and Order of Precedence”. For clarity, subject to the foregoing, the MSA governs Customer’s purchase and use of the Training Content Products. (2) Notwithstanding anything to the contrary in the MSA, fees for a Training Content Product will be invoiced in full in advance, and subscriptions for Training Content Products shall not automatically renew. (3) Certinia grants Customer a limited, worldwide, non-exclusive, non-transferable, non-sublicensable, revocable license to use, modify, copy, and create derivative works based on, a purchased Training Content Product solely for Customer’s internal User training purposes and in accordance with the terms herein. Subject to the limited rights expressly granted hereunder, Certinia and its licensors reserve all of their right, title and interest in and to the Training Content Product, including all of their related intellectual property rights. No right or license is granted to Customer hereunder other than as expressly set forth herein. For avoidance of doubt, Training Content Products may not be resold or commercialized in any manner. (4) A Training Content Product provides Customer the ability to download a Fundamentals End User Training Content template in either a locked PowerPoint (Fundamentals End User Training Content (PPT)) or editable (Fundamentals End User Training Content (STORYLINE)) format via an access link or through other electronic means. (5) Customer may delete, organize, and add slides to a Fundamentals End User Training Content (PPT) template, but may not change any content of a slide in this product. (6) Customer may delete, organize, add and otherwise edit slides in a Fundamentals End User Training Content (STORYLINE) template. <b>To use the Fundamentals End User Training Content (STORYLINE) product, Customer must obtain a subscription to Articulate 360, a presentation editing software product (https://articulate.com), or such other third-party presentation software as Certinia may designate from time to time, in each case sold separately.</b> (7) Training Content Product orders are non-cancellable and fees paid are non-refundable. (8) Certinia is not responsible for the validity, accuracy or legality of any changes to a Training Content Product by, or on behalf of, Customer, or the result thereof. (9) Notwithstanding anything to the contrary in the MSA, in no event will Certinia’s liability to Customer in connection with any Training Content Product(s) exceed the amount paid by Customer to Certinia for such Training Content Product(s). (10) Questions about Training Content Products can be directed to academy@Certinia.com.</p>

Community Live (Legacy)	<p>Purchase and Required Registration: Each “Community Live” pass permits one person to attend one upcoming Certinia Community Live event within 12 months of receipt. Online registration is required. Customer will receive a promotional code for each pass purchased, which the Customer (or the attendee) must use to register each attendee for the event. For avoidance of doubt, “Community Live” products shall not be considered “Services” under the Master Subscription Agreement.</p> <p>Transfers: Customer may substitute a registered attendee with an alternate person by sending an email to <a href="mailto:communitylive@Certinia.com">communitylive@Certinia.com</a> with the new attendee’s name and contact information. Certinia will honor transfer requests until the attendee’s onsite check-in for the applicable Community Live event.</p> <p>Cancellations: Cancellations received in writing at <a href="mailto:communitylive@Certinia.com">communitylive@Certinia.com</a> at least 45 days before the first day of the event will receive a full refund minus a \$50 (or GBP50 for a Community Live UK event) per-pass cancellation fee. Cancellations received thereafter will result in a forfeiture of the entire fee amount.</p> <p>No Credits: Except as described herein, “Community Live” passes are non-refundable and non-cancellable. Fees paid for “Community Live” passes may not be applied toward the purchase of any other product or service. Complimentary “Community Live” passes, including passes received as a component of a Customer’s Premier Support subscription, do not have any refund, credit or exchange value, and are not subject to cancellation fees.</p>
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<b>Analytics (Legacy)</b>	
<b>Product Name</b>	<b>Product Usage Terms</b>

<p>FM Analytics Full User (Legacy)</p>	<p>This product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used only with Customer Data accessible through Certinia Financial Management functionality (for clarity, it may not be used with professional services automation or human capital management functionality).</li> <li>(b) Users may not access the Analytics API.</li> </ul> <p>Customer will assign each FM Analytics View User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>To be eligible to use this product, the user must also have an active Financials Full User license.</p> <p>Certinia will provision to Customer one additional restricted Financials Full User subscription, at no charge, for the sole purpose of implementing, and facilitating data transfer for, this product (referred to as the “Financials Integration User”). The Financials Integration User may not be utilized by Customer for any other purpose, including without limitation to assign to a User as a non-restricted Financials Full User subscription.</p> <p>Documentation. This product includes Einstein Analytics services and is subject to Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at <a href="https://help.salesforce.com">help.salesforce.com</a> or login to the applicable Services. For avoidance of doubt, one such documentation is the Tableau CRM (formerly Einstein Analytics or Wave: Analytics Cloud OEM services) Trust and Compliance Documentation at <a href="https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1">https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1</a></p>
<p>PSA Analytics Full User (Legacy)</p>	<p>This product is subject to the following restrictions, which are contractual in nature (i.e., the functionality itself has not been disabled technically in the Services):</p> <ul style="list-style-type: none"> <li>(a) This product may be used only with Customer Data accessible through Certinia standard Professional Services Automation functionality (for clarity, it may not be used with Certinia financial management, billing, supply chain management or human capital management functionality).</li> <li>(b) Users may not access the Analytics API.</li> </ul> <p>Customer will assign each PSA Analytics Full User a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>To be eligible to use this product, the user must also have an active PSA Full User license.</p> <p>Certinia will provision to Customer one additional restricted PSA Full User subscription, at no charge, for the sole purpose of implementing, and facilitating data transfer for, this product (referred to as the “PSA Integration User”). The PSA Integration User may not be utilized by Customer for any other purpose, including without limitation to assign to a User as a non-restricted PSA Full User subscription.</p> <p>Documentation. This product includes Einstein Analytics services and is subject to Salesforce Services Trust and Compliance documentation, and its usage guides and policies, as updated from time to time, accessible at <a href="https://help.salesforce.com">help.salesforce.com</a> or login to the applicable Services. For avoidance of doubt, one such documentation is the Tableau CRM (formerly Einstein Analytics or Wave: Analytics Cloud OEM services) Trust and Compliance Documentation at <a href="https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1">https://help.salesforce.com/articleView?id=Trust-and-Compliance-Documentation&amp;language=en_US&amp;type=1</a></p>

## Conga and Integration Hub (Legacy)

Product Name	Product Usage Terms
<p>Conga Full User for PSA (Legacy)</p>	<p>The following terms amend the Master Subscription Agreement or similar services agreement (“MSA”) between Certinia and Customer with respect to the “Conga Full User for PSA” product, comprised of the Conga Composer, Conga Sign and Conga Contracts for Salesforce (Negotiator Edition) solutions (the “Conga Products”), and apply to the use of Conga Full User for PSA notwithstanding anything to the contrary in the MSA: (1) Certinia is an authorized reseller of the Conga Products, which are provided by AppExtremes, LLC (DBA “Conga”). (2) The Conga Products retrieve, transmit, store, process, and modify Customer Data outside the Certinia products and Salesforce Platform to and within Conga’s network to enable Customer to use Conga Full User for PSA. Customer consents to such access as necessary to provide Conga Full User for PSA and related support services. Security, privacy and sub-processors for the Conga Products are described in the <a href="#">Certinia Trust and Compliance Documentation</a>. Because the Conga Products do not run on the Salesforce Platform, no other security or data protection measures described in the MSA apply to Conga Full User for PSA. (3) Any usage restrictions and disclaimers applicable to the Services shall also apply to Content. “Content” means the visual information, documents, software, products and services contained or made available to Users in the course of using Conga Full User for PSA, other than Customer Data. (4) The only uptime commitment made by Certinia for Conga Full User for PSA is Certinia’s standard uptime commitment in the “Our Responsibilities” section of the Certinia online Master Subscription Agreement at <a href="http://www.Certinia.com/msa">http://www.Certinia.com/msa</a>. (5) In no event will Certinia’s liability to Customer in connection with Conga Full User for PSA exceed the greater of the amount paid by Customer to Certinia for such product or, if that product is provided at no charge, the Certinia product with which Customer used Conga Full User for PSA, in the twelve (12) months preceding the incident giving rise to a claim. (6) Any renewal of the Conga Full User for PSA subscription under this Order Form is subject to the continuing availability of the Conga Product for resale by Certinia. (7) If the agreement between Conga and Certinia terminates, any Conga Full User for PSA subscription under the applicable Sales Order Form will be subject to termination by Certinia with 90 days’ notice, and such termination shall not be deemed a breach of Certinia’s obligations under the MSA or any Order Form. (8) Customer must subscribe to a Full PSA User, or a product that includes a Full PSA User, for each subscription of a Conga Composer User for PSA.</p> <p>The following disclaimers are further provided with respect to the Conga Sign solution, incorporated into the Conga Full User for PSA:</p> <ul style="list-style-type: none"> <li>• Definitions: “Electronic Signature” means an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record. “Transaction Data” means information collected and stored by Conga that details the circumstances surrounding the Electronic Signature transaction such as date and time, and unique identifying information of the signatories (email address and IP address, etc.). “Other Signing Parties” means businesses or consumers who participate in an Electronic Signature transaction but are not the Customer, or Users thereof, for that transaction.</li> <li>• Neither Certinia nor Conga is a party to contracts processed through the Conga Sign solution, and as such cannot validate the efficacy, legality or contents of any document processed through Conga Sign.</li> <li>• Transaction Data and documents will be maintained by Conga. Customer and Other Signing Parties may access to audit trail information that provides the details of the Electronic Signatures.</li> </ul> <p>Enforceability of Electronic Signatures is based on the jurisdictions of the signatories. Please be aware that not all documents are appropriate for Electronic Signature under the law of some jurisdictions (i.e. wills, real estate deeds). Although Conga Sign endeavors to comply with the Electronic Records and Signatures in Commerce Act (ESIGN 15 U.S.C. Chapter 96), eIDAS (910/2014/EC), and Uniform Electronic Transactions Act (UETA), please consult legal counsel for specific information concerning the laws governing your transaction. When consumers (as opposed to businesses) are participating in an Electronic Signature transaction, additional rules and regulations may require additional requirements such as consumer consent disclosures, the consumer’s affirmative consent to the use of Electronic Signature with the ability to withdraw their consent if they so choose.</p>

<p>Conga Composer User for PSA (Legacy)</p>	<p>The following terms amend the Master Subscription Agreement or similar services agreement (“MSA”) between Certinia and Customer with respect to the “Conga Composer User for PSA” product, comprised of the Conga Composer and Conga Sign solutions (the “Conga Products”), and apply to the use of Conga Composer User for PSA notwithstanding anything to the contrary in the MSA: (1) Certinia is an authorized reseller of the Conga Products, which are provided by AppExtremes, LLC (DBA “Conga”). (2) The Conga Products retrieve, transmit, store, process, and modify Customer Data outside the Certinia products and Salesforce Platform to and within Conga’s network to enable Customer to use Conga Composer User for PSA. Customer consents to such access as necessary to provide Conga Composer User for PSA and related support services. Security, privacy and sub-processors for the Conga Products are described in the <a href="#">Certinia Trust and Compliance Documentation</a>. Because the Conga Products do not run on the Salesforce Platform, no other security or data protection measures described in the MSA apply to Conga Composer User for PSA. (3) Any usage restrictions and disclaimers applicable to the Services shall also apply to Content. “Content” means the visual information, documents, software, products and services contained or made available to Users in the course of using Conga Composer User for PSA, other than Customer Data. (4) The only uptime commitment made by Certinia for Conga Composer User for PSA is Certinia’s standard uptime commitment in the “Our Responsibilities” section of the Certinia online Master Subscription Agreement at <a href="http://www.Certinia.com/msa">http://www.Certinia.com/msa</a>. (5) In no event will Certinia’s liability to Customer in connection with Conga Composer User for PSA exceed the greater of the amount paid by Customer to Certinia for that product or, if that product is provided at no charge, the Certinia product with which Customer used Conga Composer User for PSA, in the twelve (12) months preceding the incident giving rise to a claim. (6) Any renewal of the Conga Composer User for PSA subscription under this Order Form is subject to the continuing availability of the Conga Product for resale by Certinia. (7) If the agreement between Conga and Certinia terminates, any Conga Composer User for PSA subscription under the applicable Sales Order Form will be subject to termination by Certinia with 90 days’ notice, and such termination shall not be deemed a breach of Certinia’s obligations under the MSA or any Order Form. (8) Customer must subscribe to a Full PSA User, or a product that includes a Full PSA User, for each subscription of a Conga Composer User for PSA.</p> <p>The following disclaimers are further provided with respect to the Conga Sign solution, incorporated into the Conga Composer User for PSA:</p> <ul style="list-style-type: none"> <li>• Definitions: “Electronic Signature” means an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign the record. “Transaction Data” means information collected and stored by Conga that details the circumstances surrounding the Electronic Signature transaction such as date and time, and unique identifying information of the signatories (email address and IP address, etc.). “Other Signing Parties” means businesses or consumers who participate in an Electronic Signature transaction but are not the Customer, or Users thereof, for that transaction.</li> <li>• Neither Certinia nor Conga is a party to contracts processed through the Conga Sign solution, and as such cannot validate the efficacy, legality or contents of any document processed through Conga Sign.</li> <li>• Transaction Data and documents will be maintained by Conga. Customer and Other Signing Parties may access to audit trail information that provides the details of the Electronic Signatures.</li> </ul> <p>Enforceability of Electronic Signatures is based on the jurisdictions of the signatories. Please be aware that not all documents are appropriate for Electronic Signature under the law of some jurisdictions (i.e., wills, real estate deeds). Although Conga Sign endeavors to comply with the Electronic Records and Signatures in Commerce Act (ESIGN 15 U.S.C. Chapter 96), eIDAS (910/2014/EC), and Uniform Electronic Transactions Act (UETA), please consult legal counsel for specific information concerning the laws governing your transaction. When consumers (as opposed to businesses) are participating in an Electronic Signature transaction, additional rules and regulations may require additional requirements such as consumer consent disclosures, the consumer’s affirmative consent to the use of Electronic Signature with the ability to withdraw their consent if they so choose.</p>
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<p>Integration Hub Products (Legacy):</p> <p>Certinia Integration Hub Connector for Jira – Production</p> <p><i>(Previously known as Certinia Integration Hub Connector for Jira)</i></p> <p>Certinia Integration Hub Connector for Jira – Sandbox</p> <p>Certinia Integration Hub Connector for Concur – Production</p> <p><i>(Previously known as Certinia Integration Hub Connector for Concur)</i></p> <p>Certinia Integration Hub Connector for Concur – Sandbox</p>	<p>The following additional terms amend the Master Subscription Agreement or similar services agreement (“MSA”) between Certinia and Customer solely with respect to the “Legacy Integration Hub Products”, and apply to all Legacy Integration Hub Products notwithstanding anything to the contrary in the MSA:</p> <ul style="list-style-type: none"> <li>(a) Legacy Integration Hub Products are comprised of products provided by Cloud Elements, Inc. (collectively the "CE Products") listed in this Product Usage Term. Certinia is an authorized reseller of the CE Products.</li> <li>(b) The CE Products transmit Customer Data outside the Salesforce Platform to Cloud Elements' systems, which are hosted by Amazon Web Services. Cloud Elements' systems for development, hosting and operation of the CE Products are certified under ISO/IEC 27001:2013. Cloud Elements has agreed to maintain appropriate administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Customer Data. No other security measures described in the MSA or any ancillary agreement between Certinia and Customer apply to the CE Products.</li> <li>(c) Customer may not alter or modify a Legacy Integration Hub Product except as permitted in the Documentation.</li> <li>(d) The Legacy Integration Hub Products use public APIs to access and connect to third-party applications, data services, software, and content (“Third-Party Services”). Certinia does not control or own any Third-Party Services, and the access to and use of such Third-Party Services, including the availability thereof and uptimes related thereto, is solely determined by the third parties that control such Third-Party Services. Certinia is not liable for downtime, discontinuation, or other issues caused by the Third-Party Services that are outside Certinia's reasonable control.</li> <li>(e) In no event will Certinia’s liability to Customer in connection with the CE Products exceed the amount paid by Customer to Certinia for the applicable Legacy Integration Hub Product in the 12 months preceding the incident giving rise to a claim.</li> <li>(f) Any renewal of a Legacy Integration Hub Product subscription is subject to the continuing availability of the applicable CE Products for resale by Certinia.</li> <li>(g) If the agreement between Cloud Elements and Certinia terminates, any Legacy Integration Hub Product subscription under the applicable Sales Order Form will be subject to termination by Certinia with 90 days' notice; and such termination shall not be deemed a breach of Certinia's obligations under the MSA or any Order Form.</li> <li>(h) Use of this product requires Customer to subscribe to (i) A minimum of one Full PSA license and (ii) a PSA Resource license (or other PSA license type that includes a PSA Resource license) for each resource record accessed by the applicable Legacy Integration Hub Product.</li> <li>(i) The “Certinia Integration Hub Connector for Jira – Production” and “Certinia Integration Hub Connector for Concur – Production” products permit Customer to have the respective Legacy Integration Hub Product in one production instance.</li> <li>(j) The “Certinia Integration Hub Connector for Jira – Sandbox” and “Certinia Integration Hub Connector for Concur – Sandbox” products permit Customer to have the respective Legacy Integration Hub Product in one sandbox instance.</li> </ul>
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