



Product Usage Terms

Effective Date: November 9, 2018
[View previous versions of this document](#)

Use of the products listed below is subject to the corresponding Product Usage Terms below. These Product Usage Terms are legally binding and are incorporated by reference into any FinancialForce (“FF”) Order Form signed on or after the Effective Date above for the applicable product(s).

Table of Contents

| | |
|--|----------|
| CURRENT PRODUCTS | 4 |
| Financial Management | 4 |
| Financials Full User | 4 |
| Restricted Sales Cloud Add-On | 5 |
| Conga for Financial Management | 5 |
| Spend & Inventory Full User..... | 5 |
| Spend & Inventory View and Approval User | 6 |
| Self-Service Requisition User..... | 6 |
| Financials View, Approval and CRM User | 7 |
| Service Contracts User..... | 8 |
| Quoting/Sales Order User | 8 |
| QuickBooks Migration Tool Beta | 8 |
| Professional Services Automation | 9 |
| Full PSA User | 9 |
| Full PSA User – Enterprise..... | 9 |
| Premium PSA User..... | 9 |
| Premium PSA User - Enterprise..... | 10 |
| PSA T&E User | 10 |
| PSA T&E User - Enterprise | 11 |
| PSA CRM View Only | 11 |
| PSA CRM View Only - Enterprise | 12 |

| | |
|--|-----------|
| PSA Resource | 12 |
| Human Capital Management | 13 |
| HCM Full User | 13 |
| eBN User | 14 |
| eBN Open Enrollment..... | 14 |
| eBN Carrier Connect | 14 |
| eBN Terms and Conditions | 14 |
| Analytics | 15 |
| Full Financial Reporting User | 15 |
| Non-Full Financial Reporting User | 15 |
| FM Analytics View User..... | 16 |
| FM Analytics Full User..... | 16 |
| PSA Analytics View User..... | 17 |
| PSA Analytics Full User..... | 17 |
| FinancialForce Analytics Full User | 18 |
| Communities | 19 |
| Financial Management Community Logins/Month..... | 19 |
| Financial Management Community Members | 20 |
| PSA Community Members | 20 |
| PSA Customer Community Members | 21 |
| PSA Community Logins/Month | 22 |
| PSA Customer Community Logins/Month..... | 23 |
| Customer Community Members - Access..... | 24 |
| Customer Community Logins/Month - Access..... | 25 |
| Partner Community Members - Access | 26 |
| Partner Community Logins/Month - Access..... | 27 |
| Sandbox, Integration, Storage, Support and Training | 27 |
| FinancialForce Only OEM Sandbox..... | 28 |
| Partial Sandbox | 29 |
| Developer Pro Sandbox | 29 |
| Sandbox - Access..... | 29 |
| Integration Hub | 30 |
| Additional Data Storage..... | 30 |
| Additional File Storage | 30 |
| Premier Support..... | 30 |
| Signature Support..... | 31 |
| Training Services, including:..... | 32 |
| FFA Fundamentals Training | 32 |
| PSA Fundamentals Training..... | 32 |

| | |
|---|-----------|
| PSA Bootcamp..... | 32 |
| FM Bootcamp..... | 32 |
| Embedded Platform Admin User Unauthorized Use and Remedies | 33 |
| Embedded Platform Admin User..... | 33 |
| Unauthorized Use and Remedies | 33 |
| LEGACY PRODUCTS..... | 34 |
| FinancialForce Accounting (Legacy) | 34 |
| Full Accounting User (Legacy) | 34 |
| Executive Accounting User (Legacy) | 34 |
| Salesforce Platform License for FFA (Legacy) | 35 |
| 360 FFA Account View for CRM User (Legacy) | 36 |
| FinancialForce Professional Services Automation (Legacy)..... | 37 |
| Full PSA User (Legacy) | 37 |
| Full PSA User for Billing (Legacy) | 37 |
| PSA Field User (Legacy) | 37 |
| Time & Expense User (Legacy) | 38 |
| Expense Entry User (Legacy) | 38 |
| Time Entry User (Legacy)..... | 38 |
| 360 PSA Account View for CRM User (Legacy) | 39 |
| FinancialForce Billing (Legacy) | 40 |
| Full Billing User (Legacy)..... | 40 |
| Executive Billing User (Legacy)..... | 40 |
| 360 Billing Account View For CRM User (Legacy) | 41 |
| FinancialForce Revenue Recognition (Legacy)..... | 42 |
| Full Revenue Recognition User (Legacy) | 42 |
| Executive Revenue Recognition User (Legacy) | 42 |
| 360 Revenue Recognition Account View For CRM User (Legacy) | 43 |
| FinancialForce Supply Chain Management (Legacy) | 44 |
| Full Use Supply Chain Management User (Legacy)..... | 44 |
| Sales Use (Quoting Tool) Supply Chain Management User (Legacy) | 44 |
| Executive Supply Chain Management User (Legacy) | 45 |
| FinancialForce Service Contracts (Legacy) | 45 |
| Service Contracts Full User (Legacy) | 45 |
| FinancialForce Fixed Assets (Legacy)..... | 45 |
| FinancialForce Fixed Assets User (Legacy) | 46 |
| FinancialForce Human Capital Management (Legacy) | 46 |
| HCM Users (per employee per month) (Legacy) | 46 |
| eBN Employee Connect (Legacy) | 47 |

| | |
|---|-----------|
| eBN Open Enrollment (Legacy) | 47 |
| eBN Carrier Connect (Legacy) | 47 |
| Sandbox and Support (Legacy) | 47 |
| Partial Sandbox – NEW (Legacy)..... | 47 |
| Config Only Sandbox – NEW (Legacy)..... | 47 |
| Full Sandbox | 48 |
| (Legacy) | 48 |
| Full Sandbox – ACCESS (Legacy)..... | 48 |
| Partial Sandbox – ACCESS (Legacy) | 49 |
| Config Only Sandbox – ACCESS (Legacy) | 49 |
| Premier Enterprise Support..... | 49 |

| |
|-------------------------|
| CURRENT PRODUCTS |
|-------------------------|

| Financial Management | |
|-----------------------------|--|
| Product Name | Product Usage Terms |
| Financials Full User | <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |

| | |
|--|--|
| <p>Restricted Sales Cloud Add-On</p> | <p>For proper functioning of the FinancialForce Financial Management services, FF 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, but not the Campaigns, Leads, Cases, Solutions or Forecasts object; (ii) Users may only use this license as needed to use the FinancialForce Financial Management products and (iii) 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 Salesforce Platform License for FFA User a profile that limits access to the above functions.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> |
| <p>Conga for Financial Management</p> | <p>The following additional terms amend the Master Subscription Agreement ("MSA") between FF and Customer solely with respect to the "Conga for Financial Management" product, comprised of the Conga Composer, Conga Conductor and Workflow solutions ("Conga Product"), and apply to the Conga Product notwithstanding anything to the contrary in the MSA: (1) FF is an authorized reseller of the Conga Product, which is provided by AppExtremes, LLC (DBA "Conga"). (2) The Conga Product retrieves, processes, and modifies Customer Data and transmits Customer Data outside the FF and Force.com systems to Conga's network to enable Customer to use the Conga Product. Conga has agreed to maintain appropriate administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Customer Data. Because the Conga Product does not run on the Force.com platform, no other security or data protection measures described in the MSA apply to the Conga Product. (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 Product, other than Customer Data. (4) The only uptime commitment made by FF for the Conga Product is FF's standard uptime commitment in the "Our Responsibilities" section of the FF online Master Subscription Agreement at http://www.financialforce.com/msa. (5) In no event will FF's liability to Customer in connection with the Conga Product exceed the amount paid by Customer to FF, for the FF products with which Customer used the Conga Product, in the twelve (12) months preceding the incident giving rise to a claim. (6) Any renewal of the Conga Product subscription under this Order Form is subject to the continuing availability of the Conga Product for resale by FF. (7) If the agreement between Conga and FF terminates, any Conga Product subscription under the applicable Sales Order Form will be subject to termination with 90 days notice; and such termination shall not be deemed a breach of FF's obligations under the MSA or any Order Form.</p> |
| <p>Spend & Inventory Full User</p> | <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |

| | |
|---|--|
| Spend & Inventory View and Approval 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): (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 Spend & Inventory View and Approval User a profile that limits access to the functionality required for the purpose above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> |
| Self-Service Requisition 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): This product may be used only to raise purchasing requests, and not to grant approvals. Customer will assign each User of this product a profile that limits access to the functionality required for the purpose above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> |

Financials View, Approval and CRM 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): (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 Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. 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.

FF may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to FF. Should any such review reveal unauthorized use of this product, FF 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 FF 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 FinancialForce Financials functionality, Customer will pay FF, within 30 days of invoice by FF, the difference between the price charged by FF to Customer for the applicable Financials View, Approval and CRM Users and FF'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 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 Financials View, Approval and 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 Financials View, Approval and CRM Users will have a Sales Cloud or Service Cloud User for the remainder of the then-current subscription term.

This product requires at least one Embedded Platform Admin User, subject to the [Embedded Platform Admin User](#) terms below.

Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.

Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.

| | |
|---------------------------------------|--|
| <p>Service Contracts 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): (a) Users may use this product only to access service contracts functionality. (b) Users may access this product only if they have an active Sales Cloud or Service Cloud user subscription purchased directly from Salesforce. Customer will assign each User of this product a profile that limits access to the functionality required for the purpose above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p> |
| <p>Quoting/Sales Order 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): (a) Users may use this product only to access advanced quoting functionality. (b) Users may access this product only if they have an active Sales Cloud or Service Cloud user subscription purchased directly from Salesforce. Customer will assign each User of this product a profile that limits access to the functionality required for the purpose above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p> |
| <p>QuickBooks Migration Tool Beta</p> | <p>The following additional terms amend the Master Subscription Agreement ("MSA") between FF and Customer solely with respect to the "QuickBooks Migration Tool Beta", ("QB Migration Tool"), and apply to the QB Migration Tool notwithstanding anything to the contrary in the MSA: (1) The QB Migration Tool requires FF to access and process Customer information and data outside the FF and Force.com systems. Because the QB Migration Tool does not run on the Force.com platform, the security and data protection measures described in the MSA do not apply to any data processed in conjunction with the QB Migration Tool until such data resides in the FF Services. (2) The QB Migration Tool is a Beta Service as defined in the MSA and is subject to the Beta Services terms described therein. A subscription to this product shall not automatically renew, and no uptime or security commitments in the MSA apply. (3) The QB Migration Tool is provided "AS IS," exclusive of any warranty whatsoever. FF will have no liability for any harm or damage arising out of or in connection with the QB Migration Tool. (4) This product does not include any FF professional services. As with all FinancialForce products, Customer must purchase any FF professional services relating to the QB Migration Tool pursuant to a separate Statement of Work.</p> <p>This product requires at least one Financials Full User license, subject to the Financials Full User License terms above.</p> |

Professional Services Automation

| 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 Embedded Platform Admin User terms below. Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> |
| Full PSA User – Enterprise (prior name: PSA Full User - Enterprise) | <p>This product includes (i) Sandbox Access and (ii) one PSA Resource per user. It also requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</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.</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>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> |

| | |
|--------------------------------------|---|
| <p>Premium PSA User - Enterprise</p> | <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>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>This product includes Sandbox Access.</p> |
| <p>PSA T&E User</p> | <p>Use of the Time & 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 & Expense User may access only the Timecards and Expense custom objects of the FinancialForce PSA product, and other screens as needed to select time and expense data to enter it into the FinancialForce 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 & Expense User a profile that limits access to the functionality required for the purpose above.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> |

| | |
|---------------------------|---|
| PSA T&E User - Enterprise | <p>This product includes Sandbox Access.</p> <p>Use of the Time & 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 & Expense User may access only the Timecards and Expense custom objects of the FinancialForce PSA product, and other screens as needed to select time and expense data to enter it into the FinancialForce 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 & Expense User a profile that limits access to the functionality required for the purpose above.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</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 for CRM User is permitted full access to the PSA Chatter features, and read-only access to all other features and functions, of the FinancialForce PSA product. A PSA CRM View Only User may not enter or modify data in the FinancialForce PSA product except to post or comment in the PSA Chatter feature. (ii) A PSA CRM View Only User subscription must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. 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>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below.</p> <p>Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p> |

| | |
|---------------------------------------|---|
| <p>PSA CRM View Only - Enterprise</p> | <p>This product includes Sandbox Access.</p> <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 for CRM User is permitted full access to the PSA Chatter features, and read-only access to all other features and functions, of the FinancialForce PSA product. A PSA CRM View Only User may not enter or modify data in the FinancialForce PSA product except to create resource requests or to post or comment in the PSA Chatter feature. (ii) A PSA CRM View Only User subscription must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. 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>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below.</p> <p>Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p> |
| <p>PSA Resource</p> | <p>A PSA Resource is any person whose identifying information (for example, name or employee number) 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> <p>Additional PSA Resources may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> |

Human Capital Management

| Product Name | Product Usage Terms |
|---------------|--|
| HCM Full User | <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 FF 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.</p> <p>Additional HCM Full Users may be ordered only in quantities of 10 or more, unless otherwise agreed in an Order Form.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms below.</p> |

| | |
|--------------------------|--|
| eBN User | <p>The number of eBN 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 FinancialForce 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 eBN Users specified in such Order Form (or, if such Order Form is for add-on eBN Users, the number specified in such Order Form and in all prior Order Forms for eBN Users during Customer's current eBN subscription term) equal or exceed the number of Customer Employees. If at any time during the eBN subscription term, the number of Customer Employees exceeds the number of eBN Users specified in the applicable Order Form (or, if such Order Form is for add-on eBN Users, the number specified in such Order Form and in all prior Order Forms for eBN Users during Customer's current eBN subscription term), Customer will so notify FF in writing within 30 days after the date that the number of Customer Employees starts to exceed the number of eBN Users. In such event, Customer will execute another Order Form for a sufficient number of additional eBN 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 eBN Users purchased by Customer and in effect. In no event will the number of eBN Users decrease during a subscription term.</p> <p>Additional eBN Users may be ordered only in quantities of 10 or more, unless otherwise agreed in an Order Form.</p> <p>Purchase and use of this product is subject to the eBN Terms and Conditions below.</p> |
| eBN Open Enrollment | <p>Purchase and use of this product is subject to the eBN Terms and Conditions below.</p> |
| eBN Carrier Connect | <p>Purchase and use of this product is subject to the eBN Terms and Conditions below.</p> |
| eBN Terms and Conditions | <p>The following additional terms amend the Master Subscription Agreement ("MSA") between FF and Customer solely with respect to the eBN User, eBN Open Enrollment and eBN Carrier Connect products ("eBN Products"). (1) FF is an authorized reseller of the eBN Products, which are provided by eBenefits Network LLC. (2) The eBN Products transmit Customer Data outside the FF and Force.com systems, through eBN's network, to benefit insurance carriers and providers selected by Customer. FF will cause eBN to maintain appropriate administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Customer Data. Because the eBN Products do not run on the Force.com platform, no other security or data protection measures described in the MSA apply to the eBN Products. (3) Notwithstanding anything to the contrary in the MSA, the only uptime commitment made by FF for the eBN Products is its standard uptime commitment in the "Our Responsibilities" section of the FF online Master Subscription Agreement at http://www.financialforce.com/msa. (4) eBN may survey Users to determine User satisfaction with the level and quality of the eBN Products. (5) In no event will FF's liability to Customer in connection with eBN products exceed the amount paid by Customer for the eBN Products under the applicable Order Form. (6) Any renewal of the eBN Product subscriptions under this Order Form is subject to the continuing availability of the eBN Products for resale by FF. (7) If the agreement between eBN and FF terminates, any eBN Product subscription under the applicable Order Form exceeding three years will be subject to termination; FF will provide Customer a pro rata refund of any fees prepaid for such terminated subscriptions.</p> |

Analytics

| Product Name | Product Usage Terms |
|---|--|
| <p>Full Financial Reporting User</p> <p>(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 FinancialForce accounting, billing and revenue management functionality (for clarity, it may not be used with FinancialForce 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>This product includes the Salesforce Wave: Analytics Cloud OEM services, use of which is subject to the Salesforce Wave: Analytics Cloud documentation (including the applicable Salesforce Trust and Compliance documentation, usage guides and policies accessible via help.salesforce.com).</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> |
| <p>Non-Full Financial Reporting User</p> <p>(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 FinancialForce accounting, billing and revenue management functionality (for clarity, it may not be used with FinancialForce 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>This product includes the Salesforce Wave: Analytics Cloud OEM services, use of which is subject to the Salesforce Wave: Analytics Cloud documentation (including the applicable Salesforce Trust and Compliance documentation, usage guides and policies accessible via help.salesforce.com).</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</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"> (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). (b) This product may be used only with Customer Data accessible through FinancialForce Financial Management functionality (for clarity, it may not be used with professional services automation or human capital management functionality). (c) Users may not access the Analytics API. <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 FinancialForce Accounting installed in the applicable org.</p> <p>This product includes the Salesforce Wave: Analytics Cloud OEM services, use of which is subject to the Salesforce Wave: Analytics Cloud documentation (including the applicable Salesforce Trust and Compliance documentation, usage guides and policies accessible via help.salesforce.com).</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |
| <p>FM Analytics Full 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"> (a) This product may be used only with Customer Data accessible through FinancialForce Financial Management functionality (for clarity, it may not be used with professional services automation or human capital management functionality). (b) Users may not access the Analytics API. <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 also have an active Financials Full User license.</p> <p>This product includes the Salesforce Wave: Analytics Cloud OEM services, use of which is subject to the Salesforce Wave: Analytics Cloud documentation (including the applicable Salesforce Trust and Compliance documentation, usage guides and policies accessible via help.salesforce.com).</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |

| | |
|--------------------------------|--|
| <p>PSA 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"> (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). (b) This product may be used only with Customer Data accessible through FinancialForce standard Professional Services Automation functionality (for clarity, it may not be used with FinancialForce financial management, billing, supply chain management or human capital management functionality). (c) Users may not access the Analytics API. <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 FinancialForce PSA installed in the applicable org.</p> <p>This product includes the Salesforce Wave: Analytics Cloud OEM services, use of which is subject to the Salesforce Wave: Analytics Cloud documentation (including the applicable Salesforce Trust and Compliance documentation, usage guides and policies accessible via help.salesforce.com).</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> |
| <p>PSA Analytics Full 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"> (a) This product may be used only with Customer Data accessible through FinancialForce standard Professional Services Automation functionality (for clarity, it may not be used with FinancialForce financial management, billing, supply chain management or human capital management functionality). (b) Users may not access the Analytics API. <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>This product includes the Salesforce Wave: Analytics Cloud OEM services, use of which is subject to the Salesforce Wave: Analytics Cloud documentation (including the applicable Salesforce Trust and Compliance documentation, usage guides and policies accessible via help.salesforce.com).</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> |

FinancialForce Analytics Full User

This product is a bundle of the PSA Analytics Full User and Financial Management Analytics Full User products. The product usage terms for PSA Analytics Full User and Financial Management Analytics Full User apply to this product.

To be eligible to use this product, the user must also have an active PSA Full User license and an active Financials Full User license.

Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.

Communities

Product Name

Product Usage Terms

Financial Management
Community Logins/Month

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):

- (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.
- (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.
- (c) Customer must subscribe to a User-based FinancialForce Financials product.
- (d) Each Financial Management Community Logins/Month subscription entitles a User access to one community.

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.

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.

FF will provision 20 Users for every permitted monthly login. For example only, if the Permitted Number of Monthly Logins is 1,000, FF 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.

FF's rights and remedies in the [Unauthorized Use and Remedies](#) clause below apply to this product.

| | |
|---|---|
| <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"> (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. (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. (c) Customer must subscribe to a User-based FinancialForce Financials product. (d) Each Financial Management Community Members subscription entitles the authorized number of members access to one community. <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>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</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"> (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. (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. (c) Customer must subscribe to a product in the FinancialForce PSA Users category. (d) Each PSA Community Member subscription entitles the authorized number of members access to one community. <p>Customer will assign each PSA Community Member a profile that limits access to objects and features in accordance with the above restrictions.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> |

PSA Customer Community Members

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):

- (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.
- (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.
- (c) Customer must subscribe to a product in the FinancialForce PSA Users category.
- (d) Each PSA Customer Community Member subscription entitles the authorized number of members access to one community.

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

FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.

PSA Community Logins/Month

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):

- (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.
- (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.
- (c) Customer must subscribe to a product in the FinancialForce PSA Users category.
- (d) Each PSA Community Logins/Month subscription entitles a User access to one community.

Customer will assign each PSA Community Logins/Month 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 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.

FF will provision 20 Users for every permitted monthly login. For example only, if the Permitted Number of Monthly Logins is 1,000, FF 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.

FF's rights and remedies in the [Unauthorized Use and Remedies](#) clause below apply to this product.

PSA Customer Community Logins/Month

Use of the PSA Customer 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):

- (a) This product may be used solely by the personnel of a customer of Customer. For example, PSA Customer Community Logins/Month product may not be used by partners, vendors, employees or other personnel of Customer.
- (b) Users of this 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 Logins/Month product is prohibited.
- (c) Customer must subscribe to a product in the FinancialForce PSA Users category.
- (d) Each PSA Customer Community Logins/Month subscription entitles a User access to one community.

Customer will assign each PSA Customer Community Logins/Month 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 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 Customer 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.

FF will provision 20 Users for every permitted monthly login. For example only, if the Permitted Number of Monthly Logins is 1,000, FF will provision 20,000 PSA Customer 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.

FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.

**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 be used solely by personnel of Customer's customers. For example, the Customer Community Members - Access product may not be used by partners, vendors, employees or other personnel of Customer.
- (b) Customer must maintain a subscription for Salesforce Community from Salesforce.
- (c) Customer must subscribe to a User-based FinancialForce Financial Management or Professional Services Automation product.
- (d) Each Customer Community Member - Access subscription entitles the authorized number of members access to one community.

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

FF's rights and remedies in the [Unauthorized Use and Remedies](#) clause below apply to this product.

Customer Community Logins/Month - Access

Use of the Customer Community Logins/Month - 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 be used solely by personnel of Customer's customers. For example, the Customer Community Logins/Month - Access product may not be used by partners, vendors, employees or other personnel of Customer.
- (b) Customer must maintain a subscription for Salesforce Community from Salesforce.
- (c) Customer must subscribe to a User-based FinancialForce Financial Management or Professional Services Automation product.
- (d) Each Customer Community Logins/Month - Access subscription entitles a User access to one community.

Customer will assign each Customer Community Logins/Month - Access 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 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 Customer Community Logins/Month - 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.

FF will provision 20 Users for every permitted monthly login. For example only, if the Permitted Number of Monthly Logins is 1,000, FF will provision 20,000 Customer Community Logins/Month - 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.

FF's rights and remedies in the [Unauthorized Use and Remedies](#) clause below apply to this product.

**Partner Community
Members - Access**

Use of the Partner 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 be used solely by the personnel of Customer's alliance partners and vendors. For example, the Partner Community Members - Access product may not be used by customers, employees or other personnel of Customer.
- (b) Customer must maintain a subscription for Salesforce Community from Salesforce.
- (c) Customer must subscribe to a User-based FinancialForce Professional Services Automation product.
- (d) Each Partner Community Member - Access subscription entitles the authorized number of members access to one community.

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

FF's rights and remedies in the [Unauthorized Use and Remedies](#) clause below apply to this product.

| | |
|--|---|
| <p>Partner Community Logins/Month - Access</p> | <p>Use of the Partner Community Logins/Month - 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">(a) This product may be used solely by the personnel of Customer's alliance partners and vendors. For example, the Partner Community Logins/Month - Access product may not be used by customers, employees or other personnel of Customer.(b) Customer must maintain a subscription for Salesforce Community from Salesforce.(c) Customer must subscribe to a User-based FinancialForce Professional Services Automation product.(d) Each Partner Community Logins/Month - Access subscription entitles a User access to one community. <p>Customer will assign each Partner Community Logins/Month - 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 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 Partner Community Logins/Month - 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>FF will provision 20 Users for every permitted monthly login. For example only, if the Permitted Number of Monthly Logins is 1,000, FF will provision 20,000 Partner Community Logins/Month - 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>FF's rights and remedies in the <u>Unauthorized Use and Remedies</u> clause below apply to this product.</p> |
|--|---|

Sandbox, Integration, Storage, Support and Training

| Product Name | Product Usage Terms |
|--|---|
| <p>FinancialForce Only OEM Sandbox</p> | <p>FinancialForce Only OEM 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. FinancialForce Only OEM Sandbox fees will also apply to add-on purchases during the contract term, based on the same percentage.</p> <p>Use of the FinancialForce 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):</p> <ul style="list-style-type: none"> (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 FF 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 FF application and the FF application's integrations and workflows. (c) Customer must identify this product as "FFOnlySB" 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 "FinancialForce OEM Sandbox Template"), identified as "FFRestrictedOEMSandbox" in name and description, (ii) use the FinancialForce OEM Sandbox Template with all subscriptions to this product, and (iii) reflect all of the above FinancialForce Only OEM Sandbox Restrictions in the FinancialForce OEM Sandbox Template as a technical matter. The FinancialForce 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 FinancialForce OEM Sandbox Template may allow limited testing against integration points between such third party applications and a FF 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 FF User product that includes a Force.com Embedded Platform subscription. <p>FF may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to FF. Should any such review reveal unauthorized use of this product, FF 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 FF 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 FF may upon written notice to Customer terminate and/or suspend all subscriptions to this product sold by FF to Customer. In no event will such termination or suspension entitle Customer to any refund of fees paid to FF for such subscriptions or relieve Customer of any obligation to pay fees to FF for the remainder of the then-current term of such subscriptions.</p> |

| | |
|------------------------------|---|
| <p>Partial Sandbox</p> | <p>Partial 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. 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 FF User product that includes a Force.com Embedded Platform subscription.</p> |
| <p>Developer Pro Sandbox</p> | <p>Developer Pro 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. 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>Sandbox - Access</p> | <p>Sandbox - Access 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. 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 FF applications in a Salesforce Sandbox instance for development and testing only and not for production use.</p> |

| | |
|-------------------------|---|
| Integration Hub | <p>The following additional terms amend the Master Subscription Agreement (“MSA”) between FF and Customer solely with respect to the “Integration Hub” product, and apply to the Integration Hub notwithstanding anything to the contrary in the MSA:</p> <ul style="list-style-type: none"> (a) Integration Hub is comprised of products provided by Cloud Elements, Inc. (collectively the "CE Products"). FF is an authorized reseller of the CE Products. (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 FF and Customer apply to the CE Products. (c) Customer may not alter or modify the Integration Hub except as permitted in the Documentation. (d) The Integration Hub uses public APIs to access and connect to third-party applications, data services, software, and content (“Third-Party Services”). FF 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. FF is not liable for downtime, discontinuation, or other issues caused by the Third-Party Services that are outside FF’s reasonable control. (e) In no event will FF’s liability to Customer in connection with the CE Products exceed the amount paid by Customer to FF for the Integration Hub in the 12 months preceding the incident giving rise to a claim. (f) Any renewal of the Integration Hub subscription is subject to the continuing availability of the CE Products for resale by FF. (g) If the agreement between Cloud Elements and FF terminates, any Integration Hub subscription under the applicable Sales Order Form will be subject to termination with 90 days' notice; and such termination shall not be deemed a breach of FF’s obligations under the MSA or any Order Form. |
| Additional Data Storage | Use of this product requires that Customer subscribe to at least one FF 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 FF 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 | Premier Support, which is also referred to as the Premier Success Plan, is described here . Premier 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 Support fees will also apply to add-on purchases during the contract term, based on the same percentage. |

Signature Support

Signature Support, which is also referred to as the Signature Success Plan, is described [here](#). Signature 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. Signature Support fees will also apply to add-on purchases during the contract term, based on the same percentage.

| | |
|--|---|
| <p>Training Services, including:</p> <p>FFA Fundamentals Training PSA Fundamentals Training PSA Bootcamp FM Bootcamp</p> | <p>The following additional terms amend the Master Subscription Agreement (“MSA”) between FF and Customer solely with respect to training courses offered by FF to its customers and partners, including without limitation, the “PSA Fundamentals Training,” “FFA Fundamentals Training,” “PSA Bootcamp,” and “FM Bootcamp” products (collectively, “Training Services”):</p> <p>(1) 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. (2) 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. (3) A Training Services subscription provides Customer the ability to enroll one person in an instructor-led training course that may be provided in-person, via webinar or through other electronic means, at FF’s sole discretion. The confirmed student is the only student who may attend the course. Sharing the course presentation in any way is expressly prohibited. (4) A User, or Customer on its behalf, must register for a course on one of the dates the course is made available by FF (respectively “Class” and “Class Date”) in order to utilize a Training Services subscription. (5) FF will provide Customer with access to a schedule of available Class Dates and registration instructions for each specific Class. (6) Training Services subscriptions are non-refundable and non-cancellable except as otherwise described in this Product Usage Term. (7) Customer may contact FF to reschedule a Class registration up to 10 business days prior to the Class Date. (8) Customer may substitute a registered attendee for a Class with an alternate User without charge up to 3 business days prior to Class Date. (9) 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. (10) FF 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 FF, Customer may apply the applicable Training Services credit toward alternative Classes. (11) FF 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 FF shall not be deemed a breach of its obligations in the MSA and, in the event of such Training Services cancellation, FF shall provide Customer with a refund of fees for Customer’s unused Training Services subscriptions then in effect. (12) In no event will FF’s liability to Customer in connection with the Training Services exceed the amount paid by Customer to FF for Training Services in the 12 months preceding the incident giving rise to a claim. (13) To register for a Class, cancel a registration, request a substitution, or ask any questions relating to Training Services, please contact academy@financialforce.com.</p> |
|--|---|

Embedded Platform Admin User | Unauthorized Use and Remedies

| Product Name | Product Usage Terms |
|-------------------------------|--|
| Embedded Platform Admin User | <p>Up to one Embedded Platform Admin User subscription may be ordered for every 50 Users of any FF product family (Professional Services Automation, Billing, Financial Management or Human Capital Management).</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> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause below apply to this product.</p> |
| Unauthorized Use and Remedies | <p>FF may review use of any FF or FF-resold product in Customer's account, or Salesforce may perform such a review and provide the results to FF. Should any such review reveal unauthorized use of the product, FF 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 FF 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 FF, within 30 days of invoice by FF, the difference between the price charged by FF to Customer for the applicable product subscriptions and the then-current list price for 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.</p> |

LEGACY PRODUCTS

FinancialForce Accounting (Legacy)

| Product Name | Product Usage Terms |
|------------------------------------|---|
| Full Accounting 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>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |
| 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 FinancialForce 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>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |

| | |
|---|---|
| <p>Salesforce Platform License for FFA (Legacy)</p> | <p>Use of Salesforce Platform License for FFA 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 Salesforce Platform License for FFA User a profile that limits access to the above functions.</p> <p>FF may review use of the Salesforce Platform License for FFA product in Customer's account, or Salesforce may perform such a review and provide the results to FF. Should any such review reveal unauthorized use of the Salesforce Platform License for FFA product, FF 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 FF 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 Salesforce Platform License for FFA product, Customer will pay FF, within 30 days of invoice by FF, the difference between the price charged by FF to Customer for the applicable Salesforce Platform License for FFA 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 subscriptions then in effect from FF, beginning with the date of the first violation through the end of the then-current subscription term. Upon payment of such amount, all Salesforce Platform License for FFA subscriptions 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> |
|---|---|

360 FFA Account View for CRM User (Legacy)

(prior name: 360 CRM User for FFA)

Use of the 360 FFA 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 FFA Account View for CRM User is permitted read-only access to the Accounts Receivable, Accounts Payable and Invoicing features of the FinancialForce Accounting product, and may not enter or modify data in those features, or access any other features, of the FinancialForce Accounting product. (ii) A 360 FFA Account View for CRM User subscription must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. (iii) A 360 FFA 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 FFA Account View for CRM User a profile that limits access to objects and features in accordance with the above restrictions.

FF may review use of the 360 FFA Account View for CRM product in Customer's account, or Salesforce may perform such a review and provide the results to FF. Should any such review reveal unauthorized use of the 360 FFA Account View for CRM product, FF 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 FF 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 FFA Account View for CRM product, then (a) if the unauthorized use of is of FinancialForce Accounting functionality, Customer will pay FF, within 30 days of invoice by FF, the difference between the price charged by FF to Customer for the applicable 360 FFA Account View for CRM Users and FF's then-current list price for Full Accounting Users for all of Customer's 360 FFA 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 FFA Account View for CRM Users 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 360 FFA 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 FFA Account View for CRM Users will have a Sales Cloud or Service Cloud User for the remainder of the then-current subscription term.

This product requires at least one Embedded Platform Admin User, subject to the [Embedded Platform Admin User](#) terms above.

Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.

Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.

FinancialForce 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>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> |
| Full PSA User for Billing (Legacy) | <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 FinancialForce PSA product, and access to the Invoicing features of the FinancialForce Accounting product. A Full PSA User for Billing User may not access any features of the FinancialForce Accounting product other than the Invoicing features. Customer will assign each Full PSA User for Billing a profile that limits access to FinancialForce Accounting objects to Invoicing.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> |
| PSA Field User (Legacy) (prior name: Field PSA User) | <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.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> |

| | |
|---|--|
| <p>Time & Expense User (Legacy)</p> | <p>Use of the Time & 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 & Expense User may access only the Timecards and Expense custom objects of the FinancialForce PSA product, and other screens as needed to select time and expense data to enter it into the FinancialForce PSA product, solely for the purpose of entering and updating that User's time and expenses for professional services. Customer will assign each Time & Expense User a profile that limits access to the functionality required for the purpose above.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> |
| <p>Expense Entry User (Legacy)</p> | <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 FinancialForce PSA product, and other screens as needed to select expense data to enter it into the FinancialForce 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.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> |
| <p>Time Entry User (Legacy)</p> | <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 FinancialForce PSA product, and other screens as needed to select time data to enter it into the FinancialForce 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.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.</p> <p>This product includes one PSA Resource per user.</p> |

360 PSA Account View for CRM User (Legacy)

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 FinancialForce 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 FinancialForce 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.

FF 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 FF. Should any such review reveal unauthorized use of the 360 PSA Account View for CRM product, FF 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 FF 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 FinancialForce PSA functionality, Customer will pay FF, within 30 days of invoice by FF, the difference between the price charged by FF to Customer for the applicable 360 PSA Account View for CRM Users and FF'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.

This product requires at least one Embedded Platform Admin User, subject to the [Embedded Platform Admin User](#) terms above.

Additional users of this product may be ordered only in quantities of 5 or more, unless otherwise agreed in an Order Form.

Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.

FinancialForce Billing (Legacy)

| Product Name | Product Usage Terms |
|---------------------------------|--|
| Full Billing 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>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |
| Executive Billing 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 Billing User is permitted full access to the Billing Chatter and Approvals/Workflow functions, and read-only access to all other functions, of the FinancialForce Billing product. (ii) An Executive Billing User may view data and generate reports and dashboards in the FinancialForce 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>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |

**360 Billing Account View
For CRM User (Legacy)**

(prior name: 360 CRM User
for Billing)

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 FinancialForce 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 FinancialForce 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. 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.

FF may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to FF. Should any such review reveal unauthorized use of this product, FF 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 FF 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 FinancialForce Billing functionality, Customer will pay FF, within 30 days of invoice by FF, the difference between the price charged by FF to Customer for the applicable 360 Billing Account View for CRM Users and FF'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.

This product requires at least one Embedded Platform Admin User, subject to the [Embedded Platform Admin User](#) terms above.

Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form. Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.

FinancialForce Revenue Recognition (Legacy)

| Product Name | Product Usage Terms |
|---|---|
| Full Revenue Recognition 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>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |
| 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 FinancialForce Revenue Recognition product. (ii) An Executive Billing User may view data and generate reports and dashboards in the FinancialForce Revenue Recognition product, but may not enter or modify data. Customer will assign each Executive Revenue Recognition User a Read Only profile.</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |

360 Revenue Recognition Account View For CRM User (Legacy)

(prior name: 360 CRM User for Revenue Recognition)

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 FinancialForce 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 FinancialForce 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.

FF may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to FF. Should any such review reveal unauthorized use of this product, FF 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 FF 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 FinancialForce Revenue Recognition functionality, Customer will pay FF, within 30 days of invoice by FF, the difference between the price charged by FF to Customer for the applicable 360 Revenue Recognition Account View for CRM Users and FF'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.

This product requires at least one Embedded Platform Admin User, subject to the [Embedded Platform Admin User](#) terms above.

Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.

Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.

FinancialForce Supply Chain Management (Legacy)

| Product Name | Product Usage Terms |
|--|---|
| Full Use Supply Chain Management 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>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |
| 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"> (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) FinancialForce ClickLink, (ix) FinancialForce Output Builder, and (x) Multi-Currency. (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) FinancialForce Reporting. (c) A User of this product may not access the following features: (i) FinancialForce XL, and (ii) FinancialForce API. (d) To use this product, a User must have an active Sales Cloud or Service Cloud User subscription purchased directly from Salesforce. (e) This product includes use of the Embedded Force.com Platform solely to access quoting functionality. <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>FF’s rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>This product requires at least one Embedded Platform Admin User, subject to the Embedded Platform Admin User terms above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> <p>Any required Sales Cloud or Service Cloud User subscription must be Enterprise level or higher.</p> |

| | |
|--|---|
| <p>Executive Supply Chain Management User (Legacy)</p> | <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 FinancialForce Supply Chain Management product, but may not enter or modify data (other than in Supply Chain Management Chatter or Approvals/Workflow).</p> <p>FF's rights and remedies in the Unauthorized Use and Remedies clause above apply to this product.</p> <p>Customer will assign each Executive Supply Chain Management User a Read Only profile.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |
|--|---|

| <h2 style="color: red;">FinancialForce Service Contracts (Legacy)</h2> | |
|--|--|
| Product Name | Product Usage Terms |
| <p>Service Contracts Full User (Legacy)</p> | <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 FinancialForce 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 Embedded Platform Admin User terms above.</p> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |

| <h2 style="color: red;">FinancialForce Fixed Assets (Legacy)</h2> | |
|---|----------------------------|
| Product Name | Product Usage Terms |

| | |
|---|---|
| FinancialForce Fixed Assets User (Legacy) | <p>The FinancialForce Fixed Assets subscription purchased under this Order Form permits up to five Users to access the FinancialForce 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 FinancialForce 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> <p>Additional users of this product may be ordered only in quantities of 3 or more, unless otherwise agreed in an Order Form.</p> |
|---|---|

| FinancialForce Human Capital Management (Legacy) | |
|---|---|
| Product Name | Product Usage Terms |
| HCM Users (per employee per month) (Legacy) | <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 FF 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 Embedded Platform Admin User terms above.</p> <p>Additional HCM Users may be ordered only in quantities of 10 or more, unless otherwise agreed in an Order Form.</p> |

| | |
|--|---|
| <p>eBN Employee Connect (Legacy)</p> <p>eBN Open Enrollment (Legacy)</p> <p>eBN Carrier Connect (Legacy)</p> | <p>The following additional terms amend the Master Subscription Agreement (“MSA”) between FF and Customer solely with respect to the eBN Employee Connect, eBN Open Enrollment and eBN Carrier Connect products (“eBN Products”). (1) FF is an authorized reseller of the eBN Products, which are provided by eBenefits Network LLC. (2) The eBN Products transmit Customer Data outside the FF and Force.com systems, through eBN’s network, to benefit insurance carriers and providers selected by Customer. FF will cause eBN to maintain appropriate administrative, physical, and technical safeguards for protection of the security, confidentiality and integrity of Customer Data. Because the eBN Products do not run on the Force.com platform, no other security or data protection measures described in the MSA apply to the eBN Products. (3) Notwithstanding anything to the contrary in the MSA, the only uptime commitment made by FF for the eBN Products is its standard uptime commitment in the “Our Responsibilities” section of the FF online Master Subscription Agreement at http://www.financialforce.com/msa. (4) eBN may survey Users to determine User satisfaction with the level and quality of the eBN Products. (5) In no event will FF’s liability to Customer in connection with eBN products exceed the amount paid by Customer for the eBN Products under the applicable Order Form. (6) Any renewal of the eBN Product subscriptions under this Order Form is subject to the continuing availability of the eBN Products for resale by FF. (7) If the agreement between eBN and FF terminates, any eBN Product subscription under the applicable Sales Order Form exceeding three years will be subject to termination; FF will provide Customer a pro rata refund of any fees prepaid for such terminated subscriptions.</p> |
|--|---|

Sandbox and Support (Legacy)

| Product Name | Product Usage Terms |
|---|---|
| <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 FF 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 FF 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"> (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 FF 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 FF application and the FF application's integrations and workflows. (c) Customer must identify this product as "FFOnlySB" 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 "FinancialForce OEM Sandbox Template"), identified as "FFRestrictedOEMSandbox" in name and description, (ii) use the FinancialForce OEM Sandbox Template with all subscriptions to this product, and (iii) reflect all of the above restrictions in the FinancialForce OEM Sandbox Template as a technical matter. The FinancialForce 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 FinancialForce OEM Sandbox Template may allow limited testing against integration points between such third party applications and a FF 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 FF User product that includes a Force.com Embedded Platform subscription. <p>FF may review use of this product in Customer's account, or Salesforce may perform such a review and provide the results to FF. Should any such review reveal unauthorized use of this product, FF 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 FF 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 FF may upon written notice to Customer terminate and/or suspend all subscriptions to this product sold by FF to Customer. In no event will such termination or suspension entitle Customer to any refund of fees paid to FF for such subscriptions or relieve Customer of any obligation to pay fees to FF 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>FF hereby consents to installation and use of Customer's purchased FF 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>FF hereby consents to installation and use of Customer’s purchased FF 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>FF hereby consents to installation and use of Customer’s purchased FF 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 here. 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> |