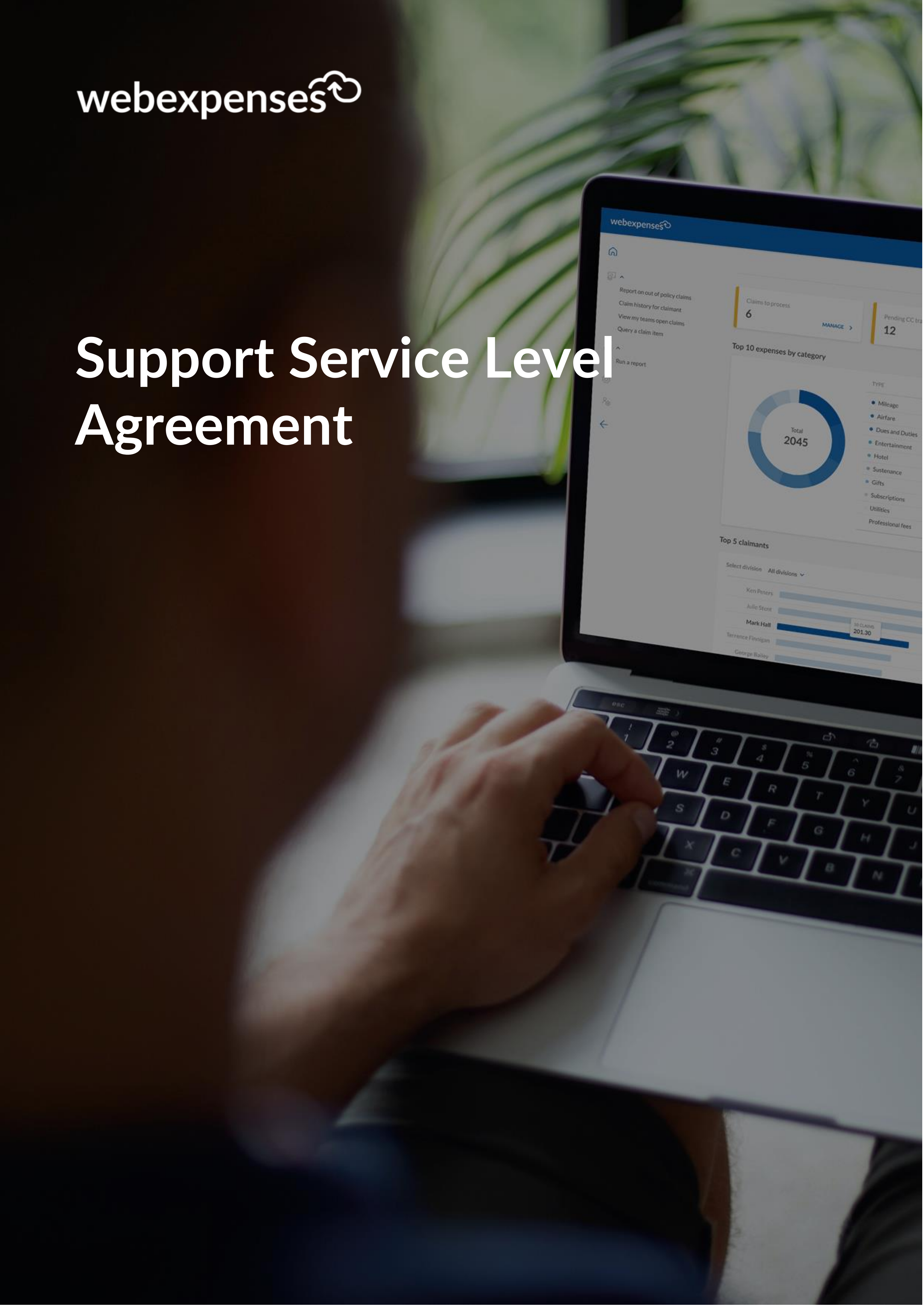
webexpenses

Support Service Level Agreement



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Our Service Level Agreement

At Webexpenses we are committed to providing exceptional customer service to all of our clients. This Service Level Agreement outlines the key areas of our service, and our commitment to you as our client.

The aim of this SLA (Service Level Agreement) document is to provide details of the approach and the service levels we offer and use them to monitor and maintain effective service delivery. The SLA has been developed by our Head of Customer Success and is signed off at Directorate level.

We will always aim to keep our clients' needs at the heart of what we do, hence this is a working document which will be reviewed on a regular basis.

The Purpose of this SLA

To identify expectations, roles and responsibilities and facilitate communications between the Webexpenses Support team and our clients.

Communication

Communication is key in the way we work, and within the Support team we strive to maintain an environment of mutual respect, professionalism, and courtesy - we expect this to be reciprocated to our team.

Support Hours

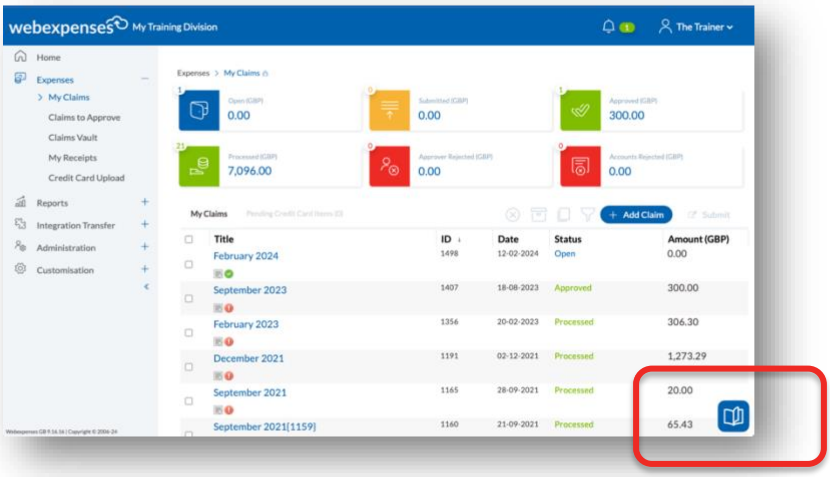
The Support team is available for correspondence as per below table.

Americas	Europe, Middle East & Africa	Asia & Pacific
Monday – Friday 9am – 5:30pm PST and PDT Excluding local holidays	Monday – Friday 9am – 5:30pm GMT and BST Excluding local holidays +44 (0) 800 711 7138	Monday – Friday 9am – 5:30pm AEST Excluding local holidays

What Levels of Support do we Offer?

The Resource Centre

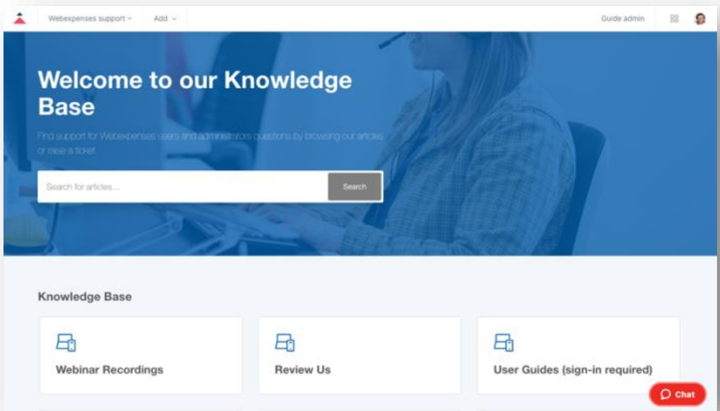
The Resource Centre is accessible to any user from the Webexpenses platform and has a series of walkthroughs to take users through different elements of Webexpenses step by step. The topic of the walkthrough guides will differ depending on the role of the user, so they only see those that are applicable to them. Every user can also connect to the Knowledge Base directly from here.



The Knowledge Base

Our Knowledge Base is an online tool, it's freely available 24x7 to all users of Webexpenses. Our Knowledge Base offers a range of rich support materials and resources that all users will benefit from, these include:

- Fully downloadable user guides
- Online quick guides
- FAQs
- Support access via live chat or raise a ticket



Level 1 Support – First-line

The first level of support is the responsibility of a designated First-line Support team during your regions support hours. The Support team respond and help all users with general support queries on the functionality of the system.

Level 2 Support - Expert Support

The second level of support, also known as Expert Support, comes from specialists with a deeper knowledge of Webexpenses to provide additional support to help with more complex queries. Support at this level may involve a more thorough discussion of the issue with an administrative user to identify and implement optimal solutions. Once the issue is resolved, the Support team member provides a detailed description of their investigation of the challenge, including the steps that led to the solution.

Some faults or behavioural deficiencies of the system may require technical investigation. If the problem cannot be resolved via Expert Support, then the challenge is escalated to Level 3 Support.

Level 3 Support - Technical Support

The third level of support, also known as Technical Support, is for problems that require special analysis or programming, or support from our hosting providers.

Our Expert Support team is responsible for contacting the appropriate Technical Support team to refer more technical queries and will keep you updated on the status of your ticket.

How Webexpenses will Handle your Query

All queries will be handled initially by our First-line Support team, and a ticket with a unique support reference number will be generated. The reference number will enable you to track progress and follow any updates to the ticket. Our First-line Support team will assess the ticket, prioritise the resolution and aim to resolve the query as quickly as possible.

At the initial stage, we will identify whether you are an administrative user or an end user of the system.

Administrative (admin) user - An individual who has responsibility at a parent and/or entity level with administrative and configuration access.

Before contacting Support, any administrator for the Webexpenses system must first have undertaken system training via Webexpenses Academy or with a dedicated trainer from our Training Team. If training has not been undertaken, you will be referred through to the Account Management team for training to be organised.

Note: Access to Webexpenses Academy is free of charge to all Webexpenses Administrators. Training with a dedicated trainer from the training team, will carry a nominal fee.

End user - An individual who accesses the system to either create/submit a claim or to approve a claim.

If there is a relevant FAQ/guide/video available which can provide online assistance, end users who have a query with any aspect of how to use the application will be directed to the Knowledge Base.

If from the initial assessment the query can't be resolved, the ticket is escalated for further investigation to our Level 2 or Level 3 Support team.

We will feedback any recommendations or short-term workarounds if available.

You will be able to track the progress of the ticket via our support system and you will be notified when an update is applied to the ticket.

Priority Levels

At the point that your query is logged, it will be assigned one of the following priority levels.

Priority	Scope	Target First Response	Target Next Response	Target Resolution
Urgent	All end users are unable to use the application.	1 business hour	1 business hour	1 business hour
High	Large number of users unable to function. Major performance issues.	1.5 business hours	1 business hour	2 business hours
Normal	User receives an error message or is somehow prevented from completing an action.	2 business hours	2 business hours	8 business hours

Low	User has simple question, a problem or a simple how-to or procedural question.	4 business hours	6 business hours	24 business hours

Where Account Management Can Help

Our Support team will aim to help with as many varied and complex queries as possible - simple and quick instructions may be given at times. Please do be aware some requests will require the input and action of the Account Management team. The Account Management team are on hand to help maximize use of the system.

An Account Manager will be available to assist your company administrators with one of the following:

- Software training
- Adding additional users and entities
- Change of organisation details
- Scoping of project work such as bulk data uploads
- Contractual amendments
- Expanding use of the Webexpenses' product suite

If your end users of Webexpenses have queries about the following, please assign them to your company administrator:

- Password resets
- Response to payment queries e.g. "when do I get paid?"
- Update to users' accounts
- PC technical support or support for other software

How to Raise a Support Query

Support is available during normal business hours.

When raising a query please provide as much detail as possible, including name, login/email address, claim ID (if there is one) and as much information about the nature of your query including screenshots where appropriate.

Please do not include your password as this is not necessary - our Support team will never ask for password details.

If you are experiencing difficulty completing a particular workflow, please describe at high level the actions you are attempting to perform. Please also note the point at which you faced the problem, include any error messages and also describe the behaviour you were expecting to see.

On receipt of your request, a new ticket is opened in our support desk and an email will be sent with a description of your query and a reference number within approximately 15 minutes.

Note: For companies that we deem to have a high impact on our Support team, we reserve the right to request that appropriate training should be given (at a cost to the client) and that no further support will be available to that client until relevant training has been carried out.

A support query can be logged by using one of the following options:

The Knowledge Base

The Knowledge Base has been designed as a tool to be used as the first point of reference for all users of the Webexpenses system, visit the Knowledge Base at https://support.webexpenses.com/hc/en-us

The Knowledge Base contains user guides, short videos, FAQs plus lots more to help all users of Webexpenses get the very best out of the system.

By checking the Knowledge Base first, you will ultimately resolve your query in a faster and efficient manner. Any queries sent to the Support team which are resolved within an online quick guide or user guide from the Knowledge Base, will be redirected to the Knowledge Base and the ticket will be closed.

If there is no relevant information on the Knowledge Base, please report all support queries to our Support team in one of the following ways:

Via the Live Chat Button

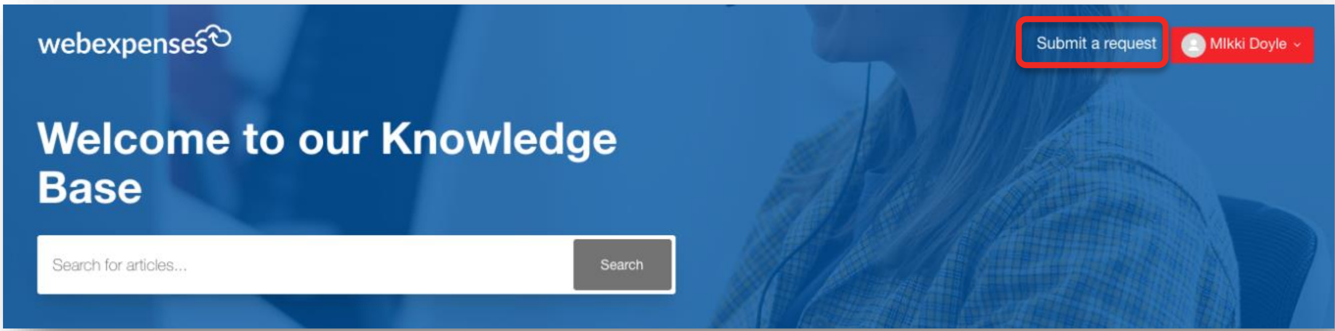
Chat

This can be found in the bottom right-hand corner of the Knowledge Base screen and is available during normal business hours. From here you'll be given the opportunity to directly chat with one of our Support team in real time and be able to send us screenshots and other files if necessary.

Once the live chat is finished and closed, a ticket reference will be created, and the full transcript will be sent out via email to the user's email address provided at the start.

Log into the Knowledge Base and Complete a Short Form to Log a Query

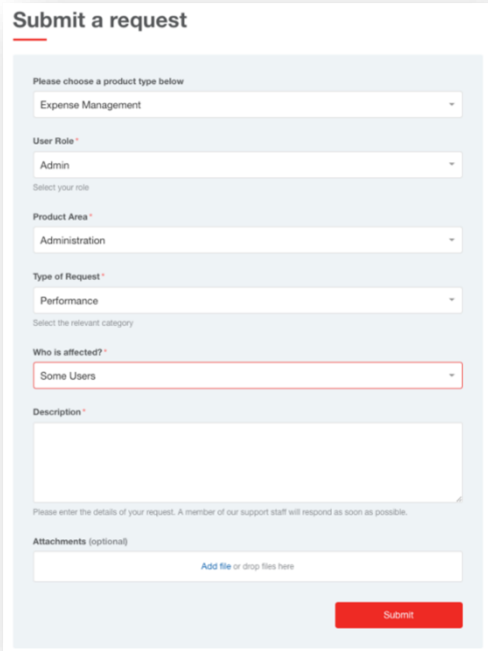
If a user has registered for a Support account, then they can complete and **Submit a request** via a short form to the Support team directly from the Knowledge Base.



From here users can provide a description of their query and who it is affecting.

Upon submission of the form a ticket reference is created and emailed to the user.

A member of the Support team will then be in touch via email or phone as soon as possible.



Via the Support Button

This can be found in the bottom right-hand corner of the screen when you are logged into the Knowledge Base and chat is unavailable.

Via Phone

Depending on your location, simply call us on one of our free phone numbers below during business hours and a member of our Support team will be more than happy to assist you with your query.

UK: +44 (0) 800 711 7138

If all lines are busy, please leave a voicemail with your contact details, the company you work for and a brief description of your query. Again, a member of our Support team will be more than happy to assist you as soon as possible.

Other Key Contacts

For all invoicing queries for UK, please contact accounts@webexpenses.com

For all invoicing queries for APAC accounts.au@webexpenses.com

For queries relating to training, general account queries, account reviews please contact your allocated Account Manager or depending on your company's location, you can email one of the following:

UK: account.management@webexpenses.com

APAC: contact.apac@webexpenses.com

USA: contact.usa@webexpenses.com

Support details

Tutorials

https://webexpenses.zendesk.com/

Website

webexpenses.com