

Service Description

IBM Sterling Inventory Visibility for IBM Rapid Supplier Connect Preview

This Service Description describes the Cloud Service. The Rapid Supplier Connect registration site provides additional details about Client's order.

1. Cloud Service

IBM Rapid Supplier Connect is a solution which leverages the functionality of IBM Sterling Inventory Visibility with Chainyard's Trust Your Service (TYS) to connect buyers and sellers with access to inventory that may be used to support the COVID-19 pandemic. Suppliers may input Content into the Cloud Service using the IBM Sterling Commerce Business Network, or if enabled, manually or by use of other enabled IBM services.

The Cloud Service is available until August 31, 2020, for use by Client after registering for the Rapid Supplier Connect solution and accepting these terms and conditions, unless terminated earlier in accordance with the terms of the Agreement.

At the end of the term, Client's access to the Cloud Service will cease unless Client contracts for a commercial version of the Rapid Supplier Connect solution, if available.

1.1 Offerings

The Client may select from the following available offerings.

1.1.1 IBM Sterling Inventory Visibility for IBM Rapid Supplier Connect Preview

The Cloud Service collects inventory levels across various selling channels, including without limitation, IBM Supply Chain Business Network and IBM Order Management, to provide a comprehensive view of current and future inventory information for efficient utilization and promising. It aggregates inventory from internal and external source locations, depicting current supplies, in-transit quantities, and current demand.

IBM will establish the hardware, software, and communications for the Cloud Service. Data for the service will be stored in US data centers. Client and IBM each retain responsibility for their respective network entry point access control, firewalls, user security, and hardware. In exceptional circumstances it may be necessary for IBM to take steps to stop or remove unreasonable Content uploads which are adversely impacting other users or overall system performance.

The following features are not available:

- Inventory Alerts which can be configured by creating thresholds for Low demand;
- Approaching out of stock;
- Delayed Supply; and
- Events to publish inventory to external systems.

1.1.2 Buyer Specific Services

The Cloud Service enables viewing of inventory information by Clients who have registered for Rapid Supplier Connect as a "buyer" based on inventory information from those Rapid Supplier Connect registrants selected by the Client, who have self-designated as "suppliers" and are the source of the latest inventory numbers. Client's users get access to inventory for all "suppliers" with whom the Client has established relationships. Client agrees and understands that IBM is not the provider of the content available through the Cloud Service, and is not responsible for the accuracy of the content.

Client's entitlement to the Cloud Service is limited to 1 billion inventory action APIs calls for the 120-day period, with a soft throttle of 50,000 APIs per hour. An API call is the invocation of the Cloud Service through a programmable interface. For this Cloud Service, API calls represent Inventory Actions. Inventory Actions are inventory lookup for each inventory item or for no more than 10 batch inquiries/updates using the inventory network or inventory node call APIs.

1.1.3 Supplier Specific Services

The Cloud Service enables publishing of inventory information by Clients who have registered for Rapid Supplier Connect as a "supplier" for the benefit of authorized Rapid Supplier Connect registrants who

have self-designated as "buyer". Client is responsible for uploading content into the Cloud Service in the format specified by the IBM team. Client authorizes IBM to upload Client content from other IBM services such as Supply Chain Business Network, IBM Order Management and IBM Inventory Visibility, to the extent Client is a client in good standing of such other services, and to transform Client content from one business document format to another as needed to be viewed through the Cloud Service. Client is solely responsible for ensuring the accuracy and currency of the content available for viewing through the Cloud Service.

2. Data Processing and Protection Data Sheets

IBM's Data Processing Addendum at <http://ibm.com/dpa> (DPA) and the Data Processing and Protection Data Sheet(s) (referred to as data sheet(s) or DPA Exhibit(s)) in the links below provide additional data protection information for the Cloud Services and its options regarding the types of Content that may be processed, the processing activities involved, the data protection features, and specifics on retention and return of Content. The DPA applies to personal data contained in Content, if and to the extent i) the European General Data Protection Regulation (EU/2016/679) (GDPR); or ii) other data protection laws identified at <http://www.ibm.com/dpa/dpl> apply.

Link(s) to applicable Data Sheet(s):

IBM Sterling Inventory Visibility:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=B8EE76103F1811E7BE8E09C6CE305F89>

Supply Chain Business Network Essentials Edition:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=38BF2400B93711E7A5A50513C295686A>

Supply Chain Business Network Standard & Premium Editions

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=B826DED0BA7311E7A5A50513C295686A>

IBM Cloud:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1380559625333>

IBM App Connect on IBM Cloud:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=BDB070B0C02811E5BA010CF56D8211B6>

IBM Cloud Databases for MongoDB:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=F57A00B07A6111E89D57EFEED3CB8BE9>

IBM SDK for Node.js for IBM Cloud:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=1401730944756>

IBM Order Management:

<https://www.ibm.com/software/reports/compatibility/clarity-reports/report/html/softwareReqsForProduct?deliverableId=87F6D800DCED11E6BD99EA2F360A757F>

3. Service Levels and Technical Support

3.1 Service Level Agreement

This Cloud Service does not provide an availability SLA.

3.2 Technical Support

Clients are to submit their support questions to rapid@us.ibm.com. IBM will monitor and respond to Client emails 24/7. IBM will respond to emails with queries and questions as promptly as is possible given the volume and working environments during IBM's pandemic response.

4. Charges

The Cloud Service is a no-charge preview.

5. Additional Terms

For Cloud Service Agreements (or equivalent base cloud agreements) executed prior to January 1, 2019, the terms available at <https://www.ibm.com/acs> apply.