

Professional Configuration Services Description

Applicable Software	NX Manager, EdgeXperience, and PaperStream Admin (as specified by the purchased SKU)
In-Scope Services	➤ Basic configuration, optimization, and troubleshooting of standard software settings and functionality, including authentication methods, jobs, destinations, workflows, job groupings, driver settings, and device or scanner connectivity, where applicable. ➤ Configuration and troubleshooting of standard integrations, connectors, and features included in the Applicable Software. ➤ Initial setup activities reasonably necessary to enable configuration services, including verification of software access, connectivity, and applicable product prerequisites. Customer is responsible for completing required registrations, licensing, and environment readiness activities prior to the engagement specified in the checklist for the Applicable Software. ➤ Knowledge transfer directly related to the configuration work performed, including guidance during the live professional services session and direction to applicable product documentation, support resources, software downloads, firmware updates, and other reference materials.
Service Duration	Remote professional services are provided for the number of hours specified in the applicable purchased SKU. Included service hours may vary by SKU. Professional Services are deemed complete when the purchased service hours have been exhausted or when the agreed configuration activities have been performed, whichever occurs first. No formal acceptance document is required. Services will be deemed accepted upon completion of the applicable professional services session. PAI will provide written confirmation upon completion of the Services.
Optional Overage Services	Additional professional services may be purchased in one-hour increments under the applicable overage services SKU. Overage services are subject to the same scope, assumptions, and exclusions set forth herein, unless otherwise agreed to by PAI in writing.

Key Assumptions / Dependencies	➤ Customer participation and availability of appropriate personnel are required during service delivery. ➤ Customer must provide necessary access, credentials, permissions, and connectivity. ➤ Required setup activities may be included when reasonably necessary to enable configuration services. ➤ Work not completed within the purchased service duration may require separate approval and the purchase of overage professional services. ➤ Any new requirements, scope changes, customizations, or issues identified during the engagement may require a separate services engagement. ➤ Professional Services are dependent upon the customer's hardware, software, network, cloud environment, and third-party systems functioning properly. PAI is not responsible for delays, interruptions, or inability to complete services resulting from issues within the customer's environment.
Out-of-Scope/Exclusions	➤ Custom software development, custom integration, scripting, code modification, or APIs. This includes the development or modification of customer specific functionality or integrations that are not supported through the standard features, architecture, or configuration options of the Applicable Software. ➤ Custom or third-party integrations not natively supported by the Applicable Software. ➤ Network, server, cloud, firewall, security, or infrastructure configuration unrelated to the Applicable Software. ➤ Onsite services, deployment activities, or other in-person engagements. Professional Services are delivered remotely through scheduled virtual service sessions. ➤ Data migration activities. ➤ End-user training beyond configuration-related knowledge transfer. ➤ Ongoing managed services, project management, or support services. ➤ Services exceeding the number of hours specified in the purchased SKU. Any additional

	hours require the purchase of the applicable overage services SKU and are subject to the same scope, assumptions, dependencies, and exclusions described herein.
Additional Terms	Any activities outside the scope described herein may require additional professional services and may be subject to separate fees or a separate statement of work.
Change Control	Services are limited to the in-scope activities and service hours associated with the applicable purchased SKU. Requests that expand or modify the scope of service, introduce new requirements, or exceed the included service hours are outside the scope of the engagement and require separate written approval by PAI and, where applicable, the purchase of overage services. For questions regarding in-scope or out-of-scope services and/or overage services, please contact pgramolini@pfu-us.ricoh.com.
Note: Professional services are limited to the scope and service hours associated with the purchased SKU. Any estimates regarding completion time or efforts are preliminary estimates only, are provided for planning purposes only, and do not modify the scope, limitation, or service hours included in the purchased SKU. Actual effort and completion time may vary depending on customer requirements and environment. Please contact pgramolini@pfu-us.ricoh.com regarding your specific engagement.	