



Terms of Service

For companies and organizations



GlobeXpenC Oy Ltd.

Nordic Concur Connector Terms of Service

Service Provider ("Provider")

Company Name : GlobeXpenC Oy Ltd ("GlobeXpenC" or "Provider")

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Customer

The company or organization you are representing.

Later in the document referred as "Customer".

Important

You should carefully read the following Terms. By accepting these Terms or using our products Customer implies that it has read and accepted the Terms.

Subscription

Nordic Concur Connector subscriptions are sold through our website, www.nordicconcurconnector.com.

Package Options

We provide 5 subscription package options for different volumes of use

Package	Processed Reports per Month (up to)	Monthly Fee (EUR)
Bronze	50	50
Silver	200	150
Gold	600	300
Platinum	2000	600
Diamond	unlimited	900

Processed Reports

Processed reports limit in the packages define how many Concur expense reports the application can process each month. Each active integration will process the expense reports individually.

For example, if a corporation has two active integrations that each process all of their paid expense reports, and they have 100 expense reports per month, they will need a package that can process at least 200 expense reports per month.

Changes to the Pricing

The Provider reserves the right to change the pricing. The Customer will receive a notification 3 months before the new prices take effect.

Setup Fee

A setup fee of 200 EUR will be charged from all new customers.

Additional Services

Training

Customer may order training for its employees. Training services are ordered separately.

Support Work

Customer may order hourly billed additional support work. If Provider is going to bill any work from the Customer the Provider needs to notify the Customer about it beforehand. Usual customer support work is not automatically billable support work.

Invoicing and Payments

Subscriptions are invoiced quarterly. Setup Fee is invoiced as soon as the new customer account has been created.

Invoicing Date

Subscription invoices for each quarter are sent at the end of each quarter.

Payment Term

Payment term is 30 days Net.

First Invoice

The first invoice is written for the remaining portion of the running quarter.

Suspending the License

If the Customer fails to pay the invoice in time, the Provider reserves the right to suspend the Customer's subscription until all pending invoices have been cleared.

Outages and Service Interruptions

The Customer is not entitled to any compensation in case of outage, service interruption or a similar event that is caused by a reason or circumstance beyond Provider's control and for any planned down time which shall be scheduled during a time that will cause minimal interruption to the Customers and for which Customer will receive notice at least twenty-four (24) hours in advance. The Provider will use its best efforts to provide the Customer with continuous service.

Changes in Service

The Provider reserves the right to change the service and add or remove new features without notice; however, any change that results in a material alteration of the functionality of the service will give the Customer the right to terminate this Agreement with immediate effect.

Security

The Provider maintains and develops the service according to the best security processes as set by industry standards. Servers are hardened and kept up-to-date. All communication between services and user browsers are secured with SSL technology.

Handling Customer Data

The following section sets forth Provider's commitment with regard to Customer data and how it is handled in the service:

Employee Data

Data related to the Customer's employees (Name, Social Security Number, Concur Login ID, Employee Number, etc.) is either fetched from Concur or entered to the service by the Customer.

Expense Data

Expense data is fetched from Concur and stored in the service.

Data Location

The Customer's data is stored on Provider's servers in Europe.

Data Backups

Customer data is backed up daily into a secure remote location. Old backups are deleted after 30 days.

Confidentiality and Ownership of Customer Data

The Customer's data is kept confidential and not provided to third parties in any circumstances.

The Provider has no ownership to the Customer data.

Service-Level Agreement

The target uptime for the service is 100%, naturally. The Provider guarantees uptime of 98%, measured within a calendar month. The service is considered to be up when it is accessible and responding. The Provider cannot guarantee the availability of Concur Web Service interfaces which are vital for receiving the expense data from Concur.

Service Issues

The service is provided "as is" without any warranty. In case the Customer encounters a bug or a similar issue with the service, the Customer is not entitled for a compensation unless such bug or issue renders the service unusable to a significant number of users in the Customer's organization and the Provider is unable to restore the functionality within three business days counting from the date when the Customer has reported the issue to the Provider.

Problem Solving

In case of any issues with the service, users can send a support request to support@globexpenc.com. The target time for a response is 24 hours, excluding Saturdays and Sundays.

Termination

The agreement can be terminated by a thirty (30) day advanced written notice by Customer.

In case of termination, the Provider will remove all data related to the Customer within 10 days and provide Customer with confirmation upon doing so, unless the Customer has open invoices.

If the Customer terminates the agreement, the agreement will be terminated at the end of the month in which the written termination notice is received by the Provider.

In case the Customer has open invoices for two or more months or has misused the system so that it has caused harm to the Provider, the Provider can terminate the agreement immediately.

Changes to the Agreement

This agreement can be changed when both parties agree on the change, and the change is memorialized in a writing.

Limitation of Liability

The liability of the Provider is limited to the amount of license fees the Customer has paid to the Provider during the previous 12-month period from the date when the Customer states a claim for a compensation.

Governing Law and Dispute Resolution

This agreement will be governed by the laws of Finland, without reference to its choice of law rules.

Any unsettled dispute, controversy or claim arising out of or relating to this agreement or the breach, termination or validity thereof shall be finally settled by binding arbitration under the auspices of The Finland Arbitration Institute.