

**CONCUR TAX ASSURANCE BY VATBOX, TAX RECLAIM AND OPTIMIZATION  
AND HISTORICAL TAX RECLAIM**

**TERMS AND CONDITIONS**

Customer's use of Concur Tax Assurance, Tax Reclaim and Optimization and Historical Tax Reclaim, respectively, shall be subject to the terms of the Agreement including these terms and conditions. In the event that any terms herein are inconsistent with the terms of the Agreement, then these terms and conditions shall control. All capitalized terms herein take their definitions from the Agreement, including those definitions set forth in the Service Description Guide for the Service.

1. Custom Configuration. Custom Configuration is available for Concur Tax Assurance and Historical Tax Reclaim where Customer's Base Transaction commitment for Concur Tax Assurance in an Order Form exceeds 30,000 Transactions on an annualized basis.
2. Certain Minimums and Limitations. The following minimums and limitations apply for the applicable Service based on Customer's Base Transaction commitment amount for Concur Tax Assurance in an Order Form, as indicated below:

| <b>Committed Base Transaction Fees (annualized)</b> | <b>VAT Reissue Threshold &amp; Source Limitation (Tax Reclaim and Optimization only)</b> | <b>Foreign Reclaims (Tax Reclaim and Optimization only)</b>                                    | <b>Assisted Challenges to Reclaim Objections (Tax Reclaim and Optimization only)</b> | <b>Advanced Support Cases Requiring Tax Expert</b> |
|---|--|--|--|--|
| 1,000-,1199   | €65 VAT reclaim minimum amount for hotels, car rental and events                         | Up to 3 foreign reclaims a year; limited to 1 foreign reclaim a year per destination country   | 0  | 0  |
| 1,200-4,799   | €65 VAT reclaim minimum amount for hotels, car rental and events                         | Up to 4 foreign reclaims a year; limited to 1 foreign reclaim a year per destination country   | 0  | 0  |
| 4,800-29,999  | €65 VAT reclaim minimum amount for hotels, car rental and events                         | Up to 8 foreign reclaims a year; limited to 1 foreign reclaim a year per destination country   | 1 per year   | Up to 2 per year                                   |
| 30,000-99,999                                       | €30 VAT reclaim minimum amount for hotels, car rental and events                         | Unlimited foreign reclaims a year; limited to 1 foreign reclaim a year per destination country | Up to 1 per year   | Up to 5 per year                                   |
| 100,000-499,999                                     | €30 VAT reclaim minimum amount   | Unlimited foreign reclaims a year  | Up to 2 per year   | Up to 10 per year                                  |

|               |  |                                   |                  |                   |
|---------------|--|-----------------------------------|------------------|-------------------|
|               | for hotels, car rental and events                                |                                   |                  |                   |
| Above 500,000 | €30 VAT reclaim minimum amount for hotels, car rental and events | Unlimited foreign reclaims a year | Up to 3 per year | Up to 15 per year |

3. Certain Ancillary Services. Concur Tax Assurance, Tax Reclaim and Optimization and Historical Tax Reclaim include services delivered by SAP Concur's third-party provider, VATBox Ltd. ("VATBox"). Customer may obtain additional ancillary services directly from VATBox. Any such ancillary services obtained from VATBox will be pursuant to terms and conditions with VATBox, and Concur is not responsible for, and disclaims any and all liability for, such ancillary services provided by VATBox to Customer.

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