UNIT4
In business for people

Unit4 Feature Services

Cloud Service Description

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1. Introduction

The Feature Services listed in this document may be procured separately or as part of packages. Please refer to your Agreement or contact your Account Manager to confirm which Services are included in your Agreement with Unit4.

Unit4 Feature Services provide functional capabilities for Unit4 Services. Feature Services have a micro service-based architecture where different Task Focused Applications run independent of each other. These Services are Multi-Tenant, shared Services.

Unit4 provides a complete technically managed solution for Unit4 Feature Services deployed in the public cloud. This end-to-end Service includes infrastructure, hardware, system software, monitoring, management and maintenance, disaster recovery and Service updates.

Unit4 Feature Services run on Microsoft Azure, leveraging Microsoft Azure's scale and experience of running highly secure and compliant cloud Services around the globe. Microsoft Azure certifications provide the building blocks for Unit4's compliance efforts. Unit4 delivers its own ISO 27001, ISO 27017, SOC 1 and SOC 2.

In summary, Unit4 provides the following:

- Fully scalable Feature, in a high availability environment with redundancy
- Security by design
- Continuous monitoring is in place, feeding alerts and continuous improvement.
- Application updates
- Production and Non-Production (Preview) Multi-Tenant Environments

2. Data centres & Data residency

Unit4 Feature Services are built upon Microsoft Azure infrastructure and Platform Services. The Unit4 Feature Services are delivered in different geopolitical zones, using a primary and a secondary location in every zone to meet service level and disaster recovery commitments. The location within each geopolitical zone is at the discretion of Unit4 and can change from time to time. The table below contains details of the geopolitical zones, along with the data centre locations. For more information, see Azure region details: azure.microsoft.com/regions.

Geopolitical zone	Provider	Data Location (Countries/Cities/Regions)	Time Zone
EU	Microsoft Azure	Dublin, Ireland and Amsterdam (DR), Netherlands	CET/CEST
USA	Microsoft Azure	Texas and Illinois (DR)	CST/CDT
Canada	Microsoft Azure	Quebec City and Toronto (DR)	EST/EDT
United Kingdom	Microsoft Azure	London and Cardiff (DR)	GMT/BST
Asia	Microsoft Azure	Singapore and Hong Kong (DR)	SGT
Australia	Microsoft Azure	New South Wales and Victoria (DR)	AEDT/AEST
Norway	Microsoft Azure	Oslo and Stavanger (DR)	CET/CEST

Unless agreed otherwise in a Sales Order the chosen deployment of the Customer will be as follows:

Customers headquarter residence	Geopolitical zone used
APAC	Asia
Australia/New Zealand	Australia
Canada	Canada
EU	EU
Norway/Sweden/Denmark	Norway
UK	UK
US	US

3. Service model

Unit4 Feature Services are a Multi-Tenant solution embedded in a cloud native / Service based platform. Unit4 Feature Services characteristics are as shown in the table below:

Category	Component	Characteristics
SOLUTION	Updates	Will be applied automatically and periodically
	Environments included	1 Production + 1 Non-Production (Preview)
	Availability guarantee	As per SLA
SERVICES	Updates will commence	Automatically
	On-going technical operations, performance management, maintenance of all infrastructure components, monitoring alert response and issue resolution	Yes
	Disaster Recovery	Yes
	Monitoring program of infrastructure and application	Yes
COMPLIANCE	Compliance certificates and assurance documents – Microsoft Azure	SOC1 Type II (ISAE 3402), SOC2 type II (ISAE 3000), ISO27001, ISO27017[1]

[1] It is Customers responsibility to ensure their own compliance with all applicable standards and compliance obligations. For more details around Information Security please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

4. Environments

Customer's application environments connect to two discrete Unit4 Tenants in Unit4's Feature Services. The application Acceptance and Preview Environments connect to the Feature Preview environment while the application Production Environment connects to the Unit4 Feature Production environment where Unit4's Production SLA applies.

Customers' Preview environment always contains the latest Updates for the Unit4 Product in use by the Customer.

Unit4 assigns to every SaaS Customer a unique Cloud Customer ID code, which is visible in various elements of the Service (including environments) and is used for Customer identification.

4.1 Production Environments

Only the Unit4 Feature Services Production Environment (PE) is subject to the Service Level Agreement. Customer accessible/visible Feature Services follow the general service availability SLA. Feature Services underpinning other services that are Customer accessible/visible are part of the Customer facing services.

4.2 Preview Environment characteristics

1. A Preview (NPE) is not subject to an SLA.
2. For Feature Services there is no refresh from PE to NPE.
3. Preview has reduced capacity and cannot be used to resemble PE throughput.
4. Preview is updated as soon as an Update is available.

5. Releases and Updates

There is no concept of a Release to Unit4 Feature Services. All changes to a Unit4 Feature Service are considered an Update of the Service and will be applied automatically and continuously.

Unit4 Feature Service Updates are deployed in a transparent manner and result in no downtime. As such, Unit4 Feature Service Updates can be deployed outside of Planned Maintenance windows. In rare cases when downtime is necessary, the Update will be performed during a Planned Maintenance window.

6. Planned and Unplanned Maintenance

6.1 Planned Maintenance

Planned Maintenance windows are dedicated to applying all the respective changes to the Service provided e.g. solution Updates and infrastructure changes. During Planned Maintenance Production Service may be periodically unavailable. You can find more details on the schedule presented in the table below:

	Planned Maintenance Windows (PMW) ***Updates and Infrastructure***
All regions (except Azure US and Azure Canada)	12 per year, **Regular PMW:** From: Sat 5PM To: Sat 11PM UTC* or **Extended PMW**: From: Sat 5PM To: Sun 5AM UTC*
Azure US and Azure Canada regions	12 per year, **Regular PMW:** From: Sun 5AM To: Sun 11AM UTC* or **Extended PMW**: From: Sat 11PM To: Sun 11AM UTC*

*Time of Planned Maintenance Window is subject to change (+/- 1h), which is related to winter and summer time adjustments.

Planned Maintenance Windows are subject to change upon reasonable notice. The exact dates of Planned Maintenance Windows are communicated in the cloud/SaaS section of Unit4 Community4U. By default, all Planned Maintenance Windows are regular and take up to 6h, unless they are promoted to extended Planned Maintenance Windows, these take up to 12h.

If actual downtime for scheduled or Planned Maintenance exceeds the time allotted for Planned Maintenance, it is considered part of the calculation for Service Outage. If actual downtime for scheduled or Planned Maintenance is less than the time allotted for Planned Maintenance, that time is not applied as a credit to offset any Service Outage time for the month.

Planned Maintenance may also be performed by Unit4, provided that the Customer receives at least eight (8) hours' prior notice. Such maintenance will only take place under unforeseen or exceptional circumstances—similar in nature to emergency or unplanned preventative maintenance—where it is necessary to address a vital or critical issue.

Unit4 will use reasonable endeavours to carry out this maintenance outside of Business Hours in order to minimise disruption to the Customer. In these instances, because Unit4 provides the required eight (8) hours' notice, the activity will not be classified as a Service Outage. This provision ensures that Unit4 is not discouraged from promptly addressing urgent issues outside of the regular Planned Maintenance Window, thereby avoiding unnecessary delays that could arise from concerns about Service Credits.

6.2 Unplanned Preventative Maintenance

Unit4 may carry out Unplanned Preventative Maintenance if there is an urgent requirement to secure the stability or the security of Unit4 SaaS. This action may be taken at the discretion of Unit4 for unforeseen and exceptional circumstances, which require immediate resolution that cannot wait until the next Planned Maintenance window. Unplanned Preventative Maintenance is counted as a Service Outage.

7. Customer permissions and responsibilities

7.1 Customer permissions

The following activities are permitted within Unit4 SaaS, subject to the conditions set out in this section and elsewhere in this Service Description.

1. **Monitoring**

Customers may monitor the availability of the Production Environment and Service responsiveness using external monitoring tools operating outside of the Unit4 SaaS environment. Any such Customer monitoring must operate externally of Unit4 SaaS. Nothing can be installed on Unit4 SaaS and the monitoring must not negatively impact the performance, stability or security of the Service. Any monitoring tools used remain the Customer's responsibility.

2. Security Testing

Customers may perform external vulnerability scanning and penetration testing of their Production and Non-Production Environments once per calendar year. Details of the planned activity must be submitted through a Service Request at least 30 days in advance. Unit4 reserves the right to adjust the scope of such testing to protect the stability and integrity of shared infrastructure. Even where Unit4 has been notified or has agreed to the activity, Unit4 may suspend or terminate it without notice if it causes or risks causing disruption to the Customer or the stability or integrity of shared infrastructure.

3. Performance Testing

Customers may carry out performance testing in the Production Environment, provided that the simulated workload reflects normal Production Environment usage patterns and is executed during the corresponding business process timeframe (for example, night jobs during nighttime hours).

Performance testing in Non-Production Environments must be proportionate to the capacity and characteristics of the Non-Production Environment and must not be used to assess Production Environment capacity or overload behaviour.

4. General Conditions for Customer-Initiated Activities

The following conditions apply to Monitoring, Security Testing, Performance Testing, Robotic Process Automation (RPA) and any other Customer-initiated activity that may affect the behaviour, performance, stability, availability or security of Unit4 SaaS.

Customers must notify Unit4 in advance of any planned Monitoring, Security Testing, Performance Testing or other Customer-initiated activity that may affect the behaviour, performance, stability, availability or security of Unit4 SaaS.

Notification to Unit4 does not constitute approval, certification, validation or endorsement of the activity or any Customer-selected tool, solution, methodology or third-party service.

Unit4 reserves the right to impose reasonable conditions or limit, suspend, isolate or terminate any activity that causes, or is reasonably expected to cause, disruption, degradation, security concerns or risk to shared infrastructure.

Unit4 does not certify, validate, endorse or assume responsibility for any Customer-selected tool, solution, methodology, third-party service or its operation used in connection with such activities.

Customers remain solely responsible for all Customer-owned tools, monitoring solutions, testing activities and any resulting impact on Unit4 SaaS.

Any preparation, coordination, investigation, mitigation, recovery or remediation activities undertaken by Unit4 may be subject to additional charges.

7.2 Customer responsibilities

Customer has responsibility to configure the Customer assets according to the needs of specific Unit4 Services such as Resource Request Feature Service.

7.3 General functional and technical requirements and specifications

Customer must comply with the functional and technical requirements and specifications, shared by Unit4 and available on **https://www.unit4.com/service-descriptions** and Community4U, which may be updated in accordance with the Unit4 General Terms of Business.

8. Data Security

Data in transit

Customer Data in transit over public networks is protected with TLS 1.2 and higher.

Customer Data at rest

Data at rest is protected using transparent, whole database encryption (e.g. transparent data encryption, and/or whole disk data encryption). Please see the Unit4 Information Security Policy, which is available at www.unit4.com/terms.

Allowlisting

The Feature Services use dynamic IP addresses and are not usable for IP allowlisting (a.k.a. IP filtering). Multi-layer authentication mechanisms based on SSO and M2M accounts are the data security mechanisms of choice.

9. Data backup

Data is backed up with a retention of 7 days to support Disaster recovery scenarios. There is no "forgiveness" restore option available. Access to the backups is limited to the Global Cloud Operations engineers in case of Disaster or malfunctioning of hardware/software. Backups are done with the frequency to support RPO on a level of 1 hour.

10. Customer data criticality

There is no critical Customer data in Feature Services unless specified different in the feature specific appendix.

11. Environment Refresh

Unit4 ERPx Feature Services are not included in the standard environment refresh process, except for the specific Services listed below.

When any of the following Services are active in the Unit4 ERPx Core environment, a refresh will be performed to prevent data inconsistencies or to ensure that required data remains in sync:

- Outgoing Bank Messages
- Financial Information eXperience
- Employee Self Service
- Account Prediction Service
- Resource Planning

12. Customer-Visible Feature Services

This table outlines the Customer-visible Feature Services and indicates additional information in an appendix when the Service deviates from the general description above.

Recovery following a Disaster starts with Core Services, followed by Supplementary Services. Target completion of RTO for Core Services is as defined in your Agreement with Unit4. The Supplementary Services will become available one by one, but the RTO Service Level does not apply to these Supplementary Services.

The Availability column indicates which Feature Services can be used in conjunction with ERP CR on Azure and/or ERP CR in the Nordic data centre.

#	Service Name	Additional Details	DR category	Available with ERP CR Azure/Nordic	AI Feature Document Applicable
1.	**Accounting Prediction Services**	Appendix A	Supplementary	-	Yes *Find AI Feature Booklet here*
2.	**Bank Direct Debit Messages**	NA	Core	-	-
3.	**Bank Payment Messages**	NA	Core	-	-
4.	**Bank Return Messages**	NA	Supplementary	-	-
5.	**Business Reporting Services**	NA	Core	-	-
6.	**Catalogue Management Service**	NA	Supplementary	-	-
7.	**Compensation Planning on ERPx**	NA	Supplementary	-	-
8.	**Employee Self-Service Portal (Host, HRMS, Payroll, shared, tasks, users)**	Appendix B	Supplementary	-	-
9.	**Financial Information eXperience (Fix)**	Appendix C	Supplementary	-	-
10.	**HMRC**	Appendix D	Core	ERP CR Azure	-
11.	**Import Expenses**	NA	Supplementary	-	-

#	Service Name	Additional Details	DR category	Available with ERP CR Azure/Nordic	AI Feature Document Applicable
12.	**Invoice Data Capture**	Appendix E	Supplementary	-	-
13.	**Invoice integration (Inbound/Outbound)**	Appendix F	Core	-	-
14.	**NO Payroll Tax Table**	NA	Core	-	-
15.	**Outgoing Bank Messages**	NA	Core	-	-
16.	**Outgoing Payments**	NA	Core	-	-
17.	**Payroll Navigator**	Appendix G	Supplementary	-	-
18.	**PIM Procurement Invoice Management Service**	NA	Core	-	-
19.	**Purchasing on External Markets**	Appendix H	Supplementary	-	-
20.	**Resource Planning**	Appendix I	Supplementary	-	-
21.	**S2C Integration (SEI, SAI, SSI)**	Appendix J	Supplementary	-	-
22.	**SE AGI**	NA	Supplementary	-	-
23.	**Statement Processing**	Appendix K	Core	ERP CR Azure and Nordic DC	-

#	Service Name	Additional Details	DR category	Available with ERP CR Azure/Nordic	AI Feature Document Applicable
24.	**T&E Integration**	NA	Supplementary	-	-
25.	**Task Web App**	Appendix L	Supplementary	-	-
26.	**Tax Reporting (Avalara)**	Appendix M	Supplementary	-	-
27.	**Time Tracking**	NA	Supplementary	-	-
28.	**Timesheet web app**	Appendix N	Supplementary	-	-
29.	**Unit4 Spend Analytics Application**	NA	Supplementary	-	-
30.	**US Payroll Calculator**	NA	Core	-	-

Appendix A: Accounting Prediction Service

Introduction

Accounting prediction service (APS) suggests invoice coding based on historical data. This will speed up the invoice registration process and reduce considerable the manual work and the amount of people involve in the workflow process

The U4 Accounting Prediction Service is focused on automating the prediction of new invoices through AI prediction and machine learning for supplier invoices, which are sent as part of the initial training based on historical transactions.

Partner used

The Service is powered by our partner and Third Party Service Provider, Kaunt.

- The Kaunt model is trained within 24 hours after initial data set received

- 6 months of invoice data will provide a great start for the Service
- Max 30 000 Invoices in one Export jobData management

Data management

The Accounting Prediction Service stores data across dedicated Azure resources deployed within the same Azure region as the customer's Unit4 ERP environment.

- **Prediction and configuration database** — A PostgreSQL database stores two categories of tenant data: prediction results, which are automatically removed after 60 days by a daily clean-up job; and AI provider configuration data, which is retained indefinitely. Azure performs automatic backups with a 7-day retention period, supporting point-in-time recovery. Backup files are stored in geo-redundant storage, ensuring they remain accessible in a paired Azure region to support disaster recovery restore operations.
- **Storage Account** — Used internally to track the execution status of service process flows. This storage does not contain customer business data and does not require a backup configuration.
- **Azure Key Vault** — Used to securely store the credentials required to connect to the AI provider. No customer business data is stored here.

Limitations

- The Service operates only with active People Platform components, including Identity Services, Message Hub, MPS and Extension Kit, which must be correctly configured.
- The Service is available exclusively for ERPx and ERP CR customers that use the Incoming Invoice module to register supplier invoices.
- Customers with firewall allowlisting requirements must add the Service's static outbound IP address to their allowlist. From version 262.0.0 onwards, all Service deployments include a static outbound IP address for this purpose.

Dependencies

For the Service to operate correctly, the following components are required:

- **U4IDS** (Identity Services) — Authentication and authorisation of all communication between the Service components and the ERP system.
- **U4MHU** (Message Hub) — Asynchronous messaging between the Service components.

- **U4MPS** (Message Proxy Services) — Framework on which the core Service handlers are built.
- **U4EK** (Extension Kit) — Used to trigger daily a service process to keep the AI model up to date.
- **U4DS** (Discovery Service) — Registration and URL resolution of the Service per tenant and region.
- **U4TAO** (Tenant Activation Orchestrator) — Handles the activation and deactivation lifecycle of the Service per tenant.
- **U4ERP** or **ERP CR** — Public APIs used to retrieve invoice objects and document archive data.

Appendix B: Employee Self Service

Introduction

The Employee Self-Service (ESS) offering provides a single, intuitive entry point for employees and managers to access the most commonly used HR and operational services. It is a centralized front door to essential day-to-day tasks, designed to reduce friction and improve user experience across routine employee interactions.

Key Capabilities:

- Absence Requests
- Payslip Access
- Access to Timesheet
- Tasks - absence requests and timesheets approval
- Updating information about address and bank account

Data management

ESS contains separate vertical features service:

- ESS Absences
- ESS Landing Page
- ESS Payslip
- ESS Task Management
- ESS Users

Each of them contains their own data management and storage based on the region where it is deployed. The residency of the data is dependent upon the region in which the Customer's environment is located.

Here are some main considerations:

1. Data refresh - in order to retrieve all the user's data, a mechanism to refresh the data in the ESS Feature Services storage has been implemented.
2. There are two server processes responsible for removing/anonymizing user data:
   - ✓ First, doing it on demand.
   - ✓ Second, doing it based on rules (e.g. removing after 5 years since an employee left the company).

Appendix C: Financial Information eXperience (FIX)

Introduction

Financial Information eXperience (FIX) is a Unit4 Feature Service that provides real-time, self-service financial performance reporting embedded within Unit4 ERPx. The Service enables users to access a consistent and trusted view of financial information through an in-memory analytics engine that supports rapid drill-downs, filtering, ad-hoc analysis, user-defined analytical reports and views, and full detailed traceability from aggregated financial figures down to the underlying transaction data.

FIX delivers a standard set of industry-model reports out-of-the-box and offers seamless navigation through deep links to Unit4 ERPx workspaces and Information Browsers.

Data Management & Warehouse

Financial Information eXperience (FIX) leverages an in-memory data warehouse to deliver real-time financial reporting and analytics. Data is automatically refreshed overnight, ensuring that all reports access a consistent and up-to-date dataset throughout the day. The data scope includes balance table values, dimension hierarchies, and KPIs defined in Unit4 ERPx, with optional historical data for opening balances and accumulated values. FIX supports role-based data access control aligned with Unit4 ERPx structures, allowing granular permissions while maintaining security and compliance. Manual data refresh can be initiated by administrators during critical periods (e.g., year-end), subject to performance safeguards. To optimise efficiency, FIX enables exclusion of unused columns and partitioning of large data

loads. All data operations adhere to Unit4's cloud security standards, including encryption at rest and in transit, and follow fair usage limits to ensure optimal performance in Multi-Tenant environments.

Fair Usage and Limits

Fair usage and limits ensure consistent performance and reliability for all customers in a shared cloud environment. In particular, Financial Information eXperience (FIX) operates within defined fair usage parameters. These limits are designed to support typical financial reporting and analysis scenarios while maintaining system stability and responsiveness.

Service Limits

The following technical limits apply per tenant:

- Maximum concurrent FIX clients per tenant: 25
- Maximum balance table volume:
  Up to 3,000,000 rows per financial year, aggregated across all clients within the tenant

If data volumes or usage patterns approach these limits, Unit4 may recommend configuration adjustments or data optimization measures to maintain performance.

Memory Space Limits

In addition to the fair usage limits described above, Unit4 applies memory space allocations for Production Environments to support the in-memory processing capabilities of Financial Information eXperience (FIX).

FIX capacity is provisioned based on transaction volume, measured in General Ledger transaction rows per financial year. The service includes a base capacity (SKU1), which provides a predefined General Ledger transaction row capacity. Subject to additional charges, additional capacity is made available through incremental extensions in fixed blocks of 100,000 transaction rows.

The following model applies:

Component	Description

Base capacity (SKU1)	Includes the initial allocation of General Ledger transaction rows for FIX Up to 400,000 rows
Additional capacity	Can be extended in increments of 100,000 General Ledger transaction rows

Customers must procure capacity based on their expected data volume. Where transaction volumes exceed the base allocation, additional capacity units (100,000 rows per unit) must be procured by the Customer to ensure continued service performance and stability.

Data Scope

FIX includes detailed transactional and balance data for:

- The current financial year and the immediately preceding financial year.

To support broader financial analysis:

- Aggregated balances for historical years cannot exceed 700,000 rows. This means that FIX groups the balance table without the period dimension (using dimensions such as account, cost centre, project and work order) for all years less than the previous year, and the total number of resulting rows must remain below this limit.
- Budget data for future years can be included where required.

KPI Definitions

Key Performance Indicators (KPIs) in FIX are derived from data filter formulas configured as Unit4 ERPx system parameters.

As KPI calculations are processed in-memory:

- Each KPI contributes to overall memory consumption.
- For optimal performance and stability, a maximum of 20 KPI definitions per tenant is supported.

Customers are encouraged to define KPIs that are broadly reusable across reporting needs to maximize analytical value within this limit.

Appendix D: HMRC

Introduction

Unit4 HMRC Integration (U4HMRC) is a Multi-Tenant application responsible for acting as a proxy/bridge between Unit4 ERP and His Majesty's Revenue and Customs (HM Revenue and Customs or HMRC) web service. HMRC is a non-ministerial department of the UK Government responsible for the collection of taxes, the payment of some forms of state support and the administration of other regulatory regimes including the national minimum wage.

Unit4 HMRC Integration solution is responsible for:

- Submitting UK Payroll related reports like Full Payment Submission or Employer Payment Summary (which are created in Unit4 ERP) to HMRC web service, checking the submission status and updating the status of the report in Unit4 ERP.
- Retrieving UK Payroll related information from HMRC web service and storing it in Unit4 ERP for further processing and updating payroll data within the ERP.

Azure table storage

The Azure Table storage is used to store all send/retrieve operation data needed together with operation parameters and operation history. It doesn't store any sensitive customer information.

There is only one storage account for all the customers meaning that it's completely Multi-Tenant – tenantId belongs to the partitionKey for every table.

Max size for all the tables should not exceed 10GB.

Azure tables overview

- **Operation** – table storing each individual send or retrieve operation requested from U4ERP, also holding status of the operation.
- **OperationParameter** – table storing parameters of each individual operation like for example is it a test or production send/retrieve or should it be send/retrieved from production or test web site.
- **DocumentParameter** – table storing parameters of each individual document belonging to send/retrieve operation like for example correlationId, legal employer etc.
- **DocumentHistory** – table storing history of all documents send together with operationId to which the document belongs to and delivery status
- **Parameter** – table storing tenant related parameters (also related to document type and legal employer) – for example it keeps track of high-water mark

Appendix E: Invoice Data Capture (IDC)

Introduction

The Invoice Data Capture (IDC) Service utilises a third-party tech through Microsoft AI Document Intelligence to leverage powerful Optical Character Recognition (OCR). It extracts key invoice data from paper invoices and streamlines the Account Payable process by automatically registering those invoices.

The Service can be used in two different ways:

- The final user can upload the invoice files through the **Document load (TDS030)** screen.
- The invoices can be registered using an EK flow that will take the invoices from a SFTP server.

Data Management

- **Automatic data extraction**: Utilises an intelligent OCR system to automate the extraction of invoice data, reducing the need for manual input.
- **Batch processing efficiency:** Streamlines batch-processing capabilities enhancing the efficiency and speed of invoice registration.
- **Error detection:** Implements robust error detection mechanisms during invoice batch processing, alerting AP Clerks promptly to unregistered/unprocessed invoices or those registered with errors.
- **Error correction:** Allows for manual correction of errors in invoices with an 'Error' status, or registration of invoices that were not successfully registered in ERP.
- **Retrial process:** Customizable retrial mechanisms enable recognition and registration of invoices that may not have been registered due to technical issues (for example, Service/API unavailability).
- **Service consumption flexibility:** Provides flexibility in importing invoice documents (manually/automatically) and extends response handling capabilities through Extension Kit.

Limitations

- The Service operates only with active People Platform components, including Message Hub, MPS and Extension Kit, which must be correctly configured.
- Additionally, for IDC to properly process PDF invoices, **the Invoice Integration service, Inbound flow** needs to be activated for that tenant.

Appendix F: Invoice integration (Inbound/Outbound)

Introduction

The **Invoice Integration** (**U4INV**) Feature Service is intended to act as a gateway between external trading service providers and U4ERP, with the Inbound invoice integration routing inbound invoice documents from secure access points to U4ERP, and the Outbound invoice integration routing outbound invoices from U4ERP to external trading service access points. U4INV is also responsible for allowing you to send invoices between internal companies with an internal flow, without the need for an external provider. Besides, it can be utilised when running U4ERP PCB invoicing server processes.

Inbound Invoice Integration

The Inbound Flow of the Invoice Integration Service (INVI) supports two ways of receiving electronic supplier invoices into Unit4 ERP: a flow design for integration with Pagero and another agnostic flow to provide integration with other external providers. Both deliver the same end result — **a registered incoming invoice in ERP** — but differ in how invoices are retrieved from the external world.

- Inbound with Pagero Integration
  - Fully **predefined integration** with Pagero's endpoints.
  - Uses **Pagero authentication** (OAuth code-grant) in a customer login page.
  - Provides **stable, controlled inbound delivery** with retry capabilities.
  - Suitable for customers already running Pagero or migrating to PEPPOL.
- Inbound – Agnostic Provider
  - Works with **any Access Point** or custom provider integration.
  - No provider-specific APIs — uses **generalized ingestion**.
  - Ideal for customers who:

- ✓ Are not using Pagero
- ✓ Already have their own Access Point

Data Management

- **Transformation:** PEPPOL XML is converted into the Unit4 internal invoice format.
- **Supplier resolution:** INVI uses ERP Public APIs to match the correct supplier.
- **Attachment handling:** Attachments received from the provider are preserved and stored with the invoice.
- **Status tracking:** A dedicated API maintains success/failure state for auditability and reprocessing.
- **Authentication:** The customer authorises access to the e-invoicing provider using a standard OAuth code-grant process.

Outbound Invoice Integration

The outbound invoice flow sends **customer invoices** from Unit4 ERP to **external e-invoicing networks or providers**.
Its role is to **export**, **transform**, and **deliver** invoices in the correct e-invoicing format so customers can receive them electronically.

Data Management

- **Outbound transformation:** Converts ERP invoice data into the required e-invoicing XML standard.
- **Attachments:** Included if supported by the receiving network.
- **Validation:** Ensures required fields exist before sending.
- **Delivery tracking:** INVI maintains status to confirm success or diagnose failures.

Internal Invoicing

Internal invoicing makes it possible to send invoices **between companies inside the same organization** with an internal flow, without the need for an external provider. It consists of both Incoming invoice integration and Outbound invoice integration.

Data Management

- **Internal routing:** Uses internal addressing rules instead of external network identifiers.
- **Consistent schema:** Same transformation engine as outbound but without external network constraints.
- **Attachments:** Forwarded and stored with the invoice.
- **Tracking:** INVI keeps success/error status for internal exchanges as well.

Limitations

This Service is subject to the following constraints:

- The Service operates only with active People Platform components, including Identity Service, Message Hub, MPS and Extension Kit, which must be correctly configured.
- Successful supplier matching requires complete and accurate supplier master data; missing or incorrect identifiers may cause invoice failures.
- External network authentication (e.g., OAuth for connected providers) must be configured by the customer.

Appendix G: Payroll Navigator

Introduction

Payroll Navigator is an independent service acting as a proxy between Payroll Navigator user and Unit4 ERPx. This Service improves user's experience in payroll processing. It is integrated into ERPx and is available as menu items within it. Payroll Navigator was designed to manage payroll processing for employee groups within a specified pay period by guiding users step-by-step in workflow. It provides visibility into payroll group statuses and simplifies error handling throughout the payroll cycle. Thanks to robust configuration options, it is easy to create and adjust the process flow according to customer needs.

Data management

Payroll Navigator is an independent service with its own dedicated database. Customer data is stored in the Azure region closest to their Unit4 ERPx environment to ensure optimal performance and comply with data residency requirements.

The database is secured with encrypted credentials that are safely stored in Azure Key Vault. Automatic backups are performed daily and kept for 7 days, allowing data recovery if needed. Microsoft automatically handles system updates and maintenance to keep the Service secure and up to date.

In production environments, the system maintains a copy of the database in a second location within the same geographic area. If the primary database becomes unavailable, operations can be redirected to this backup location to minimize Service disruption.

Appendix H: Purchasing on External Markets

Introduction

Purchasing on External Markets enables ERP users to buy goods or services directly from approved external suppliers by “punching out” from Unit4 ERP into the supplier’s online catalogue. The service provides real-time access to the supplier’s web shop — with correct pricing, availability, and configurations — while keeping the purchasing process controlled and compliant inside ERP.

When in the external market, the customer can pick products and send them back to Unit4 ERPx as a *Purchase Request* in Draft mode.

It supports the three main protocols used globally to connect to an external market:

- OCI (Open Catalogue Interface)
- cXML (Commerce eXtensible Markup Language)
- Peppol BIS 3.0 (Peppol Business Interoperability Specifications)

Appendix I: Resource Planning

Introduction

General availability of the Service is to be announced.
This Service is enhancing Resource planning capabilities to offer great resource management functionality that can easily be integrated with best-of-breed Project planner solutions.

Resource planning entails connecting work with the right people at the right time. It is a collaboration between project managers and resource managers to create a plan that ensures the delivery of successful projects while making sure tasks are completed on schedule and maintaining high utilisation in your workforce.
Project resourcing involves managing a range of variables, including employee availability, capacity, upcoming commitments, and planned absences. Resource planning simplifies this process by consolidating all relevant information into a single platform, eliminating the need for scattered tools such as spreadsheets, calendar applications, emails, or other organisational systems.

Data management

Resource Planning Service is a true vertical, domain based independent micro-service with its own purpose-built data storage. The residency of the data is dependent on the region in which the Customer's environment is located.

The main considerations for disaster recovery strategy: in case of a disaster, the data will be recovered from secondary region where a backup will be stored. Service database will be replicated following the same policy as Unit4 ERPx.

Appendix J: S2C Integration (SEI, SAI, SSI)

Introduction

Customers using both the ERP and Source-to-Contract (S2C) systems may request the Supplier Management Integration service to enable the synchronization of supplier data between the two environments. Customers can configure which suppliers are included in the synchronization, and the integration is designed to run seamlessly in the background, requiring minimal user interaction.

Synchronization Options

Suppliers can be synchronized in any of the following directions:

- ERP → S2C
- S2C → ERP
- Bidirectional

Data Management

The Service does not store supplier information. Instead, it is triggered by changes in the source system and immediately transfers the relevant data to the target system. Only the object IDs from each system are stored in the U4IMA platform service to maintain the ID mapping. No supplier master data is stored within the Service itself.

Dependencies

For the Service to operate correctly, the following components are required:

- **U4ERP** or **U4BW** (depending on the tenant/client)
- **U4S2C** (Source-to-Contract)
- **U4EK** (U4 Extension Kit)
- **U4IMA** (U4 Identifier Mapping Service)
- **U4MHU** (U4 Message Hub)
- **U4IDS** (U4 Identity Services)
- **U4DS** (U4 Discovery Service)

S2C Contract Management Integration (U4SEI)

Customers using both the ERP and Source-to-Contract (S2C) systems may request the Contract Management Integration service when they require contracts data to be synchronized between the two environments. Users can configure which contracts should be synchronized, and the solution is designed to operate seamlessly in the background, requiring minimal user interaction.

Synchronization Options

Contracts can only be synchronized from S2C to ERP. The ERP to S2C synchronization is not applicable for this Service.

Data Management

The Service does not store contract information. Instead, it is triggered by changes in the S2C system and immediately transfers the relevant data to the ERP system. Only the object IDs from each system are stored in the U4IMA platform service to maintain the ID mapping. No contract master data is stored within the Service itself.

Dependencies

For the Service to operate correctly, the following components are required:

- **U4ERP** or **U4BW** (depending on the tenant/client)
- **U4S2C** (Source-to-Contract)

- **U4EK** (U4 Extension Kit)
- **U4IMA** (U4 Identifier Mapping Service)
- **U4MHU** (U4 Message Hub)
- **U4IDS** (U4 Identity Services)
- **U4DS** (U4 Discovery Service)
- **U4SSI** (S2C Supplier Management Integration)

Appendix K: Statement processing

Introduction

Statement processing is a submodule of the Accounting package that operates in the bank reconciliation business process. With Statement processing you can post financial transactions to General Ledger ("**GL**"), customer and supplier accounts for transactions that are shown on statement files. Typically, Statement processing is used to post bank statements. In the module you can setup extensive match rules to automatically find the GL account, invoices, credit notes or customer/supplier account to which a line on the bank statement needs to be posted.

The import of bank statement files is manged via Feature Services that are deployed separately from the Unit4 ERP core solution. Once a file is imported it is fully handled downstream in Unit4 ERP through regular UI windows and server processes.

On Unit4 ERPx, the deployment of the services component of Statement processing is fully automatic, on Unit4 ERP CR deployment has to be requested via a Service Request to Cloud Ops.

Data management

Once a statement file is imported its data is available, along with a full audit trail of the posted financial transactions in the Unit4 ERP database. No data is stored outside of Unit4 ERP.

Limitations

Incidents have been logged to Unit4 where the import process failed for statement files with more than 10.000 lines. Unit4 is working to increase the performance of this process.

Appendix L: Task Web App

Introduction

The Task Web App is a Unit4 Service providing a responsive, device-agnostic interface for managing workflow tasks originating from Unit4 ERP7 or ERPx. It delivers a simplified and mobile-friendly experience for users who need to review, process, and complete tasks such as approvals, confirmations, or workflow-driven actions.

The app supports multiple task types (element types) — including absences, timesheets, requisitions, invoices, travel requests, and more — based on the customer's ERP configuration. Actions such as approve, reject, forward, and park are available depending on the process definition configured within Unit4 ERP.

Appendix M: Tax reporting

Introduction

Avalara Tax Reporting is a service integrated into Unit4 ERPx that facilitates the management of transactional tax reporting. It provides a prebuilt connection to the Avalara VAT Reporting application, a specialized solution designed to support international VAT and transactional tax obligations.

Due to functionality restrictions, Avalara Tax Reporting is not compliant with German legal requirements and so is not appropriate for customers in Germany.

As tax compliance regulations evolve, particularly with the shift from paper-based to electronic VAT reporting in many countries, automated solutions are becoming increasingly necessary. This integration enables Unit4 ERPx users to generate tax reporting documents directly in Avalara's platform, where compliant VAT returns can be filed across all supported countries. This removes the need to build country-specific reports manually within Unit4 ERPx.

To use this Service, an active Avalara account is required. Users must configure the start date for reporting tax transactions via Avalara in the Company Information window and enter their Avalara credentials in the designated section under the General Ledger menu (Taxes). Once configured, tax transactions will be automatically interfaced into Avalara, where they can be submitted to the relevant tax authorities.

Data management

The integration between Unit4 ERPx and Avalara Tax Reporting does not retain any data as it is only a connector between Unit4 ERPx and Avalara Tax Reporting.

In some cases, tax transactions may not be correctly transferred from Unit4 ERPx to Avalara VAT Reporting. If this occurs, the missing transactions must be re-generated using the VAT reporting documents follow-up window (TCR042), located in the Taxes area of Unit4 ERPx.

Appendix N: Timesheet Web App

Introduction

This Service is improving user's experience in time reporting. It is a web application that can be used on any device. The time entries are presented in a list for easy navigation on both desktop and mobile. The app is available in ESS (Employee Self-Service) and also as menu option within Unit4 ERPx.

Please note that Timesheets Web App does not fully comply with the WCAG standards. For now, the recommended choice for users requiring assistive technology is the **Timesheet Standard (TTS025)** window in Unit4 ERPx.

Data management

The app is "just another frontend" for the Timesheets module in Unit4 ERPx Core. The project and work schedule details are fetched from Unit4 ERPx using Object APIs and then the app feeds the timesheet data back into Unit4 ERPx via the Timesheets Public API.

To use this app, the user needs to have access to the following reporting objects:

- Additional cost/income elements
- Assignments (if you want to enable Your planned time)
- Connection per activity
- Connection per project
- Connection per work order
- Customers
- Outstanding timesheets
- Periods
- Personal work schedule
- Projects
- Resources

- System parameters
- Time codes
- Timesheets
- Users
- Workflow tasks

Also access to the following Public API must be granted: **Timesheets**

Additionally, the Timesheet module needs to be correctly configured in Unit4 ERPx, and Users work schedule for the current period needs to have been generated.

Schedule A: Glossary and Technical Acronyms

Unless defined in the tables below, capitalised words and phrases have the meaning given to them in Unit4's General Terms of Business or Unit4 Support Terms (found on www.unit4.com/terms).

Glossary

Term	Definition
Account Administrator	An appropriate and qualified Business User who will have administrative level control for creation, maintenance and deletion of Accounts providing access to the Unit4 Product.
Cloud Customer ID code	A unique SaaS/Cloud Customer identifier.
Core Services	Those components of the Service which are necessary for the Customer to access, operate, or maintain the primary functional use of the Service, including: (i) processing services supporting transactional functionality; (ii) essential integrations required for baseline system operation; and (iii) any service on which other components are technically dependent. For more information on which components of the Services are Core Services, please see

Term	Definition
	the DR category column in the table at section 12 (Customer-Visible Feature Services) above.
ERPx Service User	Database User used for communication between Microservices.
ERPx Web Application	The main web application portal for Unit4 Platform Services solution.
Extension	Automated workflow built using Extension Kit.
Extension Flow	Automated workflow that connects applications and Services together. Each Extension Flow consists of a trigger and one or more actions.
Extension Kit	Unit4 Extension Kit is a cloud based, Multi-Tenant solution operated by Unit4 that provides a toolkit allowing Users to extend the capabilities of Unit4 products and integrate with other systems.
Feature Service	Features or solutions delivered as independently deployed and updated Services.
IDP	An identity provider (IDP) is a service that stores and manages digital identities.
IDS System User	Data Base User used for an early access enablement.
Instance	Physical Service infrastructure and software running on it, deployed in a specific region.
Integration	Inbound or outbound data exchange built and managed with Integration Kit.
Localisation Services	Localisations delivered as Feature Services, developed for our key strategic territories and verticals, securing legal, statutory and market standard requirements.

Term	Definition
Multi-Tenant	Architectural design of Unit4 Platform Services solution, housing multiple Tenants, where Tenants are physically integrated, but logically separated.
Platform Service	The Platform Service is a set of core Services that underpins the application providing services such as identity, integration, data management and AI foundation.
Record	A data record stored within a Customer's database (for example a line in a timesheet).
Sendgrid Services	A Third-Party Service provider that Unit4 by default uses to send emails from Unit4 ERPx system. SendGrid Services can be replaced by the Customer's SMTP configuration, on demand.
Supplementary Services	Optional or supplementary components of the Service that enhance, extend, or provide additional functionality beyond the Core Services and are not required for primary system operation, including: (i) optional analytics, dashboards or reporting accelerators; and (ii) AI based helper services. For more information on which components of the Services are Supplementary Services, please see the DR category column in the table at section 12 (Customer-Visible Feature Services) above.
Task focused Applications (aka Task Focused Apps)	Applications delivered as Feature Services focused on accomplishing one or a set of concrete tasks.
Tenants	Customer logically separated spaces designed to fulfil Customer business needs via the Unit4 ERPx capabilities.
Transaction	The creation or modification of a Record.

Technical Acronyms

Acronym	Full Name
ADFS	Active Directory Federation Services
AES	Advanced Encryption Standard
API	Application Program Interface (e.g., Web Services)
ERP	Enterprise Resource Planning
FTE	Full Time Equivalent
HTTPS	Hypertext Transfer Protocol Secure
IDP	Identity Provider
Kbps	Kilobits Per Second
NPE	Non-Production Environment
PE	Production Environment
SHA-2 RSA	Secure Hash Algorithm (number 2) and RSA encryption Algorithm
SLA	Service Level Agreement
SOC	Service Organization Controls
TDE	Transparent Data Encryption
TLS	Transport Layer Security Encryption
URL	Uniform Resource Locator (a web address)
WIP	Work In Progress

Notable Changes from V 2026 Q2

These are the updates from the previous version incorporated into the current 2026 Q3 release.

- Appendix K: Statement processing was added.
- Chapter 12 was updated to include a reference to Appendix K.