

Vlocity Media & Entertainment Industry Package Terms

Definitions

Business Unit Revenue is the total Revenue of the business unit deploying the Vlocity module

Monthly Login is a discrete login occurring during a calendar month – regardless of duration or function – to a portion of an organization's web property powered by a Salesforce Community or VisualForce page(s).

Named User is an individual employee of the Customer organization or Affiliate organization with a unique named login to tSalesforce Lightning Sales Cloud, Salesforce Lightning Service Cloud or Salesforce Lightning Sales + Cloud.

Named Partner User is an individual employee or contractor of an entity contracted to provide services for the Customer organization with a unique named login to a Salesforce Community-powered website or VisualForce page(s).

Order. For Order Management licensing purposes, an Order is any captured Customer order (including, but not limited to, Move, Add, Change, or Delete) which is to be subsequently decomposed and fulfilled by a Customer using Vlocity Order Management.

Orders processed per day means the average daily number of Orders processed measured on a 6-month basis. Overages to this average are subject to invoicing from Vlocity at a rate proportional to the net price paid by the maximum number of orders contracted.

Revenue means the total amount in U.S. dollars of gross annual revenue listed in Customer's financial statements for the most recent fiscal year. The parties agree that additional fees shall apply if Revenues rise above the amount set forth in the Order Form in any fiscal year effective as of the next anniversary of the Start Date.

Subscriber is a current individual user of a product or service offered by the Customer (includes trial, free, and paid services). Subscribers may be individual consumers or individual employees of an entity that purchases services for its employees.

Vlocity Product Requirements

All Vlocity Media & Entertainment Services require Vlocity Media & Entertainment Base Configuration.

Vlocity Media & Entertainment Digital Partner Add-On Modules require at least one Vlocity Media & Entertainment Digital Partner Base Option.

Certain Services from the following product categories require off-platform computation based on AWS: Vlocity Digital Commerce Tier Modules, Vlocity Order Management and Order Management Plus. Usage in excess of the provided usage allocation(s) is subject to additional charges

Vlocity Digital Commerce Gateway APIs Add-On Packs – Pre-Paid require a valid subscription to Digital Commerce Gateway Base.

Digital Commerce Gateway Base requires a valid subscription to one of the following: Vlocity CPQ, Digital Sales or Digital Partner Sales.

All "Promotions & Discounts" products require a valid subscription to the corresponding Vlocity CPQ, Digital Sales or Digital Partner Sales licenses for the equivalent user type. Digital Commerce Gateway Base requires one of the following: Vlocity CPQ, Digital Sales or Digital Partner Sales.

All Vlocity Order Management Plus deals require the purchase of Mission Critical Support.

Vlocity Media & Entertainment Digital Consumer Mobile conversational user experience (i.e. Chatbot) requires IBM Watson, or a similar Natural Language Processing (NLP) service, which is licensed separately.

There may be other related Vlocity Services required to support your configurations. Please consult with your Vlocity Account Representative for additional information about prerequisite service subscription requirements for the Services under your Order Form.

Salesforce Product Requirements

Except as noted, all Vlocity Named User products require a valid subscription to Salesforce Lightning Sales Cloud, Salesforce Lightning Service Cloud or Salesforce Lightning Sales + Cloud, Enterprise Edition or above.

Vlocity Contract Management requires a valid subscription to Salesforce Lightning Sales or Salesforce Lightning Sales + Cloud, Enterprise Edition or above.

Vlocity Digital Document Generation requires a Salesforce Customer Community Plus license and is not compatible with Enterprise Edition or above.

Vlocity Digital Contract Management for Partners requires a Salesforce Partner Community license.

Vlocity Digital Document Generation for Partners requires a Salesforce Partner Community license.

All Vlocity Digital products require a valid subscription to Salesforce Customer Community, Salesforce Customer Community Plus or Salesforce Partner Community when deployed to a Salesforce Community.

Order Management Standard at the following daily order volumes: <40000 B2C or < 8000 B2B requires a Salesforce "High Volume Platform Events" license.

There may be other related Salesforce services required to support your configurations. Please consult with your Vlocity Account Representative for additional information about prerequisite service subscription requirements for the Services under your Order Form.