Appendix E

Specification and documentation of standard Mazepay Services
Effective from: 1st of February 2026

Introduction
Mazepay is a strategic process management platform designed to streamline and automate corporate long-tail spend, procurement processes, financial data, and Supplier relationships. By combining intelligent automation with robust financial controls, Mazepay empowers organizations to gain complete visibility and control over their spending while reducing administrative overhead and ensuring compliance. The platform serves as a unified hub for managing the entire procure-to-pay lifecycle, from a need for a purchase arise in the organization to the transaction is posted in the financial system.

Core Functionality
The following sections describe some of the core functionality in Mazepay. The complete overview of the different features can be found in the help-centre within Mazepay which include detailed articles on specific topics and features such as managing purchase documentation, approval of a request, configuring workflows, virtual cards etc.

- **Workflows**

Mazepay's workflow engine provides configurable, automated business processes that eliminate manual bottlenecks and ensure consistent approval chains. The system supports multi-level approval workflows with dynamic routing based on spend thresholds, business unit, categories, project codes, and more or less any type of customer specific data. Users can create custom workflow logic for different spend categories, implement parallel and sequential approval processes, and establish automated escalation rules for time-sensitive requests. The workflow system maintains complete audit trails and provides real-time status updates to all stakeholders, ensuring transparency throughout the approval process.

- **Document types and processing**

The Mazepay Platform supports the workflows from the initial purchase need through to the audit where applicable. This means that the Platform also supports the collection all purchase documentation required to reconcile the managed spend. The documentation may for all purchases include invoices, receipts, and other relevant documents provided by a Supplier. The Mazepay Platform collects the documentation (e.g. receipt, invoice, etc.) for each purchase in one central location. This allows the Customer to document each purchase is managed in accordance with the workflow.
For the avoidance of doubt, any purchases managed with the Mazepay Payment Service "Invoice Management", the transaction is only performed based on an uploaded invoice from the identified Supplier (see Chapter Supplier identification).
All documents, either derived from purchases paid by virtual credit cards or resulting from the Mazepay Payment Service are subject to the intelligent document processing functionality.
The intelligent document processing functionality uses AI tools and capabilities (including OCR, machine learning etc.) to extract key data from invoices for structured use in reporting and processing. The Mazepay Platform supports multiple invoice formats and languages and handles complex multi-line items on the purchase documentation.
All documentation can be exported from the Mazepay Platform directly from the web-interface, through reporting, the Mazepay API, or via integrations to ERP systems. The export report structure support import to more or less any system and can be customised to fit the required structure and file format.

- **Forms**

Forms can be configured to include the relevant data for your organization, and custom fields are supported to ensure a good user experience. The forms also include a features such as descriptions and tooltips to help guide users when filling out forms.

Conditional fields let you tailor your forms dynamically - showing or requiring specific fields based on user input. You can define the conditions (business rules), to ensure the right fields appear at the right time, for the right users.

With conditional fields, you can control:

- Which fields are displayed and/or required
- Where and when they are displayed and/or required

Conditional fields help you:

- Ensure stronger compliance and data accuracy by prompting all the required information to be collected.
- Simplify the user experience by showing only relevant fields.
- Reduce unnecessary complexity and focus the form on what's important for the user's specific case.

- **Virtual Cards**

The platform offers dynamic virtual card generation capabilities from the Issuing Partner that provide secure, controlled spending mechanisms for employees. Each card is tied to the specific approved request, enabling automated data collection and prevent unauthorized spending. The system supports both single-use and recurring virtual cards. When the purchase request is approved the requester can access the virtual card for the specific purchase using their personal pin ensuring secure delivery of the card to the employee.

- **Subscription Management**

Mazepay provides comprehensive subscription lifecycle management, offering complete visibility into recurring software licenses, services, and vendor commitments. The platform automatically tracks all the transaction associated with the subscription making it easy to monitor spend. The subscription overview also makes it easy for procurement, finance or managers to identify optimization opportunities to reduce costs.
A subscription owner can set up a dedicated receipt inbox for each subscription to automate receipt collection. When a service provider sends purchase documents to the designated inbox, the emails are automatically scanned for attachments. This ensures all purchase documents are consolidated, reducing manual effort and helping you stay organised.

- **Invoice Management**

Mazepay's Invoice Management removes the need to follow cumbersome invoice management and supplier onboarding processes for smaller purchases, one-time or non-strategic suppliers. Mazepay Invoice Management allows you to pay a supplier using a virtual card even though the supplier does not accept card payments. Technically this is done by Mazepay acquiring the virtual card and paying the supplier with an account-to-account transaction.

- **Supplier identification**

Mazepay streamlines and automates the Supplier identification to remove the need for the customers to onboard to the Supplier in their own systems. The Supplier identification is done by Mazepay based on a combination of automated collection of data about the Supplier, risk scoring based on Mazepay's own risk model as a regulated payments institution subject to the supervision of the Danish Financial Supervisory Authority, compliance checks such as sanction checks, bank account validations etc. in combination with Mazepay employees making the final assessment of a risk score. The risk score is leveraged for multiple compliance processes including transaction monitoring of invoice payments.

- **Supplier compliance**

The platform provides continuous Supplier compliance monitoring and risk assessment capabilities. Mazepay automatically tracks supplier compliance status, scan for adverse media or other potential compliance issues. The status of a Supplier falls into one of these categories:

Pending:
Mazepay is in the process of verifying the Supplier. If the Supplier is enabled, invoices can be scheduled but will not start processing until identification is complete.

Verified:
Mazepay has identified and confirmed the Supplier, meaning it can be used for invoice payments.

Denied:
Mazepay has denied the supplier, meaning it cannot be used for invoice payments. Any scheduled payments to this supplier will be cancelled.

- **AI, Data and Reporting**

Mazepay leverages artificial intelligence to provide structured spend data which can be used for spending insights and reporting. The platform offers comprehensive reporting capabilities with automated report generation based on templates. More or less any type of data within Mazepay can be used in reports which can be used ad-hoc or scheduled. The same data can also be accessed through the Mazepay API or through integration to ERP applications for automation purposes.

Mazepay include the functionality of 'custom fields' which allow you to collect and use data in various locations within Mazepay. Custom fields help determine approval workflows and enable automation, reporting, and financial posting based on your existing master data and data structure. Custom fields can be used in workflows to greatly enhances the configuration possibilities and the overall flexibility on how you want to use Mazepay within your organization.

- **Integrations**

The Mazepay platform provides extensive integration capabilities through both the Mazepay API, integration to ERP applications, as well as custom APIs for legacy or custom application. Access to the Mazepay API is set up through dedicated, technical service accounts.

<u>Service accounts</u>
Service accounts enable programmatic access to the Mazepay API, allowing your systems to communicate directly with the Mazepay platform without requiring user interaction. They're essential for automated processes and system integrations.

Mazepay API
The Mazepay API is a very modern API based on GraphQL. More information can be found at: https://api.app.mazepay.com/docs/introduction/getting-started

Typical use-cases for the API include:
- Updating your master data on Mazepay
- Automating financial posting and reconciliation
- Reporting & data analysis (e.g., Business Intelligence tools)

Integration to ERP and other applications
Mazepay enable easy integration to a long list of standard applications including:

- ERP & Accounting: Oracle NetSuite, SAP Business One, SAP S/4HANA Cloud, SAP SuccessFactors, Microsoft Dynamics 365, Microsoft Dynamics 365 Business Central, etc.
- File-based: Amazon S3, Azure Blob Storage, Azure Files, Box, Dropbox, Google Cloud Storage, Google Drive, Microsoft OneDrive, Microsoft SharePoint, sFTP, etc.
- AI tools: Anthropic, OpenAI, Azure OpenAI Service, Google Gemini, etc.
- Identity & SSO: Microsoft Entra ID, Okta, Active Directory, etc.
- BI & Analytics Platforms: Microsoft Power BI, Tableau, etc.
- Custom integrations can be configured using the built-in integration workflow in Mazepay.

- **Controlling and Audit**

Mazepay offers robust financial controls and comprehensive audit capabilities designed to ensure regulatory compliance and internal governance requirements. The platform maintains immutable audit trails for all transactions and system changes, provides detailed user activity logs, and generates compliance reports for audit purposes.

- **Mobile App**

The Mazepay mobile application provides limited platform functionality on iOS and Android devices, enabling users to create a request, manage approvals, and access virtual cards.

- **Account Configuration**

The platform offers comprehensive account configuration capabilities that allow organizations to customize the platform to match their specific business requirements and organizational structure. Administrators can configure user roles and permissions, set up department hierarchies and cost centres, establish approval workflows and spending limits, configure integrations, and customize data fields and reporting structures.

Customer and Mazepay responsibilities

1. Configuration of the Services	Mazepay	Customer
Issuing Partner integration Implementation and ongoing maintenance of the integration to the Issuing Partner including but not limited to integration security and certifications.	X	
Issuing Partner data exchange Implementation and ongoing exchange of data (e.g. request data, transaction data, reconciliation data) with the Issuing Partner in order to enable the Customer's ongoing use of the Services.	X	
Request form Implementation and changes to the request form is done by the Customer, but Mazepay Customer Success may support based on the Customer's request.	(X)	X
Workflow Implementation and changes to the approval flow is done by the Customer, but Mazepay Customer Success may support based on Customer's request.	(X)	X
Other configuration changes (categories, cost centres etc.) Customarily configuration changes are based on automatic import of master data from the Customer based on an API integration (e.g., Cost Objects in SAP). It is therefore the Customer's responsibility to ensure that relevant master data is updated if such data is delivered through an integration. Alternatively, Mazepay Customer Success can help facilitate configuration changes based on input from the Customer.	(X)	X
All configuration changes related to Payment Services Mazepay is responsible for updating any configuration changes related to Payment Services based on input from authorised Customer employees.	X	
User Management Customarily, User Management is based on Single-Sign-On from the Customer's existing infrastructure - such as Microsoft Entra ID SSO, Google Workspace, Okta or similar. Alternatively, the Customer can maintain the Activated Users and related permissions directly in the Mazepay Services using an admin user with adequate permissions.		X
Reports Mazepay Customer Success can help set up the initial reporting structure based on the input from the Customer if needed. Day to day operations related to reports are handled by the Customer.	(X)	X

Retention of purchase documentation Mazepay shall ensure to retain the Customer Content (e.g., provided purchase documentation) in accordance with the Customer's instruction where applicable. This applies to all purchases made via the Mazepay Service including but not limited to Invoice Management. Mazepay may retain Customer Content where required by Applicable Law.	X	
2. Payment Services – Supplier Management (where applicable)	**Mazepay**	**Customer**
Invitation of a single Supplier The Customer is responsible for inviting a new Supplier by searching and selecting the correct country and company ID in Mazepay as well as specifying the email of the contact person at the Supplier.		X
Invitation of Suppliers in batches Mazepay Customer Success can assist in initiating invitations of larger quantities of Suppliers in batches based on input from the Customer. The Customer shall deliver the required Supplier information in an excel format as defined by Mazepay.	X	(X)
Documentation for identification of the Customer The Customer is responsible for providing the documentation required for Mazepay to perform onboarding activities in accordance relevant Regulatory Requirements under the Payment Service Terms. This may include but not limited to: • Certificate of incorporation • Authorised signatory list • Power of attorney • Ownership chart • Personal documentation for authorised signatories (e.g. passport)		X
Identification of the Suppliers Mazepay is responsible for identification and performing the compliance checks based on an individual risk-based approach for each Suppliers. These checks may include but not limited: • Supplier identity resolution • Supplier active status • Supplier's nature of business • Supplier's bank account verification • Adverse media screening • Sanctions screening • Politically exposed persons screening Mazepay aims to automate such checks but may require individual Suppliers to manually provide relevant documentation where 3rd party data service providers do not have the required documentation.	X	
Ongoing compliance checks of Suppliers Mazepay is responsible for the ongoing compliance checks of the active Suppliers in accordance with Applicable Law.	X	

Removal of a Supplier The Customer is responsible for removing a Supplier from the Customer's account by deactivating it via the Mazepay Services.		X
Supplier Code of Conduct The Customer shall provide their updated Supplier Code of Conduct where such is applicable for the activated Suppliers.		X
3. Payment Services - Invoice Management (where applicable)	**Mazepay**	**Customer**
Upload of invoice The Customer is responsible for uploading an invoice related to a specific request and define the payment amount and date of the invoice.		X
Payment of the invoice Mazepay shall ensure payment of an invoice to a Supplier on the Customer-defined invoice payment amount and date. Mazepay may initiate the payment up to ten (10) business days prior to the Customer-defined payment date in order to ensure timely payment to all active Suppliers.	X	