



ONESOURCE Global Trade Product Specific Terms

1. APPLICABILITY

- 1.1 These ONESOURCE Global Trade product specific terms (“Product Specific Terms”) apply when you purchase a subscription to use or access any ONESOURCE Global Trade Services as set out in the applicable Ordering Document. These Product Specific Terms supplement the Agreement, overriding any similar terms contained in the Agreement with respect to the ONESOURCE Global Trade Services. If there is a conflict between these Product Specific Terms and any other document forming the Agreement, the order of precedence is as follows: the Ordering Document, these Product Specific Terms, annexes, schedules and the Thomson Reuters General Terms and Conditions (or applicable governing/master terms). A breach of these Product Specific Terms is a breach of the Agreement. All capitalized terms not otherwise defined herein will have the meanings given to them in the Agreement.

2. DEFINITIONS

- 2.1. “BOM” means each product structure (including, but not limited to, bill of materials and production orders) that requires processing against a HS Chapter Rule within a single Free Trade Agreement.
- 2.2. “BOM Evaluation” means each unique analysis/evaluation of a product structure, configuration, formula, and/or engineering revision that requires processing against a single Free Trade Agreement rule of origin associated with the finished goods HS classification. For clarification, if two (2) product structures are run against five (5) Free Trade Agreements, this amounts to ten (10) BOM Evaluations.
- 2.3. “Broker Interface” means an interface file that is transmitted from the Customs Broker/Freight Forwarder to Thomson Reuters from a single filing system within a given import or export country that utilizes a mutually agreed upon format and transmission protocol.
- 2.4. “Calls” means a single request made by an application to an endpoint of the API to perform an operation such as retrieving, submitting, updating, or deleting data. Each Call may include parameters, headers, and payloads, and results in a response from the server, regardless of whether the response contains data, an error message, or a status code.
- 2.5. “Compliance Program” means a compliance program, including, but not limited to, C-TPAT, AEO, PIP, Corporate Social Responsibility, Product Safety, Export End Use, or Internal Compliance.
- 2.6. “Country Profile” means a unique country for which classification and related information will be maintained within the Thomson Reuters solution. For clarification, “Global” is part of the base application and is not counted as a Country Profile.
- 2.7. “Customs Broker”, “Freight Forwarder”, or “Broker(s)” means an entity that is performing entry/import declarations on behalf of Customer using a single filing system.
- 2.8. “Declaration” means a unique-numbered transaction of shipment and customs-related data submitted to a government regulatory agency.
- 2.9. “Entry Filing” means a unique electronic transmission of a single import declaration to U.S. Customs and Border Protection, including any subsequent responses and retransmissions related to the same unique transmission.
- 2.10. “Free Trade Agreement” means a unique rules of origin program governing trade preferences between two (2) or more countries (e.g., NAFTA, EU-Mexico, EURO-MED).
- 2.11. “GenAI Skills” means the artificial intelligence assistant functionality and/or generative artificial intelligence skills within the Services.
- 2.12. “In-Bond Filing” means a unique electronic transmission of a bonded movement to U.S. Customs and Border Protection, including any subsequent responses related to the same unique transmission.
- 2.13. “Instance” means a unique set of data records that should be maintained separately from (not comingled with) other sets of data records for a given Thomson Reuters solution. Internally, this is referred to as a Partner ID. To Customer, this will be a plant, site, region, or other logical unit that needs to maintain its data records separately from other plants, sites, regions, etc.
- 2.14. “Output” means any text, information, or other content that the GenAI Skills generate in response to a User Prompt and/or based on User Content and return to a user.



- 2.15.** “Prohibited Data” means (i) patient, medical, or other protected health information regulated by applicable health information protection laws, which may include the Health Insurance Portability and Accountability Act (together with the regulations promulgated pursuant thereto), as amended from time to time; (ii) credit, debit, bank account, or other financial account numbers; (iii) social security numbers, driver’s license numbers, or other unique and private government identification numbers; (iv) classified information, controlled unclassified information, or other sensitive government data, (v) International Traffic in Arms Regulation (ITAR)-controlled technical data; and/or (vi) other similar categories of sensitive information as set forth in applicable data protection laws.
- 2.16.** “Shipment” means a set of outbound (export) or inbound (import) movement transactions that are grouped together by a common reference, such as an import or export declaration, bill of lading, or sales order. A Shipment will have the same Ship To, Consignee, and Customs information.
- 2.17.** “Shipment Document” means a form or report generated by the Thomson Reuters solution that displays information about the outbound movement. Shipment Documents may be an export invoice, commercial invoice used for importing into the destination country, packing list, or other shipping report based on data in the Thomson Reuters solution.
- 2.18.** “Screened Entity” means a single company, individual, or other target entity against which a screening check may be performed. Shipments containing multiple customers that require screening represent multiple transactions. A re-screening of any such single company, individual, or other target entity that has previously been screened within the Denied Party Screening database will not represent multiple Screened Entities.
- 2.19.** “SKU” means a global product number by which all classification information is linked within the solution.
- 2.20.** “Supply Chain Partner” means a supplier, customer, carrier, broker, or other supply chain partner against which the risk assessment will be performed.
- 2.21.** “Transaction” means (i) a database record that registers a receipt, adjustment, production, scrap, or shipment event for a given part that is tracked within the solution, or (ii) the delivery of an HS or ECN code, WCO heading, country comparison table, FTA, Legal Text, Country Information, or other search result by the Thomson Reuters solution from an end user’s search input.
- 2.22.** “User Content” means user content or documents (i) uploaded by a user to the Services or (ii) accessed by a user via an integration with the Services.
- 2.23.** “User Prompt” means an input by a user in the form of a query, statement, or instruction, intended to guide the Services in generating an Output or completing a task using the GenAI Skills.

3. HOSTING SERVICES

- 3.1.** Hosting services shall be effective upon go-live and continue in full force and effect for the duration of the Service term specified in the Ordering Document. Retention of backups of production database information will be for a period of up to five (5) years.
- 3.2.** Thomson Reuters will deliver hosting services through secure, enterprise-grade infrastructure that includes:
- 3.2.1. Infrastructure and Security**
- Scalable hosting environment within secured data center
 - High-availability architecture with redundancy for service continuity
 - Setup of necessary DNS entries and certificates
 - Annual penetration testing by third party
 - Network configuration and firewall protection
- 3.2.2. System Management and Monitoring**
- Automated system updates and security patch management
 - Comprehensive monitoring for hardware, software, and network infrastructure
 - Incident evaluation and response services for alerts generated by any of the hardware, software, or network monitoring systems
 - Scheduled preventative maintenance, including, job status, server performance, and backup checks
 - Service availability monitoring
 - Performance optimization and capacity management
 - Coordination of any vendor support activities
 - Daily automated backups with defined recovery procedures
- 3.2.3. Disaster Recovery and Business Continuity**
- Disaster recovery procedures, including, backups, redundancy, and failover capabilities



- Geographic redundancy
 - Documented recovery time and recovery point objectives
- 3.3. Uptime Target.** Thomson Reuters shall exercise commercially reasonable efforts to ensure an operational uptime target of 99.9% for the Services, excluding scheduled maintenance. Scheduled maintenance will be organized on an as-needed basis for system updates, security patches, and other required infrastructure functions to support the Services.
- 3.4. Monitoring Systems.** Thomson Reuters will utilize comprehensive monitoring systems to detect system performance issues and service failures. Thomson Reuters will monitor overall system health and availability, with support personnel promptly notified upon identification of any monitored issues.
- 3.5. Security Readiness and Response.** Thomson Reuters maintains security processes and incident response procedures to protect Customer data. In the event of a security incident affecting Customer data, Thomson Reuters will promptly contain the incident, notify Customer, and coordinate resolution efforts. Thomson Reuters will use commercially reasonable efforts to distinguish between routine security events and targeted threats, notifying Customer of incidents that specifically target Customer's environment or data.
- 3.6. Software Updates and Patch Management.** Thomson Reuters will test application enhancements and system patches in a non-production environment before deployment. Thomson Reuters will assess the potential impact of all system fixes and updates on Customer's environment. Low-risk updates will be deployed at Thomson Reuters' discretion using optimal timing and sequencing. Medium-to-high risk updates that could impact Customer's environment will be communicated with Customer prior to deployment. All updates will be evaluated for both technical and business impact before implementation.
- 3.7. Site Activity.** Customer shall notify Thomson Reuters a minimum of thirty (30) days in advance of any circumstances that may cause significant increases in system usage or activity that could impact service performance. Examples include system monitoring activities, substantial user additions, or addition of new sites.
- 3.8. Additional Resources.** Additional Resources provided by Thomson Reuters for the execution of hosting services above and beyond those described in Section 3 shall be subject to a separate agreement between the parties outlining the terms, scope, and fees. "Additional Resources" may include, but are not limited to, system configuration changes, certificate management services, or additional environments.

4. SOLUTION SPECIFICATIONS

- 4.1.** Solution descriptions (including, but not limited to, key functionality, features, and limitations) applicable for each ONESOURCE Global Trade solution are available at <https://tr.com/onesource-global-trade-solution-specifications> ("Solution Specifications"). The Solution Specifications form an integral part of these Product Specific Terms and may be updated from time to time by Thomson Reuters to reflect changes in the ONESOURCE Global Trade solutions or applicable law.
- 4.2.** Only the Solution Specifications that correspond to the specific subscription(s) purchased by Customer, as identified in the applicable Ordering Document, shall apply. Customer acknowledges and agrees that its subscription(s) to ONESOURCE Global Trade entitles Customer only to services, features, and functionality expressly set forth in the then-current Solution Specifications. Any additional services, features, or functionality not expressly included in the Solution Specifications may be subject to additional fees and terms.
- 4.3.** Notwithstanding the foregoing, the implementation of any features or functionality included within the Solution Specifications is subject to a separate statement of work ("SOW") outlining the professional services to be provided by Thomson Reuters. Customer acknowledges that it may elect, through the SOW, to implement only certain features or functionality, and only the features or functionality identified for implementation in the SOW will be configured or deployed as part of the ONESOURCE Global Trade solution, unless subsequently agreed in a new or amended SOW executed by both parties. Any additional professional services required to implement features or functionality not included in the initial SOW may be subject to additional fees and terms.

5. SOLUTION-SPECIFIC TERMS

- 5.1.** This Section of these Product Specific Terms sets forth the specific terms that apply to each ONESOURCE Global Trade solution.
- 5.2. ONESOURCE Global Trade Solutions with GenAI Skills**



- 5.2.1. Usage.** Customer may provide a User Prompt and User Content to the Services for the purpose of receiving an Output from the GenAI Skills. As between the parties, Customer warrants that it owns, or have the relevant third-party licenses, legal grounds, consents or permissions to use, the User Prompts and User Content. When using or accessing the Services, Customer must not provide Thomson Reuters with any User Prompts or User Content, including any personal data (as defined by applicable law) contained in User Prompts or User Content, which violate, misappropriate, or infringe the rights of any third party, applicable law, the Agreement, or these Product Specific Terms. Customer acknowledges and agrees that Thomson Reuters may use and modify Customer data, and data submitted to, collected by, or generated by us in connection with Customer's use of the Services, for Thomson Reuters business purposes (including without limitation, to improve Thomson Reuters services and products). Thomson Reuters will not, and will not permit its third-party providers to, develop, train, or fine-tune any generative/foundational AI models with User Prompts, User Content, or Outputs, unless agreed upon separately in writing.
- 5.2.2. Outputs.** Subject to the use restrictions set forth in the Agreement and to the extent permitted by applicable law, as between Customer and Thomson Reuters, Customer owns the Output generated from its use of the GenAI Skills, provided that such ownership is subject to Thomson Reuters third-party licensors' rights and any rights Thomson Reuters retains in its intellectual property or any derivatives thereof. To the extent that Output includes any Thomson Reuters intellectual property or derivatives thereof, or that of Thomson Reuters third-party licensors, Customer is granted a limited, non-exclusive, worldwide, royalty-free license to use such portions of the Output. This license does not transfer ownership of Thomson Reuters or its third-party licensors' intellectual property to Customer, and Customer's use of such intellectual property remains subject to the restrictions and limitations set forth in the Agreement. Customer acknowledges that, due to the nature of the GenAI Skills, other users may receive Output that is similar or identical to Output generated for Customer, provided that such Outputs will not be created with the use of Customer's User Prompts or User Content. Customer may not use Thomson Reuters intellectual property or its third-party providers' intellectual property to train or develop any artificial intelligence or machine learning algorithms or software, or create any derivative works, compilations or collective works or in any manner or for any purpose that infringes, misappropriates, or otherwise violates any intellectual property right or other right of Thomson Reuters or any person, or that violates any applicable law.
- 5.2.3. Responsibilities.** Customer accepts full responsibility for obtaining any consents or authorizations in compliance with any applicable law, regulation and licenses in connection with the use of the Services (including the transmission to, or processing, storage, or retransmission by, Thomson Reuters or its subcontractors). Customer hereby represents that it has or will obtain such consents or authorizations. Customer shall not (and shall not allow its users or any third party to) represent that any Output was human generated.

5.3. Application Programming Interface (API)

- 5.3.1.** Customer must not provide access to the API to any third party. If any unauthorized party accesses or attempts to access the API, Customer must promptly notify Thomson Reuters. Customer must adhere to any API documentation provided by Thomson Reuters. Thomson Reuters makes no warranty of any kind with respect to the API, including any warranty that the API will be compatible with any of Customer or third-party software, system, or other service.
- 5.3.2.** Thomson Reuters may:
- 5.3.2.1.** set limits on the use of the API to protect the integrity of Thomson Reuters systems, and Thomson Reuters reserves the right to throttle or suspend usage in its sole discretion if such limits are exceeded; or
 - 5.3.2.2.** suspend, disable or withdraw access to the API at any time if, in Thomson Reuters reasonable opinion, Customer has breached any material term of the Agreement or if there is risk of any breach of security. Thomson Reuters will not be responsible for any loss, damage, costs, expenses or other of Customer's claims or of any third party resulting from the suspension of access to the API.

5.4. Content Extracts

- 5.4.1. Customer Platform.** Customer may utilize the Content Extract data subscribed to in an Ordering Document for Customer's internal use and for incorporating into Customer's existing software platform (the "Customer Platform"); provided, however, that (i) Customer may only add Content Extract data as a read-only feature to the Customer Platform; (ii) except for read-only access set forth in (i),



Content Extract data shall not be made available to any end user of the Customer Platform via extraction, download, or any other method; and (iii) Customer may only modify the Content Extract data to the extent necessary to incorporate the Content Extract data as a read-only feature to the Customer Platform. Except as explicitly stated herein, Customer shall not sell, extract, distribute, provide to, or otherwise make available the Content Extract data or any derivative or variation thereof to its clients or to third parties.

- 5.4.2. Certification.** Prior to the initial go-live or a subsequent change to the Content Extract data integration within the Customer Platform, Customer shall submit the integration to Thomson Reuters for certification review. Thomson Reuters will review the integration to ensure that the integration complies with the permitted use set forth herein. The Thomson Reuters certification review may include, but is not limited to, a review of screenshots or a live demonstration. If Thomson Reuters is reasonably satisfied that Customer's use of Content Extract data aligns with the terms and conditions set forth herein, Thomson Reuters will provide written approval of the integration for go-live. Customer will not be permitted to use the Content Extract data within a production environment of the Customer Platform until Thomson Reuters provides integration approval in writing. Thomson Reuters may withhold such integration approval or require alterations to the integration in its reasonable discretion to ensure the integration aligns with the terms and conditions set forth herein.
- 5.4.3. Audit and Reporting:** No more than once per quarter, Customer shall, upon Thomson Reuters written request, provide Thomson Reuters with access to the Customer Platform containing the integrated Content Extract data for the sole purpose of verifying compliance with the terms and conditions set forth herein. Within thirty (30) days of the end of each quarter, Customer shall provide Thomson Reuters with a report that identifies the Customer clients accessing the integrated Content Extract data via the Customer Platform.
- 5.4.4. Return or Destruction of Content.** Promptly upon the expiration or termination of the Ordering Document or the Agreement, Customer shall either return or destroy any files containing Content Extracts data provided to Customer and/or users under the Ordering Document or the Agreement. If Customer and/or users destroy such files, Customer shall provide a certificate of destruction to Thomson Reuters issued by a duly qualified officer of Customer confirming all such files have been destroyed.
- 5.4.5. Ownership.** Thomson Reuters owns all right, title and interest in and to the Content Extract data, including, without limitation, the format of the data and tables. Customer owns all right, title and interest in and to the Customer Platform.

5.5. Denied Party Screening

- 5.5.1. Usage Limitations:** The Denied Party Screening solution is a commercially available technology tool that may be used to assist Customer in verifying whether certain individuals or firms are included on publicly available sanctions lists. Customer acknowledges that Thomson Reuters is not a "consumer reporting agency" and that none of the information provided through the Denied Party Screening solution constitutes a "consumer report" as such term is defined in the United States Fair Credit Reporting Act (15 U.S.C.A. §1681 et seq) ("FCRA"). By accessing Denied Party Screening solution, Customer agrees that it will not utilize the Denied Party Screening solution or any information provided therein (i) as a factor in establishing an individual's eligibility for credit or insurance, (ii) in connection with underwriting individual insurance, (iii) in evaluating an individual for employment purposes, (iv) in connection with a determination of an individual's eligibility for a license or other benefit granted by a governmental authority, (v) in connection with any permissible purpose (as defined by the FCRA), or (vi) in any other manner that would cause such use of the Denied Party Screening solution or any information provided therein to be construed as a consumer report by any authority having jurisdiction over any of the parties. Customer agrees not to take any adverse action against any consumer which is based in whole or in part on the Denied Party Screening solution or any data or report derived therefrom. The terms "adverse action" and "consumer" shall have the same respective meaning as those terms are defined in the FCRA.
- 5.5.2. EU/UK Usage Limitations:** If Customer is based in a country in the European Union or the United Kingdom and is not using the Denied Party Screening solution in the United States or with respect to individuals that are citizens of or residing in the United States, Customer may use the Denied Party Screening solution for the purpose of determining employment eligibility but only where such use is permitted by applicable laws and does not constitute the furnishing by Thomson Reuters of a consumer report (or analogous terms under local applicable laws). In such cases, the following terms



and conditions shall apply: (i) the Denied Party Screening Solution shall only be used to determine if an individual is included on publicly available sanctions lists as one factor in Customer's overall determination of an individual's eligibility for employment; (ii) Thomson Reuters shall not be responsible for, and Customer shall be solely responsible for, maintaining the employee record or candidate profile (including, without limitation, disclosing to the individual a copy of, correcting, or deleting such record or profile); (iii) Customer is solely responsible for complying with all applicable laws (including, without limitation, labor and employment laws) and as an independent controller under data protection laws (including providing any required notices to and obtaining any required consents from individuals prior to screening them in the Denied Party Screening solution (including, as required, disclosing the fact that Customer shares personal data with Thomson Reuters) and honoring any data subject rights requests); and (iv) Customer shall indemnify, defend, and hold Thomson Reuters and its affiliates harmless from all direct and third party claims, damages, expenses, or other liabilities or costs relating to or arising out of Customer's use of the Denied Party Screening solution or Customer's violation of any applicable laws or regulations. Customer acknowledges that results obtained from use of the Denied Party Screening solution are provided "AS IS", are not intended to be used as the sole basis for determining employment eligibility, and that Customer is solely responsible for the decisions and actions Customer takes based on such results.

5.5.3. Customer Responsibility. Customer acknowledges that numerous individuals may share the same or similar names. The accuracy of the results depends on the amount of data Customer provides in its search. Accordingly, Customer agrees it is responsible for confirming that the results (purporting to indicate an individual is included on a publicly available sanctions list) actually relate to the individual for whom Customer searched in the Denied Party Screening solution.

5.5.4. Sanctions Ownership, TRAE (MEU/BIS50) Lists.

5.5.4.1. Customer hereby acknowledges that a subscription to and use of the Sanctions Ownership or TRAE (MEU/BIS50) Lists within the Denied Party Screening solution is subject to the applicable Third-Party Provider Terms found here: www.thomsonreuters.com/thirdpartyterms. Customer agrees to comply with the Third-Party Provider Terms. In the event of a conflict between the Third-Party Provider Terms and the Ordering Document or the Agreement, the Third-Party Provider Terms shall prevail.

5.5.4.2. Notwithstanding anything herein or in the Ordering Document to the contrary, if Customer exceeds its allotted annual transaction amount for the Sanctions Ownership or TRAE (MEU/BIS50) Lists within the Denied Party Screening solution in any annual period during the term of the Services, Thomson Reuters reserves the right to adjust Customer's subscription and the corresponding fees to reflect the appropriate volume tier for the current annual period and any remaining annual period(s) of the term of such Services. Thomson Reuters may invoice for such additional fees to adjust Customer's subscription during the annual period in which Customer has exceeded its allotted annual transaction amount.

5.6. Entry Verification

5.6.1. The Entry Verification solution does not produce any Customs forms.

5.6.2. A Customs Broker will use a single-entry system. Additional systems will be treated as separate Customs Brokers per the fees set forth in the Ordering Document. Customs Brokers will conform to the standard Thomson Reuters integration format and data transfer method. Otherwise, integration fees will be billed at Thomson Reuters's then-current hourly rate, and additional annual fees will apply based on Thomson Reuters then-current rates.

5.7. Read-Only Solutions

5.7.1. Customer's use of and access to any solution for a read-only Instance shall be limited to read-only access for historical recordkeeping purposes. Customer will have no right to access or receive support services with respect to such read-only Instance. Support requests will be handled on a time-and-materials basis, and both parties shall agree in writing to the scope and fees before support services are performed. Customer may not modify any data in the solution for a read-only Instance, nor may Customer enter any new Transactions or other data into the solution for a read-only Instance.

5.8. Global Trade Visibility

5.8.1. Customer will place the appropriate priority/urgency on the initiative to ensure that the Customs Broker/Freight Forwarder quickly and efficiently provides Thomson Reuters the necessary data feed.



5.8.2. The Customs Broker/Freight Forwarder will send Thomson Reuters entry/import/export declaration data at a SKU level, with each SKU representing a line item on the file. This represents more line items than the line items on an entry/import/export declaration due to HS rollup which can occur on an entry/import/export declaration.

5.9. IMMEX

5.9.1. Customer's IT team will handle the creation of extraction files and placement of files into the upload location (e.g., SFTP server). Customer will identify the name of the broker(s) for the Broker Interfaces within one (1) month of the effective date of the Ordering Document.

5.10. Import Management

5.10.1. Each Instance will be related to importing events from a single country.

5.11. Export Management

5.11.1. Each Instance will be related to exporting events from a single country. Customer will identify quantity and format of the Shipment Documents prior to kickoff.

5.12. WCO Explanatory Notes

5.12.1. If Thomson Reuters is unable to obtain the WCO Explanatory Notes from the originating source despite Thomson Reuters reasonable efforts and is unable to continue to provide WCO Explanatory Notes to its customers, Thomson Reuters may terminate Customer's right to access, use and receive corresponding Services with respect to the WCO Explanatory Notes upon six (6) months' notice to Customer.

5.13. Subscription Test Environment (Development System)

5.13.1. No jobs, interfaces or automatic data loading involving external third parties, including but not limited to Customs Brokers or government agencies, are included in the scope of the Subscription Test Environment. The Subscription Test Environment may not be used for load or performance testing beyond subscribed volumes or implementation scoping.

5.13.2. The Subscription Test Environment shall only be used for Customer testing and training purposes for the Thomson Reuters solutions. Thomson Reuters will not engage in Customer's specific testing activities, as professional services for testing are not in scope. Thomson Reuters will only provide support services related to Subscription Test Environment availability. Additional support services beyond the scope set forth herein require a separate agreement between the parties.

6. PROHIBITED DATA

6.1. Unless expressly approved by Thomson Reuters in an Ordering Document or separate signed agreement governing the specific data, Customer acknowledges the Services are not intended to be used to process Prohibited Data, and Customer shall not input into the Services or otherwise provide Thomson Reuters with Prohibited Data or any export-controlled data classified as anything other than EAR99.

7. EXCESS USE

7.1. In the event Customer exceeds its allotted annual volume amount of a Service by more than ten percent (10%) in any year during the Service term, Thomson Reuters reserves the right to adjust Customer's subscription and the corresponding fees to reflect the appropriate volume tier for the remaining annual period(s) of the Service term.

7.2. In the event Customer exceeds its allotted annual volume amount of a Service by more than thirty percent (30%) in any year during the Service term, Thomson Reuters reserves the right to adjust Customer's subscription and the corresponding fees to reflect the appropriate volume tier for the current annual period and any remaining annual period(s) of the Service term. Such additional fees to adjust Customer's subscription during the current annual period may be invoiced during that period.

8. SUPPORT

8.1. Notwithstanding anything in the Agreement to the contrary, Thomson Reuters will provide support for the Services set forth in the Ordering Document solely in accordance with the then-current product support guide found on the applicable product support website or as otherwise provided by Thomson Reuters.