

# Software and Service Information Implementation

1. **Applicability.** This Implementation SSI applies only to the extent the Client has purchased an Implementation Package (as further described in the [Service Descriptions SSI](#)<sup>1</sup>) via an applicable Order Document under the Agreement. The configurability of the System is limited and dependent on which Implementation Package has been purchased. If additional configuration is requested by the Client but is not included in the purchased Implementation Package, then the Client may choose to upgrade to a different Implementation Package via a Contract Amendment. Benevity does not provide custom product development. This SSI does not apply to enhancements.
2. **Description.** Benevity's Implementation approach is carried out in multiple phases, as further detailed in the Service Descriptions SSI. The project phases may include: Onboarding & Discovery, Design & Plan, Configure & Test, Launch Readiness, and Launch & Post Launch
3. **Project Timelines.**
  - a. **Duration**

The Implementation duration is contingent upon the Client's confirmed project start date, target Launch Date and selected Implementation Package. The Client and Benevity will mutually agree upon the Implementation start date which shall be within thirty (30) days of MSA signature, unless otherwise expressly agreed in writing by the Parties. Benevity's Implementation team will provide the Client with a detailed Project Charter and specific timelines during the Implementation Design & Plan phase. Upon completion of the Post Launch period, the Client will sign the Project Close-Out document provided by the Benevity Project Manager to formalize the end of Implementation.

Any significant Client-caused delays or Client requests for additional work beyond the initial scope will necessitate additional fees to cover the extra resources and effort required for any extended implementation period or unforeseen complexities. This includes, but is not limited to, changes in project scope, Client requested Launch Date extensions, failure by Client to provide required inputs or approvals, introduction of new requirements, or subsequent requests to implement features that were initially deferred by the Client. All such changes will be documented following the Change Management process outlined below.

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<sup>1</sup> <https://go.benevity.com/hubfs/website/client-and-prospect-files/Benevity-Service-Descriptions.pdf>

b. Change Management

In the event that either Benevity or the Client determines that any task/date/milestone or requirement should be changed, the Parties will in good faith discuss the possibility of revisions to the task/date/milestone or requirement. Once approvals are obtained, any subsequent changes to the Implementation scope or configuration will follow a standard, formalized change management process using an email from a change approver designated in the Project Charter. A formalized scoping process to assess feasibility, level of effort and associated costs will then be conducted. This includes changes that have a financial, legal, configuration or technical impact during Implementation or Post-Launch. Any additional work required Post-Launch would be defined and documented as a separate scope of work.

c. Conclusion

Unless otherwise expressly agreed in writing by the Parties in the Project Charter, all Implementation phases must be scheduled and completed within a twelve (12) month period from the Project Charter execution date. Even if all Implementation tasks have not been completed by the end of the twelve (12) month period, the Implementation will be deemed to be complete and Benevity shall have no further obligation to perform the Services under the applicable Project Charter. Implementation Fees are based on the allocation of Benevity resources and not on actual utilization by Client. Any Implementation tasks not completed within such period shall automatically expire without any rescoping and there will be no Fee refund, credit or carry-over provided to Client.

4. **Authorizations.** Benevity will provide applicable authorization documents throughout Implementation as part of general project controls and/or as part of Benevity's Statement on Standards for Attestation Engagements (SSAE) controls.

Authorization documents are dependent on the project scope identified during the Design & Plan phase. Delivery timelines for these documents will be noted in the Project Plan. Corresponding functionality will not be delivered or activated by the Benevity Implementation team without the Client's approval of the authorization documents. Delays in the Client's approval may adversely impact project timelines.

***Last Updated: June 2026***