Dear Customer,

Please carefully read the following important information as we need your written approval to proceed. I am happy to arrange a brief meeting with you, to discuss in person the vital aspects of such a request.

Before we proceed, it is important that you fully understand the implications of this approach, and acknowledge the risks involved. It is in our best interests to have successful customers. When requesting a change request if the resultant benefit of the change outweighs the risk of potentially compromising system integrity, and potentially losing data entered into the forms or programs up to this point.

In general, SuccessFactors recommendation is always to consult with your Partner for adding a new feature or making changes to their environment. In case configuration is challenged for the Administrator a partner should always be consulted.

Support team will only provide a set of changes that cannot be done via Admin Centre, please make sure to become familiar with the list provided in the SCR Kba. If you wish to proceed, please provide the following:

**Contact Name:**

**Company Instance Name (Company id):**

**Data Center:**

**Does this change would be in test or production environment?**

**Change Requested by the Customer: “Create a custom token”**

1. Please provide your business impact:

2. Understand and Agree to Risks:

1. We cannot guarantee or provide absolute assurances that an unexpected failure, system outage or other unforeseen issue might occur while we are changing live data that might have a negative impact. Do you understand and accept this risk?

**Please provide an answer:**

1. Timeline to complete can vary depending on complexities of the request. Should an unexpected issue occur, it can take additional time for us to complete your request. Is this acceptable?

**Please provide an answer:**

1. Quality assurance is done during run-time by the engineer and after the run-time by the customer. Will you as the customer accept full responsibility for giving the final go ahead to execute the change in your instance?

**Please provide an answer:**

1. Changing live forms in Signature and Completed steps introduces legal issues if your company is audited and they find what an employee signed off on was changed programmatically. We need your written agreement accepting these impacts and risks to proceed. Do you on behalf of your company accept these impacts, limitations and risks? And do you still request that SuccessFactors proceed with the change solution knowing these limitations and possible negative impacts?

**YES, Agreed By**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_