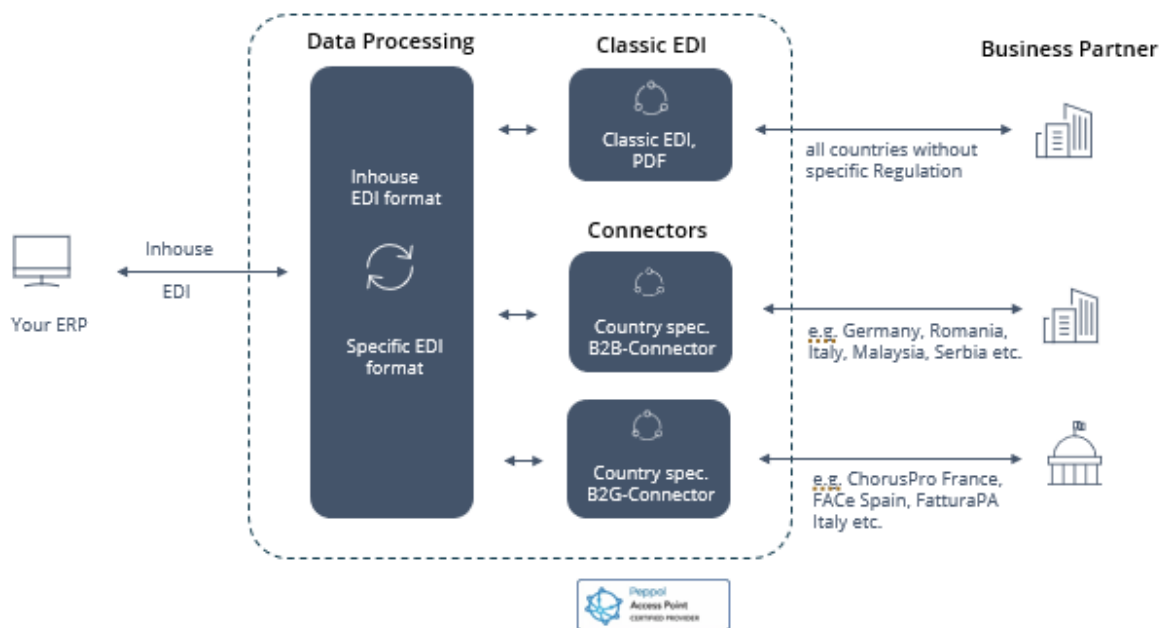


## Service Description and Duties of Cooperation

### Retarus E-Invoicing

Retarus E-Invoicing facilitates Customer's sending and receiving of digital invoices for their B2B, B2C, and B2G interactions. It supports fast integration into ERP systems via EDI and APIs, and offers scalability and connection to international networks, including PEPPOL access points.

### System Architecture



### Key Features

#### Regulatory Compliance

Retarus' E-Invoicing solution supports Customer's compliance with various country-specific regulations and standards. e.g. Factur-X (ZUGFeRD).

- **Comprehensive Coverage:** Helps to ensure that Customer's e-invoicing processes meet the applicable regulations of multiple countries.
- **Certifications:** Includes PEPPOL access and compliance with other international standards, helping to ensure secure and legally compliant invoicing.
- **Global Compliance:** Basis to meet country-specific e-invoicing regulations.
- **IT Integration:** Integration into ERP system via EDI and APIs
- **Tax Authority Integration:** Streamlined submission to official government portals.
- **Automated Validation:** Pre-checks for errors before submission, minimizing rejections.
- **Data Centers:** Utilizes Retarus' European data centers with high standards of security and business continuity options.
- **Long-Term Archiving (optional):** Provides archiving, enabling secure storage and easy retrieval of e-invoices.
- **Invoice Data Checks (optional):** Offers validation checks for e-invoice data, such as IBAN verification, to ensure data accuracy before forwarding.

## Integration

By supporting a wide range of industry-standard EDI formats such as EDIFACT, ANSI X12, and XML, the service can adapt to multiple business partner's requirements, ensuring smooth communication.

- **Format Flexibility:** Support for multiple EDI formats.
- **Dynamic Document Routing:** Tailored routing of business documents to partners.
- **Real-time Monitoring:** Detailed dashboards for tracking and managing document flows.
- **ERP Integration:** Seamlessly integrates with ERP systems via EDI, reducing setup time and effort. Supports major ERP systems used by multinational companies, ensuring wide applicability.
- **Cloud-based architecture:** Minimizes the need for extensive IT resources.
- **Multiple Channels:** Enables sending and receiving invoices through EDI, API, email (PDF) and fax, providing flexibility in communication methods.
- **Hybrid Formats:** Supports hybrid invoicing formats, like ZUGFeRD, which combines structured data and human-readable invoices in one PDF file - allowing businesses to comply with different regional standards.
- **Electronic Signature Integration:** E-invoices are provided with a qualified electronic signature and therefore meet the requirements for electronic invoicing.
- **End-to-End Encryption:** Ensures secure data transmission and storage.

## Dashboard, Reporting and Long-Term Archiving

Track invoice processing with ease. Get an overview, seamless archiving, and instant access to your documents, all in one place.

- **Overview and Monitoring:** Status of processed invoices can be tracked in the Enterprise Administration Service portal.
- **Long-Term Archiving:** All documents are automatically transferred to the archive system operated by a Retarus partner after successful transmission. All files can be displayed and searched in the web portal of the long-term archive system.

## Scalability

- **Global Scalability and Speed:** Handles large volumes of transactions across multiple regions. Accelerates the creation, processing, sending, and receiving of invoices, leading to quicker transaction times and improved cash flow.
- **Customizable Workflows:** Flexible workflows to meet specific business needs.

## Duties of Cooperation

The Customer is aware that the successful use of Retarus services and the quality of service provision depends significantly on the Customer's cooperation. The Customer will therefore send back the completed Implementation Sheet sent to him after conclusion of the contract within five (5) working days and in particular fulfill the Duties of Cooperation named below:

- Determining a central contact person and decision-maker for the Customer, who will be available for Retarus during business hours
- Availability of any other relevant contact persons and project team members (e.g. IT, procurement, sales, and logistics) during business hours
- Providing all information necessary for the delivery of Retarus E-Invoicing
- Implementing all measures necessary for the use of Retarus E-Invoicing within the Customer's technical infrastructure and national e-invoicing platforms.
- In many country-specific billing systems, only the Customer is informed directly about regulatory or technical changes. Therefore, the Customer must provide Retarus with the necessary information in good time.
- It is the Customer's responsibility to arrange the cooperation of all e-invoicing partners. Especially, the Customer has to ensure that the e-invoicing partners provide all necessary information, that all potentially necessary technical precautions are taken within their technical infrastructure, and that contact persons are named who are available during business hours. This cooperation is a necessary requirement for the feasibility of Retarus E-Invoicing platforms and Retarus is not responsible for it.
- Meeting on agreed deadlines.

Specific Duties of Cooperation regarding Retarus Support shall be taken from Retarus Service Level Agreement

The Customer will be charged for any additional efforts that Retarus makes following non-compliance with the above-mentioned Duties of Cooperation. These efforts will be charged according to the service offer and is the same as in all other cases when the Customer has to reimburse Retarus for efforts according to this Service Description.

The Customer agrees that Retarus reserves the right to amend this Service Description to the extent necessary to comply with the standards and requirements of applicable laws. If and to the extent that any amendment of such laws requires changes to this Service Description, this Service Description shall be deemed automatically amended to incorporate such changes in law.

### **Special Duties of Cooperation as Part of the Retarus Long Term Archiving Service**

- Determination of the relevant legal system (country) for each partner/message relationship.
- Compliance with any notification obligations to authorities regarding the use of the Retarus Long Term Archiving Service and obtaining any necessary consents.
- Notification if the Customer intends to use the Retarus Long Term Archiving Service on behalf of another company (possibly also affiliated companies) and, upon request, submission of the corresponding authorization from the respective company.
- The Customer will not use the Retarus Long Term Archiving Service to archive illegal content or otherwise violate applicable legal provisions or infringe the rights of third parties.
- The Customer undertakes to indemnify Retarus against all claims asserted by third parties against Retarus due to such prohibited use by the Customer.