

„SaaS" service description

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Preliminary remark

Vectron Systems AG, Willy-Brandt-Weg 41, 48155 Münster ("Provider") operates various cloud-based Software-as-a-Service (SaaS) solutions ("Contractual Services"), which offer the operator ("Operator") various web- and app-based services. By booking the Contractual Services, the Operator obtains access to the individual modules, services and tariffs offered via this.

1. FISCAL ARCHIVES DE / AT / NL / FR / BE

Within the framework of the fiscal archive, Vectron Systems AG archives the POS transaction data relevant under tax law ("**fiscal data**") and various other data from the POS systems used for the verifiability of the transaction data for the operator.

The fiscal archive contains the backup of the above-mentioned data of a cash register system. To use it, it is necessary to enter a login for the services in the programming of the cash register software.

The fiscal archive is saved in the format in which it is generated at the cash register software, i.e. in the form that is also available to the user when saved locally (file format "vpos"). The backup is done automatically after a completed block of the fiscal journal has been created. Depending on the programming of the cash register system, this is done when exiting the registration mode (i.e. as part of the daily closing).

The secured files can be requested for download in the customer portal. As soon as the download is available, the operator receives a mail to the e-mail address he has deposited. It can be exported either in the original file format ("vpos") or in other formats (e.g. so-called "IDEA data", "DSFinV-K standard", "taxonomy data"). Within the framework of the fiscal archive AT, the so-called data collection protocols can also be requested and downloaded. Within the framework of the fiscal archive DE, the data of a connected certified technical security device supported by the cash register software ("TSE data") are exported by the cash register software. These can be requested and downloaded.

Vectron Systems AG shall archive the fiscal data of the operator for six (6) months after termination of the operator contract or the user authorisation for the fiscal archive DE or the fiscal archive AT. Vectron Systems AG shall make the fiscal data available to the operator free of charge or provide them for download in a common file format upon the operator's written request until the expiry of this period.

2. FISCAL GUARANTEE DE 2020

Based on the German law on protection against manipulation of basic digital records, electronic recording devices (such as cash registers) must have a certified security device since 01.01.2020. In addition to the purchase of additional hardware for this security device, an update of the software of the cash register system is required.

Within the scope of the fiscal guarantee DE 2020 Vectron Systems AG provides the operator with fiscal compliant software updates for compatible POS systems free of charge, enabling the operator to comply with the regulations for bookkeeping and record keeping by means of electronic recording systems as required by § 146a of the German Fiscal Code

(Abgabenordnung) as of January 1, 2020.

The DE 2020 fiscal guarantee is provided for operators who have booked the module in a tariff and are using the POS software in accordance with the specifications at the time of provision. By obtaining the Fiscal Guarantee DE 2020, it is not necessary to enter the licence code to operate the fiscal memory on the POS system during the term of the contract.

The installation of the Fiscal Guarantee DE 2020 and the programming of the POS software is usually carried out by the responsible trade partner or a service provider otherwise appointed by Vectron Systems AG and is subject to costs. Please ask the respective trade partner or service provider for the respective costs.

The hardware components required for the safety device are not included; these must be procured separately by the operator.

3. VECTRON POS UPDATE

Within the scope of the Vectron POS update, the supplier shall provide the operator with all software updates for compatible POS systems offered by the supplier free of charge.

By purchasing the Vectron POS-Update it is not necessary to enter an update licence code during the term of the contract.

The installation of the respective software update is carried out by the responsible specialist dealer partner or a service provider otherwise used by the provider for this purpose and is subject to a charge. The relevant costs are to be enquired about with the respective specialised trade partner or service provider.

At the end of the contract period, an update licence matching the Vectron POS version must be entered or a downgrade of the software must be made.

4. REPORTING

Reporting allows access to the most important company key figures in the customer portal and in the reporting app. It shows the turnover of an operator, the number of invoices or the cumulative number of items booked, each for different time periods. At branch level, the turnover per operator is also shown. The operator is provided with a separate chart for each of these values.

Furthermore, the reporting app offers forecasts for a company as well as for individual branches, maps trends and shows the expected turnover. For turnover trends and forecasts, the daily turnover is calculated in relation to the day of the previous week. The branch list shows turnover, trends and forecasts as well as the number of invoices/customers and operators. This list can be sorted by the operator according to turnover or other criteria.

Past turnover can be displayed in standard time units and can be related to corresponding comparison periods.

The reporting app shows an overview of the most successful products and the slow sellers at a glance. The ratio of the Top5, Top10 and the remaining items to the total turnover is also displayed as a percentage and as a monetary amount.

The following data can be checked in summary for the company as well as for individual branches:

- Daily turnover,
- Number of previous invoices/customers,
- Number of invoices or turnover per operator,
- Turnover forecasts and trends,
- Changes and comparisons with the previous week or another period,
- Average turnover per invoice or operator,
- Maximum, minimum and average turnover per hour,
- Selection list of all branches,
- Operator ranking in the branches,
- Product sales,
- Open turnover company-wide and per branch as well as
- individual watch list for item sales.

5. DEUTSCHLANDCARD

Within the framework of the cooperation with DeutschlandCard GmbH (hereinafter referred to as the "**System Operator**"), the Provider exclusively offers the Operator fee-based access to the System Operator's cross-industry multi-partner customer loyalty programme.

The system operator's multi-partner customer loyalty programme allows participating companies, i.e. participating operators and other companies participating in this programme, to grant credits in the form of points when end customers ("**end customers**") participating in the customer loyalty programme purchase products or services ¹or participate in marketing activities (such as competitions or other campaigns) organised by the provider or system operator.

End customers can redeem the points they have earned for rewards with the system operator or donate them for charitable purposes. In addition, end customers can redeem DeutschlandCard points for products or services at all participating operators and other participating companies.

All service relationships within the framework of the DeutschlandCard module exist exclusively between the operator and the provider. A service relationship between the Operator and the System Operator is neither directly nor indirectly established by booking the DeutschlandCard module.

5.1. Benefits for participation in the multi-partner customer loyalty programme

¹ Certain groups of products and/or services, such as tobacco products, books and magazines and postal services, as well as vouchers and/or credit cards, may be excluded from the award of points.

For participation in the multi-partner customer loyalty programme, the operators require a cash register system of the provider incl. scanner, printer, suitable software version and activation of the points functions ("collect points" and "redeem points"). The POS system as well as the accessories required for the use of DeutschlandCard must be purchased by the provider, if not already available at the operator, and switched online for the booking of points.

To ensure proper functioning, existing cash register systems may need to be updated to a suitable or current software version or, in the case of old systems, the cash register system may need to be replaced.

The compatible cash register systems can be requested from the responsible specialised trade partner. The installation is carried out by the responsible trade partner or a service provider otherwise appointed by the supplier and is subject to a charge. The relevant costs are to be enquired about with the respective specialised trade partner or service provider.

The points are awarded and redeemed automatically via the POS system by (i) scanning the DeutschlandCard Card, (ii) manually entering the number of the DeutschlandCard Card or by (iii) the DeutschlandCard Participant scanning the QR code printed on the POS receipt to be issued by the Operator using the DeutschlandCard App.

Via the online functionality of the POS system, the data relevant for the points booking are transmitted to the provider's systems. The provider in turn makes this data available to the system operator for billing purposes between the system operator and the provider. If the online connection is interrupted (offline mode), the POS system saves the relevant booking data and automatically transmits it to the provider as soon as the online function has been restored.

For participation in the multi-partner customer loyalty programme, a contract is concluded between the operator and the provider. This contract is mediated via authorised and legally independent specialist trade partners of the provider. There is no contractual relationship between the operator and the system operator. The provider takes over the contract management and invoices the services directly with the respective operator according to the valid price list.

The DeutschlandCard module is valid for a maximum of 15 POS systems per participating branch of the operator.

5.2. Marketing services

When booking the DeutschlandCard module, the operator has the option of obtaining various marketing materials from the provider. In addition, the system provider operates a multichannel marketing platform. In detail:

5.2.1. POS Starter Packs

The operator can order different Point of Sale ("**POS**") starter packages via the provider according to the current price list. These packages are produced by the system operator and sent to the operator or the operator's corresponding branch. The various POS Starter Packs shall be used at the POS and shall be displayed in the Operator's participating branches in accordance with the Provider's specifications, which in turn shall correspond to the System Operator's specifications. The layout of the marketing materials is operator-specific, but cannot be customised for the individual operator.

The core of these POS starter packages are participant documents with generic customer cards for end customers as well as further marketing materials such as door stickers, stickers for

menus, postcards as menu inserts, business cards as invoice inserts and training materials for operator staff. The POS starter packages vary in terms of content, scope and price. The exact services can be found in the POS starter packages listed in the current price list. The POS starter packages are invoiced exclusively between the provider and the respective operator.

5.2.2. Multichannel marketing platform

As part of the existing multi-partner customer loyalty programme, the system operator operates a multi-channel marketing platform via which, among other things, coupons are issued to end customers and other campaigns such as competitions are organised. End customers are contacted via this platform on the advertising side. This includes point mailings, e-mail newsletters, the DeutschlandCard website and a mobile app offered by the system operator. The mobile app and the DeutschlandCard website of the system provider include a separate Kundero area in which the participating operators are listed by way of a branch finder. The operators will be informed separately by the provider about the detailed content, scope and timing of the measures and campaigns.

5.3. Services Programme operation

The programme is operated by the system operator. In addition to data management and the implementation of campaigns, this also includes the booking of points ("collect points" and "redeem points") as well as the fiduciary administration of the points balance (points clearing).

Collecting points" is possible without registering the customer cards. For the redemption of the collected points, a registration of the customer card is required. The system operator provides the registration area for consumers via web and app. The system operator takes care of the end customers (goodwill points, complaint management, replacement card dispatch, etc.).

5.4. Obligations operator

5.4.1. Collect points

During the term of the contract, the operator is obliged to accept the customer cards and coupons within the framework of "collecting points".

For the purpose of publicly announcing and advertising the operators participating in the DeutschlandCard programme, in particular in the operator sector, advertising campaigns are carried out at regular intervals, during the duration of which the end customer acquires a higher points value (depending on the respective advertising measure, e.g. by means of a multiplier on the basic points value or by means of a fixed number of points in addition to the basic points value per transaction, etc.) ("**special incentive**").

The following special incentives take place per calendar year:

- A minimum of four (4) special incentives, a maximum of twelve (12) special newsletters incl. Kundero coupon (Kundero newsletter),
- A minimum of four (4) special incentives, a maximum of twelve (12) App Stand-alone Kundero eCoupons and
- Minimum of four (4) Special Incentives, maximum of twelve (12) Web Stand-alone Kundero eCoupons.

The term of the coupons of the respective special incentive is 14 days. The maximum incentive amount is 10 points. A coupon can only be redeemed once in a participating branch of the

operator, but during the term of the coupon also in other branches of the operator.

In addition, a Kundero coupon will be issued as part of the welcome communication when registering for the DeutschlandCard programme, the term of which is quarterly, at least four (4) weeks. This coupon can be redeemed once at a participating branch of the operator.

5.4.2. Redeem points

During the term of the contract, the operator is also obliged to "redeem points". In connection with the redemption of DeutschlandCard points, the end customer is also entitled to use points only for partial payment of the products/services purchased by him or to redeem only a number of points chosen by him. Accordingly, the operator is obliged to accept partial payments with DeutschlandCard points as well as only partial redemption of points at the end customer's discretion. Redemption of points is automatically rejected by the POS system if there are less than 100 points in the end customer's DeutschlandCard account.

5.4.3. Marketing material display

Furthermore, the operator must ensure that all relevant employees are informed about the correct handling of the DeutschlandCard and observe the following requirements regarding the display of marketing materials of the system operator:

- Entrance area/front: The door stickers with the DeutschlandCard programme logo are to be permanently affixed to the entrance doors of the operator's participating branch so that they are clearly visible.
- As part of the payment process: The employees of the participating branch of the operator shall draw the end customer's attention to the possibility of using (collecting and redeeming points) the DeutschlandCard during the payment process.

6. TABLE RESERVATION RESMIO

Table Reservation resmio offers the operator the possibility to offer and accept table reservations to its customers via the use of a dependent web application ("widget"). The application offers the provider the following individual services:

6.1. Reservation module for own website and Facebook

This module allows the operator to accept any number of reservations on their own website and Facebook page via the use of a dependent web application ("widget").

6.2. Online reservation book

Via the online reservation book, the operator can view all reservations that have been received online via his user account, which he receives by e-mail via the third-party provider resmio GmbH. The operator can display these reservations in a daily, weekly or agenda view.

6.3. Reservation confirmation/reminder for customers via e-mail

After a reservation has been made, the customer of the operator receives a reservation confirmation via e-mail, which is sent by resmio GmbH on behalf of the operator. In addition, the operator has the option to send its customers a reservation reminder via e-mail.

6.4. Table and capacity management

The web application shows the operator at which time tables or seats have been reserved by corresponding customers. Thus, this display also provides the operator with an overview of the occupancy of the tables at the various times. The operator can thus release a selected number of seats or tables (numerical table plan) for online reservations and create and manage an individual table plan.

6.5. Supply function and dynamic pricing

The operator can store periods of low occupancy to make them more attractive to customers with percentage discounts.)

6.6. Statistics overview and reservation trends

The operator can display a statistical overview of the reservation behaviour of the customers and the capacity utilisation. For example, he or she can view the number of customers who did not show up despite having made a reservation, the number of cancelled reservations and the recipients of newsletters.

6.7. Entry in the partner network

The operator's business is listed in the resmio GmbH partner network. The partner network consists of over 100 national and international partners.

6.8. Customer feedback after visiting the restaurant

The operator can activate feedback and redirects to Google rating for customers after they have visited the restaurant, receive feedback directly and publish it.

6.9. Customer database & management

The operator can display his customers sorted by automatically generated groups via his user account. In addition, the operator can store additional data of his customers.

6.10. Newsletter function

The operator has the option of creating a newsletter and sending it to his customers. Newsletters can be sent manually or automatically.

6.11. Satisfaction widget

A satisfaction score is calculated based on customer feedback. The widget can be embedded on the operator's website and thus the calculated value can be displayed to the customers.

6.12. Evaluation widget

When customers leave a public comment via the resmio reservation system, they can be displayed on the restaurant website via the rating widget.

6.13. Facebook Conversion Tracking

The operator has the possibility to track Facebook conversions of the widget of his created FacebookAds campaigns by depositing a Facebook pixel.

6.14. iPad Restaurant Management App

The operator has the possibility to accept reservations, place customers and manage tables graphically via a free app using an iPad. Plants, walls or floor coverings can be added for better orientation. In addition, the operator has the possibility to manage the reservations in the timeline view.

6.15. Free website for the restaurant

The operator can use a free website from resmio GmbH. Three different designs can be chosen and the texts on the page can be individually adapted. The responsibility for the correctness of the entered texts lies with the operator. If the operator uses this website, he indemnifies resmio GmbH from any claims of third parties and any associated costs resulting from the contents of the website and any legal disputes.

6.16. Deposits for reservations

The operator has the option to require customers to provide payment information for online reservations. If this option is activated, customers can only reserve a table if they deposit payment information. A certain amount can be set that will be collected if customers cancel or do not show up despite having made a reservation.

6.17. Shift plan for personnel management

The operator has the possibility to create employees of the restaurant, to define positions (such as waiter, admin, manager etc.) as well as to define areas of the restaurant. Based on this data, shifts can be assigned to employees in a daily, weekly or monthly view.

6.18. User administration and rights management

The operator can invite several users via e-mail and the rights of a "waiter", "admin" or "owner". Invited persons must assign an individual password. The persons have different access rights to functions, depending on the assigned role.

7. ORDER SERVICE RESTABLO

With the restablo ordering service module, the operator has the option of offering his customers an ordering service for the products he offers and of covering both the delivery and collection areas. The module offers in detail:

- Participation in the delivery platform restablo.de with integration of the operator with own order page incl. visibility in the apps (iOS & Android)
- Possibility for the operator to offer delivery and collection to end customers
- Separate definition of opening hours and collection times as well as delivery times
- Possibility to include pre-orders and deliveries at the desired time
- Payment options for end customers via PayPal, Klarna or Sofortüberweisung; payments by end customers are then made to rbNext Systems GmbH ("restablo.de"), payouts are made from there to the operator on the first of the following month in each case. Payments in cash or by GiroCard upon delivery and/or collection are made directly to the operator.
- All payment options can be defined separately for delivery and collection.

- Possibility for the operator to use a free website incl. own domain, which is created and managed by restablo.de; individual design possible
- Google Maps entry is created or taken over
- One-time free creation of a DIN A6 flyer (circulation 5000 pcs.) in the design of the restaurant with logo, domain, QR code to the order page and possibility of a discount promotion granted by the operator (with or without voucher code).
- A sticker for advertising purposes (e.g. for the entrance door, window pane, service counter etc.)
- Access to the restablo.de restaurant portal
- Statistics overview
- Order management (e.g. cancellations)
- Opening hours management
- Delivery area management
- Menu card management

8. VOUCHERS

With the Vouchers module, the operator has the option of offering his customers vouchers in the form of a customer card for his commercial enterprise.

8.1. Loading a voucher

The voucher can be topped up with any amount of money at the POS after purchase. The recharge amount may not exceed 4,999.99 euros. A voucher cannot be personalised. If the credit balance is no longer available, the voucher card can be reloaded and issued to the same or another customer. The credit can then be used as a means of payment with the operator. Both partial and full redemption of the credit is possible.

8.2. Redeemability of the vouchers

The vouchers can only be used at the operator where the voucher loaded with credit was issued for the first time. For this purpose, the voucher card is registered at the POS system and a card top-up is carried out. If an operator has several branches, the vouchers can be redeemed in all branches of the operator. It is not possible to use them at other operators. A voucher is valid for three years from the date of loading until the end of the third year. After that, the voucher holder's claim against the operator expires. A corresponding message is displayed to the operator at the POS system when an invalid voucher is entered.

8.3. Vouchers in the customer portal

The operator has the possibility to see in the customer portal how many vouchers he has issued. For the individual vouchers, he receives anonymised information about the status of a voucher ("**status**"). The status includes the date of top-up, the current credit balance, the date of the last use, details of the use of redeemed amounts, the expiry date of the voucher and, in the case of several branches, on which branch the voucher was purchased. The operator

receives a summary of this information in a so-called voucher book, which can be requested in the customer portal and is then available for download. In addition, the operator will in future have the option of removing an account from its voucher book via the customer portal after its validity has expired.

8.4. Vouchers in the POS system

Via the POS system, the current credit balance and its validity are displayed to the operator when a voucher is redeemed. It is possible to print this on a receipt for the holder of the voucher. However, a corresponding programming of the POS system by the trade partner or another installation service provider used by Vectron is required. Charges and redemptions can be corrected at the POS system, provided the operator is authorised to do so by the holder of the voucher. The authorisation is given by entering the voucher card at the POS system. For the correction of a credit redemption, the journal of the cash register must be available and the entire invoice must be cancelled. A correction of the charge can be made up to the first (partial) redemption of credit.

9. CONNECTION TO DATEV CASH ARCHIVE ONLINE

With the DATEV Kassenarchiv online connection module, cash register transaction data relevant under tax law (so-called "fiscal data") can be automatically transmitted by the provider to the DATEV Kassenarchiv online, operated by DATEV eG Nuremberg ("DATEV"), on the basis of the taxonomy standard.

9.1. Transmission of fiscal data

The transfer from Vectron Cloud to DATEV takes place automatically after saving a completed block of the fiscal journal in the fiscal archive DE. Depending on the programming of the POS system, the backup takes place at the end of the registration mode. The fiscal data from the completed block of the fiscal journal are exported per cash register system in the file format "JSON" and temporarily stored until complete transfer to DATEV and transferred to the relevant cash register folder in the DATEV cash register archive online. After successful transfer to DATEV, the JSON files are deleted. The backup of the fiscal data in the fiscal archive DE remains unaffected. Alternatively, the JSON files can also be created manually from the Fiscal Archive DE, downloaded and uploaded to the DATEV Cash Archive online.

9.2. Status call

The status of a transfer to DATEV, i.e. the last successful transfer and any information on the cause of errors, can be viewed in the customer portal.

9.3. Availability

The DATEV Kassenarchiv online connection module is only available in Germany.

10. DIGITAL-BON

With the Digital Receipt module, invoice receipts created at a POS system can be issued to the consumer in digital form.

10.1. Transfer of invoice documents to the Vectron Cloud

The transfer of invoice receipts in PDF format from the respective connected POS system to Vectron Cloud takes place automatically when the POS software closes an invoice.

10.2. Handover and download of the invoice voucher

After transferring the invoice receipt in PDF format to Vectron Cloud, a generated QR code is displayed on the customer display connected to the POS system. The QR code shown in the customer display contains an encrypted URL. The duration of the QR code on the customer display depends on the programming and use of the POS software. The consumer can capture the QR code with an electronic device and thus call up the URL via a web browser. There, the consumer can display or download his receipt. The provider has no influence on the modalities and default settings of the web browser regarding display and download. The generated URL remains valid for 24 hours from the time it is made available and can be called up by the consumer during this period.

10.3. Error case

If an invoice receipt cannot be transmitted to Vectron Cloud due to a missing or too slow Internet connection, the invoice receipt is printed out at the printer belonging to the respective POS system.

10.4. Requirements

The use of the Digital Receipt module requires a corresponding version of the cash register software and its programming.

If the invoice item contains an item that was weighed at the cash register ("**scale item**"), the receipt is both printed and digitised at the printer of the respective cash register terminal.

Furthermore, copies of invoice receipts are not digitised, but printed out at the printer set in each case.

11. INVOICE ARCHIVE EN

11.1. Basic functions

11.2. If the module is activated, invoices from connected POS systems are sent to the Vectron Cloud and stored. Invoices can be searched for and viewed in a standardised format. Sending by e-mail to a specified e-mail address is possible. **Invoice search**

The operator can search for invoices in the customer portal using the following criteria:

- Branch (selection from existing branches - mandatory)
- Date / Time (from / to - mandatory)
- invoice amount (from / to - optional specification)

11.3. Sort/Filter

The operator can sort/filter invoices in the customer portal according to the following criteria:

- Branch
- Cashier
- Date / time of creation on the cash register
- Financial channels used
- gross invoice amount
- Necessary functions

11.4. Use

The operator can use searched/filtered invoices as follows:

Send the displayed invoice as a copy of the invoice by e-mail after entering an e-mail address.

Added hospitality voucher is delivered when requesting fiscal data for the relevant period.