

Service Description

fino data services GmbH

Universitätsplatz 12, 34127 Kassel

Status: March 2025

§ 1 Preamble

This service description regulates the scope of functions as well as the essential features of the SaaS solution "GetMyInvoices.com" (hereinafter "GetMyInvoices" or "Software") and serves as a supplement to the contracts concluded between the customer and the provider, including the General Terms and Conditions (GTC). It may vary depending on the booked package and scope of functions. The provider reserves the right to adapt the service description to technical developments, new legal requirements or changed market requirements.

§ 2 General scope of services

2.1 SUBJECT MATTER OF THE CONTRACT

GetMyInvoices is a cloud-based service that enables the customer to automatically capture, process and manage invoices and related documents. As part of the booked package specification, the provider provides certain functions and modules, the scope of which is based on this service description and the specific contract. The customer is responsible for providing the hardware and software requirements necessary to use the software (e.g. current browser version, Internet access).

If interfaces or access data are required for invoice export or access to online portals, the customer must provide these in good time and keep them safe.

The customer shall ensure that GetMyInvoices is used in accordance with the applicable data protection and other legal regulations. If the provider's GTC contain further provisions, these shall apply in addition. In the event of contradictions between this service description and the GTC, the provisions of the GTC shall take precedence.

2.2 PERFORMANCE FEATURES IN DETAIL

Import

GetMyInvoices enables the automated or manual import of invoices from various sources. The availability and scope of the connected sources can vary depending on the package booked and the technical status. The main sources include

- E-mail inboxes: Automated import of invoice documents from stored e-mail inboxes.
- Scan app: Transfer of scanned receipts using a mobile app or scan function.
- Cloud storage: Connection to common cloud services (e.g. Dropbox, Google Drive) to automatically import invoices stored there.
- ERP systems and other digital interfaces: Connection of external software using available APIs or special plugins.
- Manual uploads: Upload invoice documents in formats such as PDF, XML, ZUGFeRD etc.
- Online portals: Automated document retrieval from more than 10,000 supported portals (e.g. Amazon, Telekom). The number and type of supported portals may change at any time due to technical changes by third-party providers.

Note: Smooth access from online portals requires the customer to enter the required access data correctly. The provider accepts no liability for changes to the portals by third parties or their accessibility.

Formatting

- Supported formats: GetMyInvoices supports various e-invoice standards such as XML, ZUGFeRD, XRechnung and other common formats.

- **Automatic data extraction and validation:** During import, relevant invoice data (e.g. invoice number, invoice date, amount) is automatically extracted and checked for plausibility.

- **Conversion:** Where technically possible, the software can convert invoice data into various formats to make it usable for accounting and ERP systems.

Workflows

GetMyInvoices offers customisable workflows for invoice approval, depending on the package and customer requirements.

- **Authorisation levels:** Set up different levels based on criteria such as amount, department, cost centre or responsibilities.

- **Notifications:** Automated e-mail or system notifications for pending release or inspection tasks.

- **Documentation:** Complete logging of all approval steps (e.g. approval date, person responsible).

- **User roles and authorisations:** Differentiated access control (e.g. accounting, management, external tax consultant) to ensure secure and transparent processing.

Invoice management

- **Central archiving:** The software archives all imported invoices in a central system in compliance with the statutory retention periods. The customer remains responsible for complying with all legal archiving and deletion periods.

- **Data export:**

- o **Interfaces:** Export of invoice data and documents to common ERP and accounting systems.

- o **Transfer methods:** APIs, WebDAV, FTP or e-mail.

- **Bank accounts and credit cards:** Optionally, bank accounts and credit cards can be linked in order to automatically allocate invoices to the corresponding payments.

- **Payment runs:** Depending on the package selection, GetMyInvoices can support or initiate the processing of payment runs.

Security

- **Legal conformity and audit compliance:** The provider emphasises compliance with the relevant regulations (e.g. GoBD, HGB, UStG and other relevant standards for the respective jurisdiction) when storing and processing invoice data.

- **Hosting:** The server locations are located within the EU and comply with the requirements of the General Data Protection Regulation (GDPR). All data is transmitted and stored in encrypted form (as far as technically possible in individual cases).

- **Data protection:** The processing of personal data takes place exclusively on the basis of an order processing agreement (AVV) to be concluded between the customer and the provider, if necessary.

Service

- **Customer support:** As part of the booked service level, the provider offers technical support and assistance with process-related questions (e.g. setting up workflows). The scope may vary depending on the package (e.g. Standard, Premium).

- **Updates and maintenance:** The provider provides regular updates to adapt the software to new technical and legal requirements. Planned maintenance work is announced to the customer in advance, where possible.

- **Knowledge database and documentation:** Online help, FAQs and other documentation are available to facilitate the use of GetMyInvoices.

§ 3 Optionally bookable additional services

Depending on the customer's requirements, the following additional services can be booked for a fee:

1. setting up interfaces and integrations

- **Comprehensive support for connecting external systems.**

2. employee training

- Training (online or offline) to optimise the use of GetMyInvoices.

3. implementation support

- Personal contact during the implementation and migration phase.

4. account management

- Personalised support from a dedicated account manager.

5. premium support

- Extended support services (e.g. faster response times, dedicated hotline).

6. health checks

- Regular review of the system configuration and workflows to optimise performance.

§ 4 Restrictions and liability

The actual availability of individual functions (e.g. number and type of online portals, integrations) may change due to external factors (e.g. technical changes by third-party service providers). There is no entitlement to the permanent availability of individual interfaces.

The provider accepts no liability for the accuracy, completeness and timeliness of the imported invoice data if the cause of the error lies outside its area of responsibility (e.g. incorrect portal access, incomplete original documents).

The customer is responsible for the fulfilment of all tax and commercial law requirements (e.g. archiving deadlines). The provider merely provides the necessary technical functions.

§ 5 Final provisions

This service description reflects the functional scope of the software at the specified status and may be adapted by the provider in the context of technical progress or due to changed legal requirements.

The version of this service description valid at the time of conclusion of the contract and the associated contractual conditions shall always be decisive for the content of the contract.

The customer shall be notified of any changes to this service description in good time. If the customer does not object to the change in writing within a reasonable period of time, the changes shall be deemed accepted.

Note: This service description is an integral part of the contractual relationship between the provider and the customer. It only has legal effect in conjunction with the General Terms and Conditions and, if applicable, a separate order processing agreement (AVV) and other regulations. The functions mentioned may be restricted or extended depending on the tariff selected.

Status: March 2025