“EVA” SERVICE DESCRIPTION

1. General Provisions

1.1. This Service Description sets out and describes the terms applicable to the EVA cloud services provided by Tevasoft to its clients, in accordance with the applicable agreement entered into through the Order Form between each client and Tevasoft.

Unless otherwise defined in this Service Description, capitalized terms shall have the meaning assigned to them in the General Terms and Conditions of Service.

1.2. This Service Description was last updated on July 20, 2026.

2. Purpose of the Service

The EVA solution is a SaaS (Software as a Service) service developed by Tevasoft, designed to automate the review of supporting documents and business expenses.
It enables companies to improve expense report compliance, reduce the risk of error or fraud, and accelerate accounting processing through intelligent analysis of supporting documents.

EVA integrates with leading expense management systems and uses character recognition and artificial intelligence models to perform advanced checks on data and supporting documents.

3. Service Delivery

The EVA service is provided as SaaS and hosted on a secure cloud infrastructure compliant with ISO 27001, SOC 2 and GDPR standards.

Access to the solution is provided through a dedicated web portal.

The service is available 24 hours a day, 7 days a week, except during scheduled maintenance periods.

4. Functional Scope

EVA automatically performs a set of checks and processing operations on supporting documents and expense data, according to the configuration selected by the end customer.

4.1. OCR Processing of Supporting Documents

Automatic extraction of all information from expense supporting documents based on images or PDFs received from the expense management system.

4.2. Information Consistency Check

Verification of consistency between the data entered in the source expense management system and the data detected on the supporting document.

4.3. Credit Card Receipt Detection

Automatic identification of credit card receipt supporting documents.

4.4. Screenshot Receipt Detection

Automatic identification of supporting documents embedded in a screenshot or a photograph of a screen.

4.5. Merchant Existence Verification

Verification of the validity and existence of the merchant based on the postal address shown on the supporting document. The check is based on public information provided by Google Maps.

4.6. Supplier Verification via SIRET/SIREN Number

Verification of the supplier’s validity and legal existence based on information available in official databases (INSEE, Infogreffe, etc.).

4.7. NAF Code Verification

Analysis of the NAF code (French Business Activity Classification) associated with the supplier to ensure that the nature of the expense is consistent with the establishment’s declared activity.

4.8. Detection of Expenses Outside Working Periods

Identification of expenses incurred during weekends, public holidays or declared leave periods.

4.9. Duplicate Check

Detection of similar supporting documents, invoices or transactions already present in the company’s system.

4.10. Multiple Supporting Documents in a Single Receipt

Detection of receipts containing multiple invoices or payment supporting documents.

4.11. Risk Keyword Detection

Semantic analysis of the supporting document to identify suspicious or non-compliant wording.

4.12. Detection of AI-Generated Supporting Documents

Advanced artificial intelligence-based analysis used to identify supporting documents suspected of having been artificially generated. The check relies on two levels of analysis: visual and metadata analysis (detection of irregularities in image structure, artifacts, compression or EXIF information) and textual and semantic analysis (review of captured content to identify linguistic, typographical or contextual inconsistencies). The system assigns each supporting document an AI-generation probability score, expressed as a percentage (from 0% to 100%), indicating the detected risk level.

4.13. Comparison with the Company Expense Policy

Automatic verification of compliance with limits, rules and exceptions defined by the client's internal expense policy.

4.14. Statistically Abnormal Amount

Identification of abnormal amounts by city and/or country for meal and taxi expenses.

4.15. Travel Date / Invoice Date Comparison

Automatic comparison of travel dates against the invoice date.

4.16. Information Structuring

Transformation and enrichment of data into a structured format (JSON) suitable for reporting or integration.

4.17. Consolidation and Reporting

Centralization of information and use of data in a dedicated reporting tool with compliance and efficiency indicators.

5. Service Level Commitments

5.1. The term "Credit" means 5% of the monthly subscription fees for the relevant EVA Service for each percentage point (1%) below the availability commitment defined in Section 1.9, up to a maximum of 100% of the monthly fees paid by the Client for the relevant month.

5.2. The term "Downtime" means the total number of minutes during a month in which the production version of the EVA service is unavailable, excluding the periods referred to in Section 5.3.

5.3. The term "Excluded Downtime" means the total number of downtime minutes attributable to:

- scheduled maintenance periods;
- Major Updates of which the Client has been notified at least 5 business days in advance;
- events beyond Tevasoft's reasonable control, such as external infrastructure failures, cyberattacks, or any force majeure event within the meaning of Article 1218 of the French Civil Code.

5.4. The term "Maintenance Period" means scheduled technical maintenance windows necessary for the proper operation of the EVA service. These windows are communicated to the Client at least 5 business days in advance and, where possible, scheduled outside Business Hours.

5.5. The term "Major Update" means an exceptional maintenance period intended to deploy a significantly modified version of the service (new modules, architecture or API).

5.6. The term "Month" means a calendar month.

5.7. The term "Monthly Subscription Fees" means the monthly fees (or 1/12 of the annual amount) paid for the relevant EVA service.

5.8. The System Availability Percentage is calculated as follows:

$$\text{Availability} = \left(\frac{\text{Total minutes in the month} - \text{Excluded downtime} - \text{Downtime}}{\text{Total minutes in the month} - \text{Excluded downtime}}\right) \times 100$$

5.9. The System Availability Commitment is 99.5% per calendar month for the production environment of the EVA service.

5.10. If Tevasoft fails to meet the availability rate defined in Section 5.9, the Client may submit a Credit request corresponding to the level of non-compliance identified. The Credit may be applied to a future invoice or, failing that, may be reimbursed.

Credit claims must be submitted in good faith and supported by appropriate documentation within 30 business days following the end of the relevant month.

Where the EVA service is provided through an authorized reseller, the claim must be submitted to the reseller, who will process it with Tevasoft.

5.11. Upon request, Tevasoft provides the Client with a monthly availability report indicating the availability percentage of the EVA service for the previous month. This report is sent by email.

6. Support and Update Plan

6.1. “Go-Live” means the date from which the EVA service is configured and made available to the Client for operational use with live data.

6.2. “Business Hours” means Monday through Friday, from 9:00 a.m. to 6:00 p.m. Paris time, excluding French public holidays.

6.3. The “EVA Support Portal” or Tevasoft support center means the dedicated platform or email address allowing clients and resellers to submit tickets, incidents or support requests: support@tevasoft.eu

6.4. Basic Support Included

Tevasoft provides basic maintenance and support services including:

- resolution of technical issues affecting the EVA service;
- assistance to clients for Level 2 and Level 3 incidents;
- corrective and enhancement updates to the service;
- communication of scheduled maintenance periods.

6.5. Updates and Enhancements

The EVA service is continuously updated to improve system stability, security and performance. Updates may include new features, fixes or adjustments. Minor updates are deployed without service interruption; Major Updates are subject to at least 5 business days’ prior notice.

6.6. Support Types by Level

- Level 1 – Client: user assistance, configuration, ticket management and initial diagnosis.

- Level 2 – Tevasoft: functional and technical analysis and resolution of application incidents.
- Level 3 – Tevasoft (Development): software fixes and resolution of critical or recurring defects.

6.7. Priority Levels and Response Times

Tevasoft handles requests according to the four priority levels defined below:

Priority	Definition	Initial Response Time	Communication Frequency	Resolution Target
P1 - Critical	Service completely unavailable or blocking impact on production	≤ 2 business hours	Every 3 hours	≤ 4 hours or immediate action plan
P2 - High	Essential function unavailable or defect affecting critical processing	≤ 4 business hours	Every 6 hours	≤ 2 business days
P3 - Medium	Partial malfunction with no major impact on production	≤ 1 business day	Every 3 business days	≤ 5 business days
P4 - Low	Information request, minor issue or requested enhancement	≤ 2 business days	Weekly	According to product planning

The stated timeframes represent service level objectives (SLOs) and not an absolute guarantee.

Tevasoft undertakes to keep the Client regularly informed of the progress of each ticket.

6.8. Contacts and Languages

Support is provided in French and English, by email or through the portal.

Contact: support@tevasoft.eu

Emergency telephone support: available upon request for P1 cases only.

6.9. Client Responsibilities

The Client acts as the first point of contact for end users and provides Level 1 support.

The Client must provide Tevasoft with all information necessary to reproduce and diagnose the reported issue.

Incidents resulting from incorrect configuration, improper use or unapproved third-party integrations are outside the scope of standard support.

6.10. Scheduled Maintenance

Tevasoft regularly performs scheduled technical maintenance. These operations are carried out outside Business Hours where possible.

Scheduled maintenance likely to cause a temporary service interruption will be notified at least 5 business days in advance.

6.11. Exclusions

The following are outside the scope of support:

- the Client's test, demonstration or internal development environments;
- failures caused by third-party hosting providers or the Client's Internet connectivity;
- issues arising from customizations not approved by Tevasoft;
- functional enhancement requests (managed through the product process).

6.12. Revisions

Tevasoft may update the support and maintenance plan to reflect changes to the service or improvements to support, provided that an equivalent or higher service level is maintained. The updated version is communicated by email or through the EVA Support Portal.

7. Transactions

7.1. Definition

"Base Transactions" means collectively the agreed number of Transactions for which the Client is required to pay the corresponding Base Transaction fees as specified in the applicable Order Form for a given Billing Cycle.

For the purposes of the EVA Service, a Transaction corresponds to the receipt and processing of an expense report (the "Transaction") submitted by the Client or an authorized user through the EVA system, including:

- receipt of the supporting document(s) (image, PDF or structured data);
- analysis of the document(s) by the OCR engine;
- execution of automated checks;
- delivery of the check results to the Client through the interface, an API or a reporting feed.

Each processed expense report constitutes one (1) billable Transaction.

7.2. Incremental Transaction

"Incremental Transactions" means collectively the number of Transactions exceeding the number of Base Transactions, for which the Client is required to pay the corresponding Incremental Transaction fees as specified in the applicable Order Form for a given Billing Cycle.

For the avoidance of doubt, Incremental Transactions are calculated cumulatively during each Billing Cycle and correspond to any additional expense report processed by the EVA Service beyond the Base Transaction threshold included in the Client's subscription. Incremental Transactions are billed at the unit rate defined in the ordering document and are neither transferable nor refundable from one Billing Cycle to another.

7.3. Historical Data

As part of the EVA service, data and supporting documents may be retained:

- for the entire term of the Agreement, up to a maximum of 10 years, provided that the Client maintains an active subscription;
- or for the retention period configured by the Client in the EVA system, subject to the legal minimum referred to above.

The Client may configure a specific retention period for each environment or data category (supporting documents, metadata, logs, reports) in the EVA administration interface.

Upon expiry of this period:

- supporting documents are automatically deleted or irreversibly anonymized;
- aggregated metadata (Transaction identifier, date, status, compliance indicators) may be retained in anonymized form for statistical, audit or reporting purposes.

7.4. Exclusions and Billing of Unusable Transactions

Each expense report received by the EVA system, together with one or more supporting documents, automatically triggers an analysis process (OCR processing, checks, enrichment, etc.).

Accordingly, each expense report received by EVA is considered a processed and billable Transaction, regardless of the outcome of the analysis or the Client’s final use of the supporting document.

The following are included in the billable scope in particular:

- unreadable, incomplete or corrupted supporting documents, or documents that do not comply with the expected formats (PDF, image, etc.);
- duplicates submitted multiple times by the Client or its users;
- test or simulation supporting documents submitted while the production environment is active;
- data or supporting documents rejected due to non-compliance or an integration error not attributable to Tevasoft;
- Transactions generated in error due to incorrect configuration of the connector or the Client’s source system.

Only the following are not considered billable:

- expense reports processed during a duly identified and time-limited pre-production testing phase, prior to the official launch of the EVA service;
- Transactions explicitly rejected by Tevasoft before any technical processing (for example, empty or non-compliant files detected before any OCR reading).

Tevasoft reserves the right to provide the Client, upon request, with a volume report indicating the breakdown of processed Transactions (valid, rejected, duplicates, tests, etc.) for information purposes.

This report does not reduce the billing basis unless otherwise agreed in writing between the Parties.

7.5. Usage Monitoring

Tevasoft provides the Client with an online dashboard for monitoring processed Transactions.

This dashboard includes:

- the total number of monthly Transactions;
- the breakdown by status (processed, rejected, pending);
- usage compared with the committed volume (where applicable).

The Client is responsible for regularly reviewing this data.

8. Data Portability and Return

Upon expiry or termination of the Agreement, for any reason, Tevasoft will make available to the Client all data and supporting documents stored in the EVA system, subject to the conditions set out below.

8.1. Data Concerned

The following data is covered by the data portability provisions:

- supporting documents (PDF files, images or electronic documents) submitted to and processed by the EVA service;
- associated expense data (amount, date, category, supplier, VAT rate, compliance indicators, etc.);
- technical metadata (Transaction identifiers, timestamps, status, analysis score, etc.).

8.2. Return Procedures

Upon the Client's written request submitted within thirty (30) days following the end of the Agreement, Tevasoft will return all data in a standard and usable format (by default: CSV files for structured data and ZIP files for supporting documents).

The data will be returned through a secure space or by encrypted transfer (SFTP, secure portal or another agreed protocol).

If no return request is submitted within this 30-day period, the data will be permanently deleted, unless otherwise required by law or pursuant to a specific provision in the Client's retention policy.

8.3. Financial Terms

Basic data portability (automated raw export) is included in the EVA service.

Any specific data return request (custom extraction, reprocessing, reformatting or dedicated technical support) may be subject to additional charges based on the then-current rates.

8.4. Deletion and Anonymization

Following the return of the data, Tevasoft undertakes to delete or irreversibly anonymize all data and supporting documents still hosted in its production and backup environments within a maximum period of sixty (60) days from the end of the Agreement.

Tevasoft may retain certain aggregated and anonymized metadata for statistical purposes, internal audits or continuous service improvement, in accordance with its privacy policy.

8.5. Data Portability Assistance

At the Client’s request, Tevasoft may provide technical assistance for reintegrating the data into another third-party system (ERP, expense management tool, data warehouse, etc.).

Such assistance will be subject to a separate commercial proposal.

9. Service Limitations

EVA does not replace the human judgment of approvers and does not guarantee absolute legal compliance of expenses.

Automated checks are performed based on the information available and may require manual validation in the event of ambiguity.

The Publisher shall not be held liable for improper use of the results provided.

10. Service Evolution

The functional scope of the service may evolve in line with technological, regulatory or analytical improvements developed by Tevasoft.

Any major evolution will be communicated in advance to resellers and clients.