SERVICE DESCRIPTION
“SMART EXTRACT”

1. General Provisions

This Service Description sets out and describes the terms applicable to the “Smart Extract” cloud services provided by Tevasoft to its clients, in accordance with the applicable agreement entered 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.

This Service Description was last updated on August 11, 2026.

2. Purpose of the Service

The Smart Extract module enables data from SAP Concur, together with the associated supporting documents, to be extracted, centralized and structured in accordance with the criteria and scope defined with the Client.

The Service enables the Client to search for and select data to be extracted from the information available in SAP Concur and then generate the corresponding files and documents in the configured formats.

The Service may enable the extraction of the following information, where available in SAP Concur:

- data relating to expense reports and expenses;
- associated accounting, analytical and organizational information;
- standard and custom fields available in SAP Concur;
- information relating to expense report status and workflow;
- supporting documents associated with expenses;
- data matching the search and filtering criteria defined by the Client.

3. Service Delivery

The Service is provided as a SaaS solution and hosted on secure cloud infrastructure. Tevasoft implements appropriate technical and organizational security measures and may rely on hosting providers holding recognized certifications or compliance attestations, including ISO 27001 or SOC 2. Data processing is carried out in accordance with the applicable contractual commitments relating to the protection of personal data.

The Smart Extract module is connected to the Client’s SAP Concur environment to retrieve and synchronize the data required to provide the Service.

Upon implementation of the Service, an initial data synchronization is performed based on the historical period or start date communicated by the Client and within the limits of the data accessible in SAP Concur. Following this initial synchronization, the data is updated daily to incorporate new data and, where applicable, changes made to data already synchronized.

Synchronized data is made available to the Client directly through the Smart Extract interface. Authorized users may search, view, filter and select the available information in accordance with the features and access rights assigned to them.

The Client may generate extracts directly from the solution based on the selected criteria. Depending on the configuration and subscribed features, the data and associated supporting documents may be exported in various formats, including Excel, CSV, JSON, XML, PDF or ZIP.

The availability and completeness of data accessible in Smart Extract depend on the data available in the Client's SAP Concur environment, the access rights granted to Tevasoft, and the availability of the SAP Concur interfaces and services used for synchronization.

The Service is technically available 24 hours a day, 7 days a week, subject to scheduled maintenance periods and the exclusions set out herein. Client support is provided during the Business Hours defined in Section 10.2.

4. Functional Scope

The Smart Extract module synchronizes expenses and supporting documents that meet the eligibility criteria defined during configuration of the Service.

These criteria may include:

- the relevant country or countries;
- the relevant legal entities;
- the relevant employee groups;
- the relevant expense types;
- the applicable currencies.

The Service may be enabled for all, or part of the Client's SAP Concur scope, based on the filtering rules jointly defined by the Parties.

5. Data Search

The Smart Extract module enables authorized users to search for data synchronized from SAP Concur.

Search criteria may include SAP Concur standard fields as well as custom and organizational fields available in the Client's environment, including "Org Units" and "Custom Fields", for the following main data levels:

- expense report data;
- expense line data;
- employee data.

The actual availability of fields depends on the configuration of the Client's SAP Concur environment, the data accessible through the interfaces used by Tevasoft, and the subscribed functional scope.

Searches may consist of multiple criteria combined using logical operators, including AND and OR.

Depending on the nature of the selected field, Smart Extract provides search operators suited to the relevant data type. These operators may be used to search or filter values for:

- text;
- lists of values;
- dates or date ranges;
- amounts or other numerical data;
- any other data type supported by the solution.

Searches defined by a user may be saved in Smart Extract for subsequent reuse by the same user. A saved search retains the criteria and selection parameters configured at the time it is saved, subject to subsequent changes in configuration or available data.

6. Export of Data and Supporting Documents

From the results of a search, authorized users may generate exports containing the selected data and, where applicable, the associated supporting documents.

Depending on the configuration and features subscribed to by the Client, exports may be generated in the following formats:

- Single PDF (search results table and supporting documents in one PDF document)
- ZIP PDF
- ZIP Excel
- ZIP CSV
- ZIP JSON
- ZIP XML

Exports are generated asynchronously by the solution. Once an export has been completed, the user who initiated the request may receive an email notification informing them that it is available.

Smart Extract also provides a tracking dashboard enabling authorized users to view generated exports, their status and associated information, and to download available results in accordance with the applicable retention rules.

Depending on the selected configuration and subscribed features, exports may also be transmitted automatically to an SFTP server designated by the Client. The technical terms for connection, authentication, file format, naming, frequency and delivery are defined during configuration of the Service.

7. Configuration

Implementation of the Smart Extract module requires a configuration phase to define the rules applicable to the Client's environment.

This phase may include:

- connectivity between Smart Extract and SAP Concur;
- selection of eligible data;
- selection of initial search criteria;
- selection of the data to be displayed in the results table;
- roles and permissions;
- configuration of email notifications;
- configuration of exports to an SFTP server.

8. Implementation

8.1. The Service implementation schedule covers a period of four (4) weeks:

Week 1	• Project kick-off • Creation of the Client instance
Week 2	• Connectivity between SAP Concur and Tevasoft (creation of the web services application) • Requirements gathering (eligible data, selection of search

	criteria, etc.) • Synchronization of SAP Concur data in Smart Extract • Configuration of the Smart Extract module (duration may vary depending on data volume)
Weeks 3 and 4	• Unit testing (test users) • Training
From Week 5	• Go-live • Start of application support

8.2. Deliverables

Week 1	• Kick-off presentation • Detailed schedule • Smart Extract instance
Week 2	• SAP Concur web services application • Confirmation of connectivity between SAP Concur and Smart Extract • Confirmation of data synchronization • Configuration of the Smart Extract module
Weeks 3 and 4	• Stabilized version of the Smart Extract module • 2 training sessions

8.3. RACI

The RACI uses the following definitions:

- R – Responsible: the party responsible for carrying out the activity, performing the task or producing the deliverable.
- A – Accountable: the party with final accountability for the outcome, who approves the deliverable and makes decisions where necessary.
- C – Consulted: the party consulted to provide advice, expertise, information or intermediate validation.
- I – Informed: the party kept informed of progress or results without direct involvement in execution.

Activity	**Client - Business**	**Client - IT**	**Tevasoft**
Project management	C	C	A/R
Kick-off facilitation	C	C	A/R
Creation of the Smart Extract instance	I	I	A/R
Creation of the SAP Concur web services application	I	A/R	C
Provision of functional requirements	R	A	C
Smart Extract module configuration	C	C	A/R
Execution of unit tests	I	A/R	C
Smart Extract module corrections	I	C	A/R
Delivery of training sessions	C	C	A/R

9. Service Level Commitments

9.1. “Credit” means 5% of the Monthly Subscription Fees for the relevant Service for each percentage point (1%) below the Availability Commitment defined in Section 9.9, up to a maximum of 100% of the monthly fees paid by the Client for the relevant month.

9.2. “Downtime” means the total number of minutes during a Month in which the production version of the Service is unavailable, excluding the periods referred to in Section 9.3.

9.3. “Excluded Downtime” means the total number of minutes of unavailability attributable to:

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

9.4. “Maintenance Period” means scheduled technical maintenance windows required for the proper operation of the Service. Such windows are communicated to the Client at least five (5) Business Days in advance and, where possible, scheduled outside Business Hours.

9.5. “Major Update” means an exceptional maintenance period intended to deploy a significantly modified version of the Service (new modules, architecture or API).

9.6. “Month” means a calendar month.

9.7. “Monthly Subscription Fees” means the monthly fees (or 1/12 of the annual amount) paid for the relevant Service.

9.8. The System Availability Percentage is calculated as follows:

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

9.9. The System Availability Commitment is 99.5% per calendar month for the production environment of the Service.

9.10. If Tevasoft fails to meet the availability rate defined in Section 9.9, the Client may submit a claim for a Credit corresponding to the level of non-compliance identified. Such Credit may be applied to a future invoice or, where applicable, refunded.

Credit claims must be made in good faith, supported by appropriate evidence, and submitted within thirty (30) Business Days following the end of the relevant Month.

Where the Service is provided through an authorized reseller, the claim must be submitted to the reseller, which will handle the claim with Tevasoft.

The service Credits provided for in this Section apply solely to the Service Availability Commitment defined in Section 9.9, unless expressly stated otherwise in the Order Form or in a specific agreement between the Parties.

9.11. Upon request, Tevasoft provides the Client with a monthly availability report indicating the Service availability percentage for the previous Month. The report is sent by email.

10. Support and Update Plan

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

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

10.3. “Support Portal” or “Tevasoft Support Center” means the dedicated platform or email address enabling clients and resellers to submit tickets, incidents or support requests: support@tevasoft.eu

10.4. Included Basic Support

Tevasoft provides basic maintenance and support services including:

- resolution of technical issues affecting the Service;
- assistance to Clients for Level 2 and Level 3 incidents;
- corrective and enhancement updates to the Service;
- notification of scheduled maintenance periods.

10.5. Updates and Enhancements

The 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 five (5) Business Days’ prior notice.

10.6. Support Levels

- 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 issues.

10.7. Priority Levels and Response Times

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

Priority	Definition	Initial Response Time	Update Frequency	Resolution Target
P1 - Critical	Service completely unavailable or production-blocking impact	≤ 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 production impact	≤ 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 timeframes indicated are service level objectives (SLOs) and not absolute guarantees.

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

10.8. 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.

10.9. 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.

10.10. Scheduled Maintenance

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

Scheduled maintenance likely to cause a temporary interruption of the Service will be notified at least five (5) Business Days in advance.

10.11. 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 resulting from customizations not approved by Tevasoft;
- functional enhancement requests (handled through the product process).

10.12. 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 level of service is maintained. The updated version is communicated by email or through Support Portal.

11. Transactions

11.1. 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 Service, a Transaction means the receipt and synchronization of one expense report (the "Transaction") from the SAP Concur system, including:

- synchronization of data relating to the expense report, expense lines and employee data;
- receipt of the associated supporting document(s) (image, PDF or structured data);

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

11.2. Incremental Transactions

"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 Service above the Base Transaction threshold included in the Client's subscription. Incremental Transactions are invoiced at the unit rate defined in the Order Form and may not be carried over or refunded from one Billing Cycle to another.

11.3. Historical Data

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

- for the duration of the Agreement, up to a maximum of ten (10) years, provided that the Client maintains an active subscription;
- or for the retention period configured by the Client in the system, in accordance with applicable legal requirements and the Client's documented instructions.

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

Upon expiry of the applicable retention period:

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

11.4. Billing Rules and Excluded Transactions

Each expense report synchronized by the system triggers the applicable Smart Extract processing and synchronization workflow, including the retrieval of associated supporting documents where available.

Accordingly, each expense report synchronized by the Service is considered a processed and billable Transaction, irrespective of whether all associated data or supporting documents can ultimately be retrieved, made available or exported by the Client.

The billable scope includes:

- supporting documents that are incomplete, corrupted, unavailable or do not comply with supported formats (PDF, image, etc.);
- duplicate expense reports synchronized or submitted multiple times due to the Client's or its users' actions;
- test or simulation data synchronized while the production environment is active;
- data or supporting documents that cannot be processed due to non-compliance or an integration error not attributable to Tevasoft;
- Transactions generated because of 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 before official commencement of the Service;
- Transactions expressly excluded from the Service by the Client in accordance with the exclusion rules established during the configuration phase.

Tevasoft may provide the Client, upon request, with an informational volume report setting out the number and distribution of processed Transactions.

Such report shall not reduce the billing basis unless otherwise agreed in writing between the Parties.

11.5. Usage Monitoring

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

The dashboard includes:

- the total number of monthly Transactions;
- usage compared with the committed volume, where applicable.

The Client is responsible for regularly reviewing this information.

12. Data Portability and Return

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

12.1. Data Covered

The following data is covered by the data portability provisions:

- supporting documents (PDF files, images or electronic documents) synchronized and stored by the Service;
- associated expense report, expense line and employee data (including amounts, dates, expense types, merchants, organizational and custom fields, status, etc.);

- technical metadata (including Transaction identifiers, timestamps and synchronization status).

12.2. Return Process

Upon written request from the Client made within thirty (30) days following termination or expiry of the Agreement, Tevasoft will return the data in a standard, 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 encrypted transfer (SFTP, secure portal or another agreed protocol).

If no return request is made within this thirty (30)-day period, the data will be permanently deleted, subject to any applicable legal requirements or specific provisions under the Client's retention policy.

12.3. Financial Terms

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

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

12.4. Deletion and Anonymization

Following the return of the data, Tevasoft will 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 termination or expiry of the Agreement.

Tevasoft may retain certain aggregated and anonymized metadata for statistical purposes, internal audit or continuous improvement of the Service, in accordance with its privacy policy.

12.5. Data Portability Assistance

At the Client's request, Tevasoft may provide technical assistance with the reintegration of data into another third-party system (ERP, expense management solution, data warehouse, etc.).

Such assistance will be subject to a separate commercial proposal.

13. Service Limitations

Operation of the Smart Extract module depends on the availability, quality and completeness of the data accessible in the Client's SAP Concur environment, as well as the availability of the SAP Concur interfaces, APIs and services used for synchronization.

Tevasoft cannot guarantee the extraction or availability of data that is not present in SAP Concur, is not accessible through the interfaces made available by SAP Concur, or for which Tevasoft has not been granted the necessary access rights.

Synchronization, search and export generation times may vary depending in particular on the volume of data processed, the number and complexity of search criteria, the volume and size of associated supporting documents, and the availability of third-party services required for operation of the module.

The availability of certain fields, export formats, transmission features or automation options depends on the configuration of the Client’s environment and the subscribed features.

Smart Extract is a tool for extracting, searching and making data available and does not replace the Client’s obligations relating to legal archiving, regulatory retention, accounting controls or data backup, unless expressly agreed otherwise in writing.

14. 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.