

# treatwell

*Treatwell POS*

*POINT DE VENTE TREATWELL*

Technical Documentation

Point of Sale Module  
Version 2.1.121.0

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# **1 Purpose and structure of this documentation**

This documentation aims to fully and conclusively explain the content, structure, process and results of the data processing procedure of the 'Treatwell POS' software module, to, for example, enable an expert third party to understand this in a reasonable time.

Primarily, this documentation is aimed at users, tax consultants and auditors. Its system description can be used as part of a process documentation (obligatory, for example, in Germany). Basically, this documentation serves as a header document and consists of two additional, separate components:

## **POS Help Center**

All software functions are explained in the online user manual (POS Help Center). It also answers common questions, provides important (background) information and is publicly accessible without restrictions (English version: <https://partners.treatwell.com/hc/en-gb/categories/360000061829>). Users can open it directly from Treatwell POS. The POS Help Center can be printed using the print function of standard internet browsers. On request, Treatwell also sends the content as a PDF file.

## **POS Hardware setup guide**

In addition to Treatwell POS software the user can order a cash drawer with an integrated receipt printer (StarMicronics mPOP). The shipped hardware package always contains a printed setup guide that enables the user to setup the device (digital copy: <https://partners.treatwell.com/hc/en-gb/articles/360001181045>).

[There's no hardware setup guide for Italian users, because the required hardware (EPSON FP81 II fiscal printer) is delivered & set up by a qualified agency (RCA).]

In principle, please note the following:

- The responsibility for the correctness of the bookkeeping lies solely with the Treatwell POS user.
- In this document, regulations and interpretations are selected to the best of our knowledge and belief, but their accuracy and timeliness are excluded.
- Treatwell can not and must not advise on tax and legal matters. This documentation explicitly does not replace expert advice (e.g. by a tax consultant or lawyer).
- Any liability is expressly excluded.

## **2 Requirements for business owners**

There are technical and organizational requirements that must be met in order to operate Treatwell POS in compliance with country-specific legal requirements.

Treatwell POS has one mode; it is not possible to suppress data or memory content. Also, receipts always contain the very same items.

Following the instructions of the telephone training and those in the POS Help Centre it usually archived that all necessary (master) data (such as venue name, venue address, VAT number, service and product names) are complete and up-to-date. Of course, this does not relieve the Treatwell POS user from making any internal arrangements that all requested data and input are always correct and complete.

### **2.1 Technical requirements**

Since all POS operations are not executed locally but online on Treatwell's servers, the user must ensure to always have an active internet connection. By offering its software through various platforms (browser-based, iOS and Android app), Treatwell POS supports a wide variety of (emergency) solutions to connect to the Internet in addition to a regular broadband connection (e.g. mobile Internet stick, mobile hotspot with smartphone or tablet).

Using Treatwell POS via browser, it must be ensured that the latest version of Google Chrome is used. Using an iPad or an Android tablet however, it must be ensured that the latest 'Connect: Salon Management' app is installed.

#### **France only:**

French users are required to enter their "SIRET" and "NAF" number/ code in the Connect finance section to comply with french POS legislation.

**Italy only:**

Italian users are required to use the **iOS Treatwell Connect App** and the **EPSON FP81 II**, a fiscal printer that has been certified by the Italian authorities. The fiscal printer purchased via Treatwell must be operated exclusively via the Treatwell Connect App at all times. It's the sole responsibility of the user, that these requirements are always met on site.

The fiscal printer needs to be set up properly, i.e. a qualified agency (RCA) will deliver the fiscal printer, set it up on site, so that it can sync with the fiscal authority and has a unique identifiable device number, that will always link any transaction and any hardware maintenance to this particular venue.

Technically, Treatwell POS requires the printer to be connected and available to book any sale or refund transaction and also to close the day - because the sale and the refund transaction must be fiscal and also for each day the printer's Z report must be sent to the fiscal authority, which will only be triggered by closing the day in Treatwell POS. For sale transactions Treatwell POS will always trigger printing a fiscal receipt when finalising a checkout, the fiscal printer will number the fiscal receipts.

Idle periods: After 24 hours of being idle, e.g. if the venue is closed over the weekend, the Italian law requires users to close the idle period. By design Connect will take care of this automatically ensuring that each idle period is closed before being able to record a new checkout: After an idle period, when a new checkout is initiated, Connect will always recognize that there has been an idle period and will then instantly and automatically close the period and print its Z report.

Italian users that started using POS before November 2019 were required to 1) use Treatwell POS via iOS or Android Connect app only and required to 2) use the TSP-743II receipt printer with enabled black mark feature and required to 3) always print two receipt copies for every sale transaction on qualified fiscal paper (produced by and obtainable via PRISMA srl (telephone: +39 226952792, e-mail [info@prismaufficio.it](mailto:info@prismaufficio.it))). It was the venue's sole responsibility to always have met these additional requirements. Violations that jeopardize compliance may have been:

- using any other receipt printer
- using TSP-743II receipt printer with disabled black mark feature (to be expected if printer had not been obtained from Treatwell)
- Not printing all sale receipts twice
- Using any other fiscal paper

Due to the federal legislation requiring certified fiscal printer and fiscal receipts that came into force on 01.01.2020, this solution is no longer compliant with Italian legislation.

## 2.2 Safety of the devices used

Treatwell POS users should set up and document suitable procedures for data backup. In addition, appropriate anti-virus measures should be installed, documented and maintained, and safeguards must be put in place to ensure that unauthorized persons do not gain access to systems.

## 2.3 Organizational measures

Appropriate work instructions must be used to ensure that all POS transactions are recorded correctly and that all systems are operated correctly. German users are explicitly required to establish and document a so called internal control system. Its actual design depends on the individual case. Treatwell's software features can help establishing an internal control system, e.g. by creating different user accounts ensuring that software and data access is defined in detail.

## 2.4 Receipt issuing

National legislation regarding the obligation to issue receipts to customers differ across the Treatwell POS markets (Belgium, Germany, Ireland, Italy, Netherlands, Switzerland, Spain, United Kingdom). But: At least upon customer request every Treatwell POS user must be able to print and issue a receipt for any sale or refund transaction to the customer. For Treatwell POS users located in Germany, France and Italy there's a legal obligation to immediately print and hand over sale and refund receipts to the customer.

Treatwell does not monitor if venues comply with these operational requirements, this is the sole responsibility of the user.

# 3 Treatwell POS system description

This chapter describes the typical operation of Treatwell POS and its structures. It can be used in a procedural documentation (required by law e.g. in Germany).

## 3.1 About Treatwell

It started back in 2008 in London around a dining room table. Since then Treatwell has been on a mission to inspire people to express their beauty in every way. Treatwell believes there is a better way to find and book hair and beauty

services. More choice and the confidence to try new things. Treatwell wants to make booking beauty, styling and wellness appointments simple, effortless and fast – around the clock. It's beauty to the people, no matter what they choose.

Today, Treatwell is the largest hair and beauty bookings website in Europe. And operates in 11 countries: Germany, Netherlands, United Kingdom, Spain, Belgium, Austria, Switzerland, Lithuania, France, Italy and Ireland. The headquarters of the company is situated in London in the United Kingdom. Treatwell is an eclectic group of 500 people working in offices throughout Europe, with over 20,000 local partners. It amounts to one company: a 24/7 beauty bookings platform that puts customers and salon managers in control, lets customers book at times and prices that suit them, and gives them all the style know-how they need to look and feel amazing.

Treatwell is continuously improving and developing an online management tool specifically tailored for hair and beauty businesses called Treatwell Connect. In addition Treatwell is advertising the online marketplace to consumers to match demand and supply. The Treatwell supply department consisting of sales and account management is constantly adding new partners to the marketplace to increase the offer on the online marketplace.

## 3.2 Scope of Treatwell POS application

'Treatwell POS' is an optional extension of Treatwell's online calendar software 'Connect', which is intended exclusively for use in the beauty and wellness industry. Treatwell POS is therefore aimed at salons or studios in the areas of hairdressing, hair removal, nails, cosmetics, massage, wellness & spa and body care.

Treatwell POS is not intended for professionals who are working at home or mobile or work based on membership. Also providers of services that are fully covered by health insurance companies can not become Treatwell partners. The same applies to offers within or between the categories such as coaching, courses, training & education, erotic, esoteric, beauty surgery or tattoo treatments.

Treatwell POS does not need to be used by Treatwell Connect users, but Treatwell POS requires full use of Connect. It is therefore possible to use Connect without Treatwell POS, but it is impossible to use Treatwell POS without Connect.

Treatwell POS is currently distributed and used in Belgium, Germany, Ireland, Italy, the Netherlands, Spain, Switzerland and the United Kingdom. In the foreseeable future, after the necessary technical and organizational changes have been implemented, France, Austria and Lithuania will also be added.

### 3.3 Purpose and core functions

Treatwell POS captures and archives common business transactions. This includes the creation of documents such as sale and refund receipts, the generation of reports and the collection of transactional data for later analysis - for example during tax audits. Treatwell POS is also a journal, ensuring completeness, integrity and immutability of the recorded transactional data.

Treatwell POS allows to count the cash (compare the cash balance that is in the cash drawer with the cash balance that should be in the cash drawer based on transactional data) at any time and requires the user to manually close each business day continuously.

In addition, Treatwell POS provides sales performance reports based on transactional data and allows the export of transactional data for accounting purposes.

### 3.4 Basic architecture

Being a cloud software each Treatwell POS action requires an existing internet connection to Treatwell's servers.

Each POS transaction is always captured on Treatwell's servers first before e.g. a receipt is created, a local memory / offline mode does not exist, so no POS data is stored on the users' devices. All POS data and documents captured can not be altered and remain stored on Treatwell's servers for a period of at least 10 years.

### 3.5 Operating systems and hardware

Treatwell POS is a web-based software solution. It is executed online and not installed locally. Treatwell recommends using Google Chrome to use Treatwell POS on computers. Treatwell POS can then be used on all current operating systems (Windows, macOS, GNU/Linux).

For iOS and Android it is recommended to use the Treatwell 'Connect: Salon Management' app. The apps enhance the user experience by specifically taking into account the features of tablets. The basic software features and procedures of Treatwell POS remain the same.

The two mechanical features of Treatwell POS (open cash drawer and print receipt) require the StarMicronics mPOP, a cash drawer with an integrated receipt printer, an iPad / Android tablet and the Treatwell Connect app. Though Treatwell does not help setting up other POS devices, Treatwell does not rule out the possibility of using both mechanical functions in other constellations.

### Italy:

Italian users must use the iOS Treatwell Connect App and the EPSON FB81 II fiscal printer (properly set up by a qualified agency (RCA)).

Before November 2019 Italian users were required to use Treatwell POS via iOS or Android Connect App only and had to use the TSP-743II receipt printer with enabled black mark feature.

## 3.6 POS software module

All software functions are performed not on the users' devices but on the central servers of Treatwell. All users use the same central online software on all supported devices (platforms: WEB, iOS and Android). This architecture requires that absolutely no software function - such as booking a POS transaction and any other accounting-relevant function - can take place outside of Treatwell's servers. Thanks to the central software architecture, all users work with the same version of the program. The further development is documented and provided only after successful quality assurance tests every two weeks. After an update, all users automatically work with the latest program version. If necessary, patches and bug fixes can be recorded at short notice. They are then available immediately on WEB, Android and iOS Connect app require a local update. Users can not use older versions and customizations are not possible, too.

### 3.6.1 Essential operations

Treatwell POS enables the user to book various POS transactions; these are in particular sales, refunds and cash drawer operations. In addition, with appropriate user rights, the user can close business days (to generate end of day reports), track product stock, retrieve and export report data and make changes to master data.

### 3.6.2 Database description: creation, storage & access

Carrying out any POS operation that triggers the booking of a POS transaction always creates a single POS transaction including a printable receipt. All POS transactions are not generated on the users' devices but on Treatwells servers.

Data can only be accessed online via Treatwell POS in the following variants:

- All POS transactions of all past and current business days can be accessed in a chronological online overview ('transaction report')

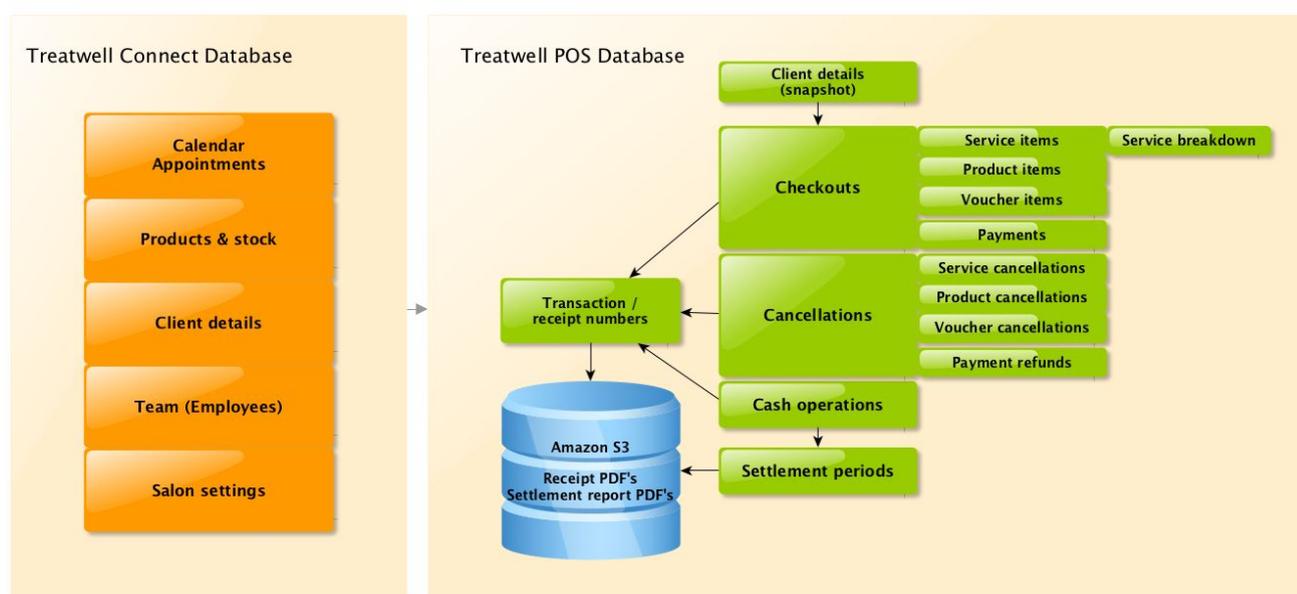
- All sales transactions that are based on a customer appointment can also be opened via the online calendar and the corresponding appointment.
- All POS transactions can be exported as CSV table ('transaction export') as well as so called 'full data download' (according to the German 'GoBD' / 'GDPdU' description standard and importable in German tax audit software 'IDEA').

Treatwell POS supports the complete, chronological recording of tax-related transactions and information. All recorded data contains all of the detailed information needed to fully understand each business transaction at a later time.

The logged in user is stored in all transactions (for example, sale, refund, cash withdrawal, cash deposit, or day closure). For certain transactions (e.g. sales), it is possible to additionally select the executing user.

The extent of the recorded data is fixed and can not be restricted by the user. Once generated, entries can no longer be subsequently changed. Treatwell POS does not include any features to alter the recorded data.

The Treatwell POS database and the Treatwell Connect database are visualized in the following illustration:



Each POS transaction is stored individually, completely & irreversibly in the Treatwell POS database: It is not possible to make any alterations when booking a POS transaction or afterwards. The following information is stored (at the time of the booking of the POS transaction):

- SIRET number (France only)
- NAF code (France only)

- VAT number
- individual consecutive transaction number
- individual consecutive receipt number
- internal, permanently assigned supplier number
- internal, permanently assigned venue number
- Venue name
- Venue address
- City & address
- Gross total (including VAT)
- Net total (without VAT)
- Number of different items sold
- employee performing POS transaction
- logged in employee
- currency code
- POS code (=always 1)
- business day (which is assigned to the transaction)
- business day ID (assigned to the business transaction)
- electronic signature (France only)
- if available: customer name & -number
- timestamp
- payment type & -amount
- if applicable: amount paid in advance via Treatwell
- item price (tax incl.)
- item price (tax excl.)
- item name
- original price before any alteration
- number of items sold
- VAT code
- VAT rate and calculated VAT amount
- total of all sold items of transaction
- refunds: transaction ID of the refunded transaction, refunded amount, refunded items, number of refunded items and unit price (at the time of sale)
- cash balance in drawer

The following describes in detail which information is stored in the POS database:

### **Checkouts**

Description of the database: Checkouts performed

Database fields and their description:

- checkout\_id: UUID of checkout (numeric)

- venue\_id: ID of the venue that the checkout is associated with (numeric)
- created: DateTime created in UTC timezone (alphanumeric)
- employee\_id: The ID of the employee that performed the checkout (numeric)
- auth\_employee\_id: ID of the user that is logged in during checkout (numeric)
- currency\_code: Currency code that the transaction was performed in (alphanumeric)
- employee\_name: The name of the employee that performed the checkout (alphanumeric)
- auth\_employee\_name: The name of the employee that was logged in during the checkout (alphanumeric)
- created\_by: ID of who created the checkout (numeric)
- date: The business day that we are attributing the checkout to (YYYY-MM-DD)
- venue\_customer\_id: ID of the client that the checkout was for if we have that information (numeric)
- venue\_customer\_name: Name of the client that the checkout was for if we have that information (alphanumeric)
- receipt\_yearly\_seq: Unique receipt number for a venue for a fiscal year (numeric)
- transaction\_seq: Unique transaction number for a venue (numeric)
- receipt\_number: Receipt number shown on receipt (alphanumeric)
- transaction\_number: Transaction number shown on receipt (alphanumeric)
- settlement\_period\_id: ID of the settlement period this transaction is part of (numeric)
- supplier\_vat\_number: registered VAT number of supplier at time of checkout (alphanumeric)
- vt\_receipt\_number\_id: ID of the checkout receipt (numeric)
- tw\_receipt\_number\_id: ID of tip withdrawal receipt when non-cash overpayment was made (numeric)

## Payment

Description of the database: Lists all of the Checkouts recorded using the POS system

Database fields and their description:

- payment\_id: UUID of payment (numeric)
- Created: DateTime created in UTC timezone (alphanumeric)
- payment\_type: Payment discriminator defining the payment type (alphanumeric)
- checkout\_id: Checkout that the payment is associated with (numeric)

- amount: Reflects the amount that was supplied in the checkout (numeric)
- sales\_amount: Reflects the amount that was collected during the checkout (numeric)
- voucher\_issuer: Describes who issued the voucher for a voucher payment (alphanumeric)
- voucher\_code: The voucher code associated with a voucher payment (alphanumeric)
- card\_type: Name of the card type that was used for card payment(alphanumeric)
- cr\_provider\_name: Name of the card reader provider (alphanumeric)
- cr\_trx\_reference: Card reader transaction reference (alphanumeric)

### Service Line Item

Description of the database: The services that were part of a checkout  
Database fields and their description:

- service\_line\_item\_id: UUID of the service line item (numeric)
- amount: The total amount that was charged for the service line item (numeric)
- checkout\_id: Checkout that the service line item is associated with (numeric)
- created: DateTime created in UTC timezone (alphanumeric)
- DateTime created in UTC timezone: The amount that was prepaid whilst booked from the marketplace (numeric)
- name: The name of the service that was sold (alphanumeric)
- original\_amount: The amount that the service was originally priced at before any modifications (numeric)
- tax\_rate: The rate at which the service was taxed at (numeric)
- tax\_amount: The amount of tax that was charged for the product(numeric)
- primary\_const\_id: ID of primary service line item constituent (numeric)

### Service Breakdown

Description of the database: The constituents of a service line item  
Database fields and their description:

- service\_breakdown\_id: UUID of service breakdown (numeric)
- service\_line\_item\_id: The service line item that this constituent is part of (numeric)
- created: DateTime created in UTC timezone (alphanumeric)
- name: The name of the service constituent (alphanumeric)
- employee\_name: The name of the employee who administered the service constituent

- Employee\_id: The ID of the employee who administered the service constituent (numeric)
- appointment\_date: The date of the appointment (YYYY-MM-DD)

### **Product line Item**

Description of the database: Products that were part of a checkout

Database fields and their description:

- product\_line\_item\_id: UUID of product line item
- created: DateTime created in UTC timezone (alphanumeric)
- checkout\_id: Checkout that the product was part of(numeric)
- amount: The total amount that was charged for the product line item (numeric)
- description: How the product described was during the checkout
- type: Product discriminator defining the product type (alphanumeric)
- quantity: The number of units that were purchased
- unit\_price: The amount that each unit was priced as
- tax\_rate: The rate at which the product(s) were taxed at(numeric)
- tax\_amount: The amount of tax that was charged for the product(s)(numeric)

### **Voucher line Item**

Description of the database: Voucher line item

Database fields and their description:

- voucher\_line\_item\_id: primary key of this record (service line item cancellation) (numeric)
- created: DateTime created in UTC timezone (alphanumeric)
- checkout\_id: Checkout that the voucher was part of(numeric)
- amount: The total amount that was charged for the voucher line item(numeric)
- description: How the voucher was described during the checkout (alphanumeric)
- quantity: The number of units that were purchased (numeric)
- unit\_price: The amount that each unit was priced as(numeric)
- Tax\_rate: The rate at which the voucher was taxed at (numeric)
- Tax\_amount: The amount of tax that was charged for the voucher (numeric)

### **Redeemed voucher line item**

Description of the database: Redeemed voucher line item

Database fields and their description:

- rdm\_voucher\_line\_item\_id: primary key of this record (redeemed voucher line item)(numeric)
- created: DateTime created in UTC timezone (alphanumeric)
- checkout\_id: Checkout that the redeemed voucher was part of (numeric)
- amount: The total amount that was redeemed for the voucher line item (numeric)
- description: How the voucher was described during the checkout (alphanumeric)
- Voucher\_code: The voucher code associated with a voucher payment (alphanumeric)

## Settlement Period

Description of the database: Represents a day of trading

Database fields and their description:

- settlement\_period\_id: UUID of the settlement period (numeric)
- venue\_id: Id of the venue that the settlement period is associated with (numeric)
- date: The date that associated transactions are attributed to (YYYY-MM-DD)
- settlement\_seq: Incremental sequence number for the venue(numeric)
- settlement\_number: Settlement number displayed on a settlement report (alphanumeric)
- open\_auth\_id: ID of employee that was logged in when settlement period was opened (numeric)
- open\_amount: Amount that was in the till at the opening of the day (numeric)
- open\_time\_of\_supply: Time when settlement period was created (alphanumeric)
- open\_created\_by: ID of who created the settlement period (numeric)
- open\_created: DateTime settlement period was created in UTC timezone (alphanumeric)
- report\_version: Version of the report to be generated for this settlement period (numeric)
- close\_date\_of\_supply: The localised date and time that the day settlement period was closed (alphanumeric)
- close\_created: DateTime closing of settlement period was created in UTC timezone (alphanumeric)
- close\_auth\_id: ID of the user that created the day (numeric)
- Close\_created\_by: ID of who closed the settlement period (numeric)
- close\_amount: Amount in the till at the close of the day (numeric)

## Venue Transaction

Description of the database: Transactions by a venue

Database fields and their description:

- venue\_transaction\_id: UUID of a venue transaction (numeric)
- venue\_id: Id of the venue that the venue transaction is associated with (numeric)
- amount: The amount of the transaction
- currency\_code: Currency code that the transaction was performed in (alphanumeric)
- date: The business day that we are attributing the transaction to (YYYY-MM-DD)
- time\_of\_supply: The localised time of the transaction (alphanumeric)
- auth\_employee\_id: ID of the user that is logged in whilst the transaction was registered
- created\_by: ID of who created the venue transaction (numeric)
- created: DateTime created in UTC timezone
- notes: Any additional information supplied with the transaction (alphanumeric)
- type: Unique text representation of the venue transaction type (alphanumeric)
- settlement\_period\_id: ID of the associated settlement period (numeric)
- vt\_receipt\_number\_id: ID of venue transaction receipt (numeric)

## Venue Customer

Description of the database: Client information at the time of the report

Database fields and their description:

- venue\_customer\_id: UUID of venue customer (numeric)
- Venue\_id: Id of the venue that the customer is associated with (numeric)
- name: Name of the client (alphanumeric)
- email\_address: The email address of the client (alphanumeric)

## Cancellations

Description of the database: Cancelled transactions

Database fields and their description:

- cancellation\_id: ID of cancellation (numeric)
- checkout\_id: Checkout that the cancellation is associated with (numeric)
- venue\_id: Id of the venue that the customer is associated with (numeric)
- employee\_id: The ID of the employee that performed the cancellation (numeric)

- employee\_name: The name of the employee that performed the cancellation (alphanumeric)
- auth\_employee\_id: ID of the employee that was logged in during the cancellation
- auth\_employee\_name: Name of the employee that was logged in during the cancellation (alphanumeric)
- time\_of\_supply: The localised time of the cancellation (alphanumeric)
- notes: Any additional information supplied with the cancellation (alphanumeric)
- created\_by: ID of who created the cancellation
- created: DateTime created in UTC timezone (alphanumeric)
- settlement\_period\_id: ID of the settlement period this cancellation is part of (numeric)
- vt\_receipt\_number\_id: ID of cancellation receipt
- tr\_receipt\_number\_id: ID of tip refund receipt when non-cash overpayment was cancelled

### Cancelled Product Line Item

Description of the database: Cancelled product line item

Database fields and their description:

- canc\_prod\_ln\_item\_id: primary key of this record (product line item cancellation)(numeric)
- cancellation\_id: ID of cancellation (numeric)
- product\_line\_item\_id: ID referencing product line item itself (numeric)
- quantity: The number of units that were cancelled (numeric)
- unit\_price: The amount that each unit was priced as (numeric)
- tax\_rate: The rate at which the product(s) were taxed at (numeric)
- tax\_amount: The amount of tax that was cancelled for the product(s) (numeric)
- name: Name/description of the product being cancelled (alphanumeric)
- type: Product discriminator defining the product type (alphanumeric)

### Cancelled Service Line Item

Description of the database: Cancelled service line item

Database fields and their description:

- canc\_svc\_ln\_item\_id: primary key of this record (service line item cancellation)(numeric)
- cancellation\_id: ID of cancellation (numeric)
- service\_line\_item\_id: The service line item that is being cancelled (numeric)

- amount: The total amount that was cancelled for the service line item (numeric)
- tax\_rate: The rate at which the service(s) were taxed at (numeric)
- tax\_amount: The amount of tax that was cancelled for the service(s)(numeric)
- name: Name/description of the service being cancelled (alphanumeric)

### Cancelled Voucher Line Item

Description of the database: Cancelled voucher line item

Database fields and their description:

- canc\_vchr\_ln\_item\_id: primary key of this record (service line item cancellation)(numeric)
- cancellation\_id: ID of cancellation (numeric)
- voucher\_line\_item\_id: The voucher line item that is being cancelled (numeric)
- amount: The total amount that was cancelled for the service line item (numeric)
- description:Name/description of the service being cancelled (alphanumeric)
- quantity: The number of units that were cancelled (numeric)
- unit\_price: The amount that each unit was priced as (numeric)
- Tax\_rate: The rate at which the voucher was taxed at(numeric)
- Tax\_amount: The amount of tax that was charged for the voucher (numeric)

### Refund

Description of the database: Refunds issued

Database fields and their description:

- refund\_id: refund\_id (numeric)
- cancellation\_id: ID of cancellation (numeric)
- amount: Reflects the amount refunded (numeric)
- payment\_type: Payment discriminator defining the refund type (alphanumeric)
- card\_type: Name of the card type that was used for card refund (alphanumeric)
- voucher\_issuer: Name of the voucher issuer (alphanumeric)

### Venue Transaction Receipt Number

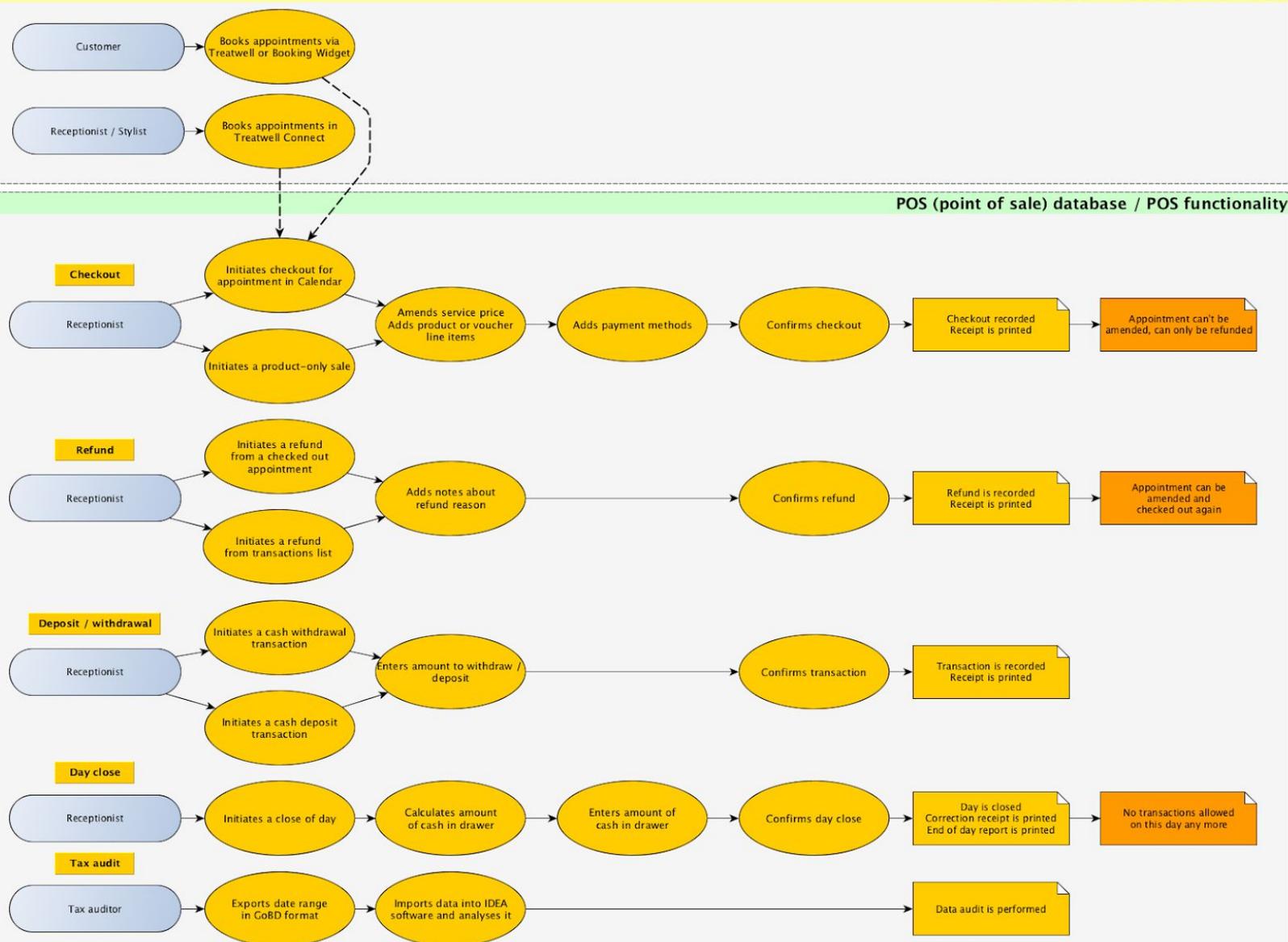
Description of the database: Receipt information

Database fields and their description:

- vt\_receipt\_number\_id: ID of venue transaction receipt (numeric)

- venue\_id: ID of venue (numeric)
- receipt\_date: Date of receipt (alphanumeric)
- receipt\_uri: Receipt URI used to fetch from repository (alphanumeric)
- receipt\_copy\_uri: Receipt copy URI used to fetch from repository (alphanumeric)
- receipt\_number: receipt\_number (alphanumeric)
- transaction\_number: Receipt transaction number

In addition, the following flowchart illustrates how relevant information enters and how it is processed in the software:



### 3.6.3 Arithmetic calculations and rounding rules

#### 3.6.3.1 Checkouts

All service, product and salon voucher prices can only be entered as gross prices with 2 fractional accuracy. Also all payment amounts can be entered into the system with 2 fractional digit accuracy. Single item prices and entered absolute payment amounts are never rounded - neither on receipts or end of day reports nor in transaction report.

### 3.6.3.2 VAT calculation

By default the country's standard VAT rate is applied. If the user sells items with alternative VAT rates, the user can apply these on item level choosing from predefined VAT rates with fixed VAT codes printed on sale receipts.

#### VAT Codes:

A = Standard VAT rate, B = Reduced 1, C = Reduced2, D= Special, E= Zero VAT

#### Available VAT rates per country:

- Belgium: 21 (A), 12 (B), 6 (C), 0 (E)
- Germany: 19 (A), 7 (B), 0 (E)
- France: 20 (A), 10 (B), 5.5 (C), 2.1 (D), 0 (E)
- United Kingdom: 20 (A), 5(B), 0 (E)
- Ireland: 23 (A), 13.5 (B), 9 (C), 4.8 (D), 0 (E)
- Italy: 22 (A), 10 (B), 5 (C), 4 (D), 0 (E)
- Lithuania: 21 (A), 9 (B), 5 (C), 0 (E)
- Netherlands: 21 (A), 9 (B), 0 (E)
- Austria: 20 (A), 13 (B), 10 (C), 0 (E)
- Spain: 21 (A), 10 (B), 4 (D), 0 (E)
- Switzerland: 7.7 (A), 2.5 (B), 3.7 (D), 0 (E)

When breaking down the gross amount into net and VAT, the Net amount is first calculated with **6 fractional digit** accuracy (using **HALF\_UP rounding method**). Then the net amount is multiplied with the VAT rate to calculate the VAT amount with **5 fractional digit** accuracy (using **HALF\_UP rounding method**).

#### Rule (VAT rate: 20%):

Net amount = Gross amount / 1,20

VAT amount = Net amount \* 0,20

#### Example:

If the gross amount is 10.00 EUR, and VAT rate is 20% then

Net amount = 10.00 EUR / 1,20 = 8.333333, rounded down to 8.33333 EUR

VAT amount = 8.33 EUR \* 0,20 = 1,666666 rounded up to 1.66667 EUR

Systemically, the values rounded to 5 decimal places are always stored and further calculated: If values rounded to 2 decimal places must be saved and displayed, for example, on sale receipts or in reports, all related values rounded to 5 decimal

places are summed up first and then rounded to 2 decimal places using the "HALF\_UP rounding method".

### Definition of HALF\_UP rounding method

HALF\_UP rounding method is used as defined by the Java programming language:

Rounding mode to round towards 'nearest neighbor' unless both neighbors are equidistant, in which case round up.

#### Persisting storage:

For each sale and refund transaction, the following is stored for each VAT rate used:

- Link to checkout
- VAT code
- VAT rate
- Total amount without tax
- VAT amount
- Total amount including tax

#### 3.6.3.3 Percentage discount calculation

Percentage discount is applied and calculated individually per item (service, product or voucher) in the cart. Discount is calculated and rounded up with 2 fractional digit accuracy and HALF\_UP rounding method and then deducted from gross item amount to get the final amount.

discounted amount = (gross amount \* percentage rate)

final amount = (gross amount) - (rounded up discounted amount)

**Example:** If the gross amount of an item is 50.50 EUR, and a discount of 25% is applied then

**discounted amount** is  $50.50 \text{ EUR} * 25/100 = 12.625 \text{ EUR}$ , rounded up to 12.63 EUR

**final amount** then is  $50.50 \text{ EUR} - 12.63 \text{ EUR} = 37.87 \text{ EUR}$

#### 3.6.3.4 Single-purpose voucher redemption<sup>1</sup>

Single-purpose vouchers are vouchers that are treated as revenue and subject to VAT at the time of the sale. When redeemed, Treatwell POS treats them like

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<sup>1</sup> See vouchers (salon vouchers) in this documentation.

discounts: the to be paid amount is then reduced by the redeemed single-purpose voucher amount.

**Example:** If the gross amount is 70 EUR and a single-purpose voucher worth 50€ is redeemed, the gross amount will be deducted by the single-purpose voucher amount. The to be paid amount then is 20€. Only the 20€ are treated as revenue and subject to VAT, because the 50€ had already been treated as such when sold.

### 3.6.3.5 Internal cash operations

Cash withdrawals and cash deposits can be entered with 2 fractional digits and no rounding is applied.

### 3.6.3.6 End of day report calculations

The End of day report sums up the POS transactions booked on a specific day. The underlying calculations are listed below.

#### **Multi VAT venue<sup>2</sup>**

##### Gross revenue

- Services: sum of all gross service line item amounts
- Services VAT breakdown: sum of gross service line item amounts for each VAT rate
- Service refunds: sum of all refunded gross service line item amounts (always negative)
- Service refund VAT breakdown: sum of gross service line refunds for each VAT rate (always negative)
- Products: sum of all gross product line item amounts
- Products VAT breakdown: sum of gross product line amounts for each VAT rate
- Product refunds: sum of all refunded gross product line item amounts (always negative)
- Product refund VAT breakdown: sum of gross product line refunds for each VAT rate (always negative)
- Net revenue: sum of all net amounts of service line and product line items (positive) and refunds (negative)
- Total VAT: sum of all VAT amounts of all line items (positive) and refunds (negative) on this day
- Total VAT rate breakdown: total VAT amounts for each VAT rate

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<sup>2</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

- Gross total: sum of all gross totals of service line and product line items (positive) and refunds (negative)

#### Salon vouchers

- Salon vouchers issued: total sum of all issued (positive) voucher amounts
- Salon vouchers refunded: total sum of all refunded (negative) voucher amounts

#### Payments

- Sums of each received (positive) and refunded (negative) payment methods

#### Cash drawer

- Opening cash balance: amount of cash in the drawer as recorded on previous business day end closing (or 0 if this was a first closed business day)
- Cash payments: sum of all received cash payments
- Cash refunds: sum of all refunded cash payments
- Cash deposits: sum of all cash deposits into the cash drawer
- Cash withdrawals: sum of all cash withdrawals from the cash drawer
- Cash drawer adjustment: deposit or withdrawal of cash from the drawer to correct for a missing cash closing amount
- Closing cash balance: Opening cash balance + cash payments (positive) + cash refunds (negative) + cash deposits (positive) + cash withdrawals (negative) + cash drawer adjustment (positive or negative)

#### Issued refunds

- List (no sum) of all refunded line items including refunded gross amount (negative)

### **Single VAT venue<sup>3</sup>**

#### Gross revenue

- Services: sum of all gross service line item amounts
- Services VAT breakdown: sum of gross service line item amounts for each VAT rate
- Service refunds: sum of all refunded gross service line item amounts (always negative)
- Service refund VAT breakdown: sum of gross service line refunds for each VAT rate (always negative)
- Products: sum of all gross product line item amounts

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<sup>3</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

- Products VAT breakdown: sum of gross product line amounts for each VAT rate
- Product refunds: sum of all refunded gross product line item amounts (always negative)
- Product refund VAT breakdown: sum of gross product line refunds for each VAT rate (always negative)
- Vouchers: sum of all gross voucher line item amounts
- Vouchers VAT breakdown: sum of gross voucher line amounts for each VAT rate
- Voucher refunds: sum of all refunded gross voucher line item amounts (always negative)
- Voucher refund VAT breakdown: sum of gross voucher line refunds for each VAT rate (always negative)
- Net revenue: sum of all net amounts of service, product and voucher line items (positive) and refunds (negative)
- Total VAT: sum of all VAT amounts of all line items (positive) and refunds (negative) on this day
- Total VAT rate breakdown: total VAT amounts for each VAT rate
- Gross total: sum of all gross totals of service, product and voucher line items (positive) and refunds (negative)

#### Redeemed vouchers

- Redeemed vouchers: total sum of all issued (positive) voucher amounts
- Redeemed voucher refund: total sum of all refunded (negative) voucher amounts

#### Payments

- Sums of each received (positive) and refunded (negative) payment methods

#### Cash drawer

- Opening cash balance: amount of cash in the drawer as recorded on previous business day end closing (or 0 if this was a first closed business day)
- Cash payments: sum of all received cash payments
- Cash refunds: sum of all refunded cash payments
- Cash deposits: sum of all cash deposits into the cash drawer
- Cash withdrawals: sum of all cash withdrawals from the cash drawer
- Cash drawer adjustment: deposit or withdrawal of cash from the drawer to correct for a missing cash closing amount

- Closing cash balance: Opening cash balance + cash payments (positive) + cash refunds (negative) + cash deposits (positive) + cash withdrawals (negative) + cash drawer adjustment (positive or negative)

#### Issued refunds

- List (no sum) of all refunded line items including refunded gross amount (negative)

#### 3.6.3.7 Monthly POS report calculations

Monthly POS reports are created when pulled. Each Monthly POS report always includes its creation date and time. In principle, Monthly POS reports can be created multiple times: Those that are pulled for the same past calendar month only differ in creation date and time - all other values are always identical. If the user retrieves the Monthly POS report for the current calendar month, it contains all related POS transactions since the first day 00:00:00 of the calendar month until the time of its creation.

### **Multi VAT venue**

#### Sales summary

- Checkouts
  - Qty: number of sale transactions
  - Net: sum of net amounts of all sold service and product line items
  - VAT: sum of all VAT amounts of all service and product line items
  - Gross: sum of gross amounts of all sold service and product line items
- Refunds:
  - Qty: number of refund transactions
  - Net: sum of net amounts of all refunded service and product line items
  - VAT: sum of all VAT amounts of all refunded service and product line items
  - Gross: sum of gross amounts of all refunded service and product line items
- Grand total:
  - Qty: sum of number of sale transactions and number of refund transactions
  - Net: sum of all net amounts of all sold service and product line items and of all net amounts of all refunded service and product line items
  - VAT: sum of all VAT amounts of all sold service and product line items and of all VAT amounts of all refunded service and product line items
  - Gross: sum of gross amounts of all sold service and product line items and of gross amounts of all refunded service and product line items

#### Sales by category

- Services
  - Gross sales: sum of gross amounts of all sold service line items
  - Gross refunds: sum of gross amounts of all refunded service line items
  - Gross total: sum of gross amounts of all sold service line items and of all refunded service line items
- Products
  - Gross sales: sum of gross amounts of all sold product line items
  - Gross refunds: sum of gross amounts of all refunded product line items
  - Gross total: sum of gross amounts of all sold product line items and of all refunded service line items
- Grand total
  - Gross sales: sum of gross amounts of all sold service and product line items
  - Gross refunds: sum of gross amounts of all refunded service and product line items
  - Gross total: sum of gross amounts of all sold service and product line items and of gross amounts of all refunded product and service line items

#### Not revenue relevant

##### Vouchers without VAT (Multi Purpose)

- Vouchers sold
  - Vouchers qty: number of multi purpose vouchers sold
  - Gross: sum of gross amounts of all sold multi purpose vouchers
- Vouchers refunded
  - Vouchers qty: number of refunded single purpose vouchers
  - Gross: sum of gross amounts of all refunded single purpose vouchers

#### VAT by rate

- For each VAT rate used (at least 1 sold or refunded service or product line item during report time frame)
  - VAT rate in %
    - Net: sum of net amounts of all sold service and product items of the particular VAT rate and of net amounts of all refunded service and product items of the particular VAT rate
    - VAT: sum of VAT amounts of all sold service and product items of the particular VAT rate and of VAT amounts of all refunded service and product line items of the particular VAT rate
    - Gross: Sum of gross amounts of all sold service and product line items of the particular VAT rate and of gross amounts of all refunded service and product line items of the particular VAT rate
- Grand total

- Net: sum of net amounts of all sold service and product items of all used VAT rates and of net amounts of all refunded line items of all used VAT rates
- VAT: sum of VAT amounts of all sold service and product line items of all used VAT rates and of VAT amounts of all refunded service and product items of all used VAT rates
- Gross: Sum of gross amounts of all service and product line items and of gross amounts of all service and product line items of all used VAT rates

#### VAT by category

- Services
  - For each VAT rate used (at least 1 sold or refunded service line item during report time frame)
    - VAT rate in %
      - Net: sum of net amounts of all sold service items of the particular VAT rate and of net amounts of all refunded service items of the particular VAT rate
      - VAT: sum of VAT amounts of all sold service items of the particular VAT rate and of VAT amounts of all refunded service line items of the particular VAT rate
      - Gross: Sum of gross amounts of all sold service line items of the particular VAT rate and of gross amounts of all refunded service line items of the particular VAT rate
- Products
  - For each VAT rate used (at least 1 sold or refunded product line item during report time frame)
    - VAT rate in %
      - Net: sum of net amounts of all sold product items of the particular VAT rate and of net amounts of all refunded product items of the particular VAT rate
      - VAT: sum of VAT amounts of all sold product items of the particular VAT rate and of VAT amounts of all refunded product line items of the particular VAT rate
      - Gross: Sum of gross amounts of all sold product line items of the particular VAT rate and of gross amounts of all refunded product line items of the particular VAT rate
- Grand total
  - Net: sum of net amounts of all sold service and product items of all used VAT rates and of net amounts of all refunded line items of all used VAT rates

- VAT: sum of VAT amounts of all sold service and product line items of all used VAT rates and of VAT amounts of all refunded service and product items of all used VAT rates
- Gross: Sum of gross amounts of all service and product line items and of gross amounts of all service and product line items of all used VAT rates

### Payments by type

- Cash
  - Gross sales: sum of all cash payments
  - Gross refunds: sum of all cash refunds
  - Gross total: sum of all cash payments and of all cash refunds
- Card
 

For each card schema used (at least 1 payment or refund during report time frame)

  - Gross sales: sum of all payments of at particular card schema
  - Gross sales: sum of all refunds of a particular card schema
  - Gross total: sum of all payments of a particular card schema and of all refunds of a particular card schema
- Vouchers & other
 

For each related payment method (Other payment method, 3rd party voucher, Salon voucher) used (at least 1 payment or refund during report time frame)

  - Gross sales: sum of all payments of a particular payment method
  - Gross sales: sum of all refunds of a particular payment method
  - Gross total: sum of all payments and of all refunds of a particular payment method
- Payments receipt via Treatwell
  - Gross sales: sum of all online payments via Treatwell
  - Gross sales: sum of all refunds of all online payments via Treatwell
  - Gross total: sum of all online payments via Treatwell and of all refunds of online payments via Treatwell
- Grand total
  - Gross sales: sum of all payment method payments
  - Gross refunds: sum of all payment method refunds
  - Gross total: sum of all payment method payments and of all payment method refunds

### **Single VAT venue<sup>4</sup>**

#### Sales summary

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<sup>4</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

- Checkouts
  - Qty: number of sale transactions
  - Net: sum of net amounts of all sold line items
  - VAT: sum of all VAT amounts of all sold line items
  - Gross: sum of gross amounts of all sold line items
- Refunds:
  - Qty: number of refund transactions
  - Net: sum of net amounts of all refunded line items
  - VAT: sum of all VAT amounts of all refunded line items
  - Gross: sum of gross amounts of all refunded line items
- Grand total:
  - Qty: sum of number of sale transactions and number of refund transactions
  - Net: sum of all net amounts of all sold line items and of all net amounts of all refunded line items
  - VAT: sum of all VAT amounts of all sold line items and of all VAT amounts of all refunded line items
  - Gross: sum of gross amounts of all sold line items and of gross amounts of all refunded line items

#### Sales by category

- Services
  - Gross sales: sum of gross amounts of all sold service line items
  - Gross refunds: sum of gross amounts of all refunded service line items
  - Gross total: sum of gross amounts of all sold service line items and of all refunded service line items
- Products
  - Gross sales: sum of gross amounts of all sold product line items
  - Gross refunds: sum of gross amounts of all refunded product line items
  - Gross total: sum of gross amounts of all sold product line items and of all refunded service line items
- Vouchers
  - Gross sales: sum of gross amounts of all sold single purpose voucher line items
  - Gross refunds: sum of gross amounts of all refunded single purpose voucher line items
  - Gross total: sum of gross amounts of all sold single purpose voucher line items and of all refunded single purpose voucher line items
- Grand total
  - Gross sales: sum of gross amounts of all sold line items
  - Gross refunds: sum of gross amounts of all refunded line items

- Gross total: sum of gross amounts of all sold line items and of gross amounts of all refunded line items

#### Not revenue relevant

##### Vouchers with VAT (Single Purpose)

- Vouchers redeemed
  - Vouchers qty: number of single purpose vouchers redeemed
  - Gross: sum of gross amounts of all single purpose vouchers redeemed
- Redeemed voucher refunds
  - Vouchers qty: number of refunded redeemed single purpose vouchers
  - Gross: sum of gross amounts of all refunded redeemed single purpose vouchers

#### VAT by rate

- Country standard VAT rate
  - Net: sum of net amounts of all sold line items of country standard VAT rate and of net amounts of all refunded line items of country standard VAT rate
  - VAT: sum of VAT amounts of all sold line items of country standard VAT rate and of VAT amounts of all refunded line items of country standard VAT rate
  - Gross: Sum of gross amounts of all sold line items of country standard VAT rate and of gross amounts of all refunded line items of country standard VAT rate
- Grand total
  - Net: sum of net amounts of all sold line items and of net amounts of all refunded line items
  - VAT: sum of VAT amounts of all sold line items and of VAT amounts of all refunded line items
  - Gross: Sum of gross amounts of all sold line items and of gross amounts of all refunded line items

#### VAT by category

- Services
  - Country standard VAT rate
    - Net: sum of net amounts of all sold service line items of country standard VAT rate and of net amounts of all refunded service line items of country standard VAT rate
    - VAT: sum of VAT amounts of all sold service line items of country standard VAT rate and of VAT amounts of all refunded service line items of country standard VAT rate
    - Gross: Sum of gross amounts of all sold service line items of country standard VAT rate and of gross amounts of all refunded service line items of country standard VAT rate

- Products
  - Country standard VAT rate
    - Net: sum of net amounts of all sold product line items of country standard VAT rate and of net amounts of all refunded product line items of country standard VAT rate
    - VAT: sum of VAT amounts of all sold product line items of country standard VAT rate and of VAT amounts of all refunded product line items of country standard VAT rate
    - Gross: Sum of gross amounts of all sold product line items of country standard VAT rate and of gross amounts of all refunded product line items of country standard VAT rate
- Vouchers
  - Country standard VAT rate
    - Net: sum of net amounts of all sold single purpose voucher line items of country standard VAT rate and of net amounts of all refunded single purpose voucher line items of country standard VAT rate
    - VAT: sum of VAT amounts of all sold single purpose voucher line items of country standard VAT rate and of VAT amounts of all refunded single purpose voucher line items of country standard VAT rate
    - Gross: Sum of gross amounts of all sold single purpose voucher line items of country standard VAT rate and of gross amounts of all refunded single purpose voucher line items of country standard VAT rate
  - Grand total
    - Net: sum of net amounts of all sold line items and of net amounts of all refunded line items
    - VAT: sum of VAT amounts of all sold line items and of VAT amounts of all refunded line items
    - Gross: Sum of gross amounts of all sold line items and of gross amounts of all refunded line items

#### Payments by type

- Cash
  - Gross sales: sum of all cash payments
  - Gross refunds: sum of all cash refunds
  - Gross total: sum of all cash payments and of all cash refunds
- Card
 

For each card schema used (at least 1 payment or refund during report time frame)

  - Gross sales: sum of all payments of at particular card schema
  - Gross refunds: sum of all refunds of a particular card schema

- Gross total: sum of all payments of a particular card schema and of all refunds of a particular card schema
- Vouchers & other  
For each related payment method (Other payment method, 3rd party voucher, Salon voucher) used (at least 1 payment or refund during report time frame)
  - Gross sales: sum of all payments of a particular payment method
  - Gross refunds: sum of all refunds of a particular payment method
  - Gross total: sum of all payments and of all refunds of a particular payment method
- Payments receipt via Treatwell
  - Gross sales: sum of all online payments via Treatwell
  - Gross refunds: sum of all refunds of all online payments via Treatwell
  - Gross total: sum of all online payments via Treatwell and of all refunds of online payments via Treatwell
- Grand total
  - Gross sales: sum of all payment method payments
  - Gross refunds: sum of all payment method refunds
  - Gross total: sum of all payment method payments and of all payment method refunds

### 3.6.3.8 Yearly POS report calculations

Yearly POS reports are created when pulled. Each Yearly POS report always includes its creation date and time. In principle, Yearly POS reports can be created multiple times: Those that are pulled for the same past calendar year only differ in creation date and time - all other values are always identical. If the user retrieves the Yearly POS report for the current calendar year, it contains all related POS transactions since 01.01. 00:00:00 of the calendar year until the time of its creation.

### **Multi VAT venue<sup>5</sup>**

#### Sales summary

- Checkouts
  - Qty: number of sale transactions
  - Net: sum of net amounts of all sold service and product line items
  - VAT: sum of all VAT amounts of all service and product line items
  - Gross: sum of gross amounts of all sold service and product line items
- Refunds:
  - Qty: number of refund transactions

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<sup>5</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

- Net: sum of net amounts of all refunded service and product line items
- VAT: sum of all VAT amounts of all refunded service and product line items
- Gross: sum of gross amounts of all refunded service and product line items
- Grand total:
  - Qty: sum of number of sale transactions and number of refund transactions
  - Net: sum of all net amounts of all sold service and product line items and of all net amounts of all refunded service and product line items
  - VAT: sum of all VAT amounts of all sold service and product line items and of all VAT amounts of all refunded service and product line items
  - Gross: sum of gross amounts of all sold service and product line items and of gross amounts of all refunded service and product line items

#### Sales by category

- Services
  - Gross sales: sum of gross amounts of all sold service line items
  - Gross refunds: sum of gross amounts of all refunded service line items
  - Gross total: sum of gross amounts of all sold service line items and of all refunded service line items
- Products
  - Gross sales: sum of gross amounts of all sold product line items
  - Gross refunds: sum of gross amounts of all refunded product line items
  - Gross total: sum of gross amounts of all sold product line items and of all refunded service line items
- Grand total
  - Gross sales: sum of gross amounts of all sold service and product line items
  - Gross refunds: sum of gross amounts of all refunded service and product line items
  - Gross total: sum of gross amounts of all sold service and product line items and of gross amounts of all refunded product and service line items

#### Not revenue relevant

##### Vouchers without VAT (Multi Purpose)

- Vouchers sold
  - Vouchers qty: number of multi purpose vouchers sold
  - Gross: sum of gross amounts of all sold multi purpose vouchers
- Vouchers refunded
  - Vouchers qty: number of refunded single purpose vouchers

- Gross: sum of gross amounts of all refunded single purpose vouchers

#### VAT by rate

- For each VAT rate used (at least 1 sold or refunded service or product line item during report time frame)
  - VAT rate in %
    - Net: sum of net amounts of all sold service and product items of the particular VAT rate and of net amounts of all refunded service and product items of the particular VAT rate
    - VAT: sum of VAT amounts of all sold service and product items of the particular VAT rate and of VAT amounts of all refunded service and product line items of the particular VAT rate
    - Gross: Sum of gross amounts of all sold service and product line items of the particular VAT rate and of gross amounts of all refunded service and product line items of the particular VAT rate
- Grand total
  - Net: sum of net amounts of all sold service and product items of all used VAT rates and of net amounts of all refunded line items of all used VAT rates
  - VAT: sum of VAT amounts of all sold service and product line items of all used VAT rates and of VAT amounts of all refunded service and product items of all used VAT rates
  - Gross: Sum of gross amounts of all service and product line items and of gross amounts of all service and product line items of all used VAT rates

#### VAT by category

- Services
  - For each VAT rate used (at least 1 sold or refunded service line item during report time frame)
    - VAT rate in %
      - Net: sum of net amounts of all sold service items of the particular VAT rate and of net amounts of all refunded service items of the particular VAT rate
      - VAT: sum of VAT amounts of all sold service items of the particular VAT rate and of VAT amounts of all refunded service line items of the particular VAT rate
      - Gross: Sum of gross amounts of all sold service line items of the particular VAT rate and of gross amounts of all refunded service line items of the particular VAT rate
- Products
  - For each VAT rate used (at least 1 sold or refunded product line item during report time frame)

- VAT rate in %
  - Net: sum of net amounts of all sold product items of the particular VAT rate and of net amounts of all refunded product items of the particular VAT rate
  - VAT: sum of VAT amounts of all sold product items of the particular VAT rate and of VAT amounts of all refunded product line items of the particular VAT rate
  - Gross: Sum of gross amounts of all sold product line items of the particular VAT rate and of gross amounts of all refunded product line items of the particular VAT rate
- Grand total
  - Net: sum of net amounts of all sold service and product items of all used VAT rates and of net amounts of all refunded line items of all used VAT rates
  - VAT: sum of VAT amounts of all sold service and product line items of all used VAT rates and of VAT amounts of all refunded service and product items of all used VAT rates
  - Gross: Sum of gross amounts of all service and product line items and of gross amounts of all service and product line items of all used VAT rates

#### Payments by type

- Cash
  - Gross sales: sum of all cash payments
  - Gross refunds: sum of all cash refunds
  - Gross total: sum of all cash payments and of all cash refunds
- Card
 

For each card schema used (at least 1 payment or refund during report time frame)

  - Gross sales: sum of all payments of at particular card schema
  - Gross refunds: sum of all refunds of a particular card schema
  - Gross total: sum of all payments of a particular card schema and of all refunds of a particular card schema
- Vouchers & other
 

For each related payment method (Other payment method, 3rd party voucher, Salon voucher) used (at least 1 payment or refund during report time frame)

  - Gross sales: sum of all payments of a particular payment method
  - Gross refunds: sum of all refunds of a particular payment method
  - Gross total: sum of all payments and of all refunds of a particular payment method
- Payments receipt via Treatwell

- Gross sales: sum of all online payments via Treatwell
- Gross refunds: sum of all refunds of all online payments via Treatwell
- Gross total: sum of all online payments via Treatwell and of all refunds of online payments via Treatwell
- Grand total
  - Gross sales: sum of all payment method payments
  - Gross refunds: sum of all payment method refunds
  - Gross total: sum of all payment method payments and of all payment method refunds

## **Single VAT venue<sup>6</sup>**

### Sales summary

- Checkouts
  - Qty: number of sale transactions
  - Net: sum of net amounts of all sold line items
  - VAT: sum of all VAT amounts of all sold line items
  - Gross: sum of gross amounts of all sold line items
- Refunds:
  - Qty: number of refund transactions
  - Net: sum of net amounts of all refunded line items
  - VAT: sum of all VAT amounts of all refunded line items
  - Gross: sum of gross amounts of all refunded line items
- Grand total:
  - Qty: sum of number of sale transactions and number of refund transactions
  - Net: sum of all VAT amounts of all sold line items and of all VAT amounts of all refunded line items
  - VAT: sum of all VAT amounts of all sold line items and of all VAT amounts of all refunded line items
  - Gross: sum of gross amounts of all sold line items and of gross amounts of all refunded line items

### Sales by category

- Services
  - Gross sales: sum of gross amounts of all sold service line items
  - Gross refunds: sum of gross amounts of all refunded service line items
  - Gross total: sum of gross amounts of all sold service line items and of all refunded service line items
- Products
  - Gross sales: sum of gross amounts of all sold product line items

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<sup>6</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

- Gross refunds: sum of gross amounts of all refunded product line items
- Gross total: sum of gross amounts of all sold product line items and of all refunded service line items
- Vouchers
  - Gross sales: sum of gross amounts of all sold single purpose voucher line items
  - Gross refunds: sum of gross amounts of all refunded single purpose voucher line items
  - Gross total: sum of gross amounts of all sold single purpose voucher line items and of all refunded single purpose voucher line items
- Grand total
  - Gross sales: sum of gross amounts of all sold line items
  - Gross refunds: sum of gross amounts of all refunded line items
  - Gross total: sum of gross amounts of all sold line items and of gross amounts of all refunded line items

#### Not revenue relevant

##### Vouchers with VAT (Single Purpose)

- Vouchers redeemed
  - Vouchers qty: number of single purpose vouchers redeemed
  - Gross: sum of gross amounts of all single purpose vouchers redeemed
- Redeemed voucher refunds
  - Vouchers qty: number of refunded redeemed single purpose vouchers
  - Gross: sum of gross amounts of all refunded redeemed single purpose vouchers

##### VAT by rate

- Country standard VAT rate
  - Net: sum of net amounts of all sold line items of country standard VAT rate and of net amounts of all refunded line items of country standard VAT rate
  - VAT: sum of VAT amounts of all sold line items of country standard VAT rate and of VAT amounts of all refunded line items of country standard VAT rate
  - Gross: Sum of gross amounts of all sold line items of country standard VAT rate and of gross amounts of all refunded line items of country standard VAT rate
- Grand total
  - Net: sum of net amounts of all sold line items and of net amounts of all refunded line items
  - VAT: sum of VAT amounts of all sold line items and of VAT amounts of all refunded line items

- Gross: Sum of gross amounts of all sold line items and of gross amounts of all refunded line items

#### VAT by category

- Services
  - Country standard VAT rate
    - Net: sum of net amounts of all sold service line items of country standard VAT rate and of net amounts of all refunded service line items of country standard VAT rate
    - VAT: sum of VAT amounts of all sold service line items of country standard VAT rate and of VAT amounts of all refunded service line items of country standard VAT rate
    - Gross: Sum of gross amounts of all sold service line items of country standard VAT rate and of gross amounts of all refunded service line items of country standard VAT rate
- Products
  - Country standard VAT rate
    - Net: sum of net amounts of all sold product line items of country standard VAT rate and of net amounts of all refunded product line items of country standard VAT rate
    - VAT: sum of VAT amounts of all sold product line items of country standard VAT rate and of VAT amounts of all refunded product line items of country standard VAT rate
    - Gross: Sum of gross amounts of all sold product line items of country standard VAT and of gross amounts of all refunded product line items of country standard VAT rate
- Vouchers
  - Country standard VAT rate
    - Net: sum of net amounts of all sold single purpose voucher line items of country standard VAT and of net amounts of all refunded product line items of country standard VAT
    - VAT: sum of VAT amounts of all sold single purpose voucher line items of country standard VAT and of VAT amounts of all refunded single purpose voucher line items of country standard VAT
    - Gross: Sum of gross amounts of all sold single purpose voucher line items of country standard VAT and of gross amounts of all refunded single purpose voucher line items of country standard VAT
- Grand total
  - Net: sum of net amounts of all sold line items and of net amounts of all refunded line items

- VAT: sum of VAT amounts of all sold line items and of VAT amounts of all refunded line items
- Gross: Sum of gross amounts of all sold line items and of gross amounts of all refunded line items

#### Payments by type

- Cash
  - Gross sales: sum of all cash payments
  - Gross refunds: sum of all cash refunds
  - Gross total: sum of all cash payments and of all cash refunds
- Card
 

For each card schema used (at least 1 payment or refund during report time frame)

  - Gross sales: sum of all payments of at particular card schema
  - Gross refunds: sum of all refunds of a particular card schema
  - Gross total: sum of all payments of a particular card schema and of all refunds of a particular card schema
- Vouchers & other
 

For each related payment method (Other payment method, 3rd party voucher, Salon voucher) used (at least 1 payment or refund during report time frame)

  - Gross sales: sum of all payments of a particular payment method
  - Gross refunds: sum of all refunds of a particular payment method
  - Gross total: sum of all payments and of all refunds of a particular payment method
- Payments receipt via Treatwell
  - Gross sales: sum of all online payments via Treatwell
  - Gross refunds: sum of all refunds of all online payments via Treatwell
  - Gross total: sum of all online payments via Treatwell and of all refunds of online payments via Treatwell
- Grand total
  - Gross sales: sum of all payment method payments
  - Gross refunds: sum of all payment method refunds
  - Gross total: sum of all payment method payments and of all payment method refunds

#### 3.6.3.9 VAT report calculations

VAT reports are created when pulled. Each VAT report always includes its creation date and time. The user can define the report's first and last day and can decide if the report is pulled for all or for a particular employee. Users must enter their VAT

number under 'Finance' - 'Business Details', otherwise the VAT report is not generated.

### **Multi VAT venue<sup>7</sup>**

- Services (for each VAT rate used (at least 1 sold or refunded service line item during report time frame)):
  - Net Total: Sum of net amount of all sold service line items and of all refunded service line items
  - VAT: Sum of VAT amount of all sold service line items and of all refunded service line items
- Products (for each VAT rate used (at least 1 sold or refunded service line item during report time frame)):
  - Net Total: Sum of net amount of all sold product line items and of all refunded product line items
  - VAT: Sum of VAT amount of all sold service line items and of all refunded service line items
- Grand total:
  - Net Total: Sum of net amount of all sold service and product line items and of all refunded service and product line items
  - VAT: Sum of VAT amount of all sold service and product line items and of all refunded line items

### **Single VAT venue<sup>8</sup>**

- Services (for each VAT rate used (at least 1 sold or refunded service line item during report time frame)):
  - Net Total: Sum of net amount of all sold service line items and of all refunded service line items
  - VAT: Sum of VAT amount of all sold service line items and of all refunded service line items
- Products (for each VAT rate used (at least 1 sold or refunded service line item during report time frame)):
  - Net Total: Sum of net amount of all sold product line items and of all refunded product line items
  - VAT: Sum of VAT amount of all sold service line items and of all refunded service line items
- Vouchers (market default VAT rate):
  - Net Total: Sum of net amount of all sold single purpose voucher line items and of all refunded single purpose voucher line items
  - VAT: Sum of VAT amount of all sold single purpose voucher line items and of all refunded single purpose voucher line items

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<sup>7</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

<sup>8</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

- Grand total:
  - Net Total: Sum of net amount of all sold line items and of all refunded line items
  - VAT: Sum of VAT amount of all sold line items and of all refunded line items

### 3.6.4 Data structures and acces

Treatwell POS offers reports that are generated in real time when pulled. Except for the time frame, the user cannot configure these reports (e.g. content or structure).

The same applies to the journal ('transaction report'), in which all cash transactions are recorded chronologically: it can not be changed in any form by the users. The transaction report contains all POS transactions (that is, cash and non-cash). The ability to count the cash at any time is ensured by the fact that cash POS transactions are clearly marked as such and are deductible.

The transaction report is available in a tabular format for all users in a standard and an advanced view. The following information is always stored, archived and displayed:

- Date & time
- Transaction number & receipt number
- Transaction type:
  - Cash withdrawal
  - Cash deposit
  - Sale
  - Refund
  - Cash drawer correction
- Reference to refunded sale transactions and refund transactions:
  - Refunded sale transactions: Transaction of the refunding transaction
  - Refunds: Transaction number of the refunded sale transaction
- Client: Client name at the time of the sale, 'Walk-in' if there was no client name
- Total amount: Total (gross) amount of the POS transaction
- Item/ note (dependent on transaction type):
  - Sale: name and gross amount of each sold item
    - Service name
    - Product name
    - Salon voucher name
  - Refund: name and negative gross amount of each sold item
    - Service name

- Product name
- Salon voucher name
- Cash deposit and cash withdrawal
  - Manually entered note
- VAT rate
- VAT amount
- Payment type(s)
  - Cash
  - Non-cash:
    - Card and schema (e.g. VISA)
    - Vouchers & other:
      - 3rd party voucher and manual note (alphanumeric, e.g. 'Voucher issuer XY')
      - Salon voucher and manual note (alphanumeric, e.g. 'Voucher 50 XYZ')
      - Other payment method and manual note (alphanumeric, e.g. 'Paypal')
  - Payments received via TW: Prepaid by customer during online booking of the appointment

Furthermore, the transaction report contains an overview, which is similar to the end of day reports, but not completely identical, displaying the following information:

#### Single VAT venue<sup>9</sup>

- Gross revenue:
  - Cumulative gross revenue broken down first by type (service, product or voucher) and then by VAT rate
  - Cumulative refunded gross sales broken down first by type (service, product or voucher) and then by VAT rate
  - Gross total
- Voucher redemption:
  - Cumulative amount of all redeemed vouchers
  - Cumulative amount of all refunded redeemed vouchers
- Payments:
  - Cumulative payments broken down by type (cash, card, vouchers & others, payments received via TW) and subcategory (card schema & voucher third party, own voucher, other payment method)

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<sup>9</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers).

- Cumulative payment refunds broken down by type (cash, card, vouchers & others, payments received via TW) and subcategory (card schema & voucher third party, own voucher, other payment method)
- Cash drawer:
  - Opening cash balance
  - Cumulative cash payments
  - Cumulative cash payment refunds
  - Cumulative cash deposits
  - Cumulative cash withdrawals
  - Cash drawer correction
  - Closing cash balance

#### Multi VAT venue<sup>10</sup>

- Gross revenue:
  - Cumulative gross revenue broken down first by type (service or product) and then by VAT rate
  - Cumulative refunded gross sales broken down first by type (service or product) and then by VAT rate
  - Gross total
- Salon voucher:
  - Cumulative amount salon vouchers issued
  - Cumulative amount refunded salon vouchers
- Payments:
  - Cumulative payments broken down by type (cash, card, vouchers & others, payments received via TW) and subcategory (card schema & voucher third party, own voucher, other payment method)
  - Cumulative payment refunds broken down by type (cash, card, vouchers & others, payments received via TW) and subcategory (card schema & voucher third party, own voucher, other payment method)
- Cash drawer:
  - Opening cash balance
  - Cumulative cash payments
  - Cumulative cash payment refunds
  - Cumulative cash deposits
  - Cumulative cash withdrawals
  - Cash drawer correction
  - Closing cash balance

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<sup>10</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

### 3.6.5 Generation and processing of other report data

Transaction report and other reports are updated in real time. Accordingly, they basically contain the same sales data. In case of an audit, the journal ('transaction report') and the 'full data download' export are binding. Both can be viewed and exported online, regardless of the cash drawer location.

### 3.6.6 Backup and protection against loss of data

#### 3.6.6.1 Backup by Treatwell

Treatwell uses Amazon Relational Database Service (RDS) as the hosting platform for both our Microsoft SQL Server (MSSQL) and PostgreSQL (PGSQL) databases. Treatwell POS data was initially stored in the MSSQL database (in the monolith), and migrated to a new, proprietary PGSQL database on an ASW server in Frankfurt (Main) in Germany. For legacy reasons, Treatwell requires that all its MSSQL databases are hosted on the same physical server. Within the PGSQL deployment, Treatwell currently only uses a single server, with multiple independent databases hosted on it (each of which, if desired, can be moved to a separate server for scaling / outage / DR reasons).

Both MSSQL and PGSQL have 2 nodes running within different Availability Zones with 1 as a master at any given moment, with the ability to failover to the other if Amazon Web Services (AWS) detects any failure in the primary. Such a failover will cause an outage (in requests that make it to the backend, and require MSSQL) for a minute or so, and has happened a handful of times while we've been hosted there (thus demonstrating that our connection management configuration handles such a failover). We have not yet (to our knowledge) experienced a failover of the PostgreSQL database.

Treatwell has a live read-replica setup for the PGSQL database against which more expensive queries can be run. This isn't transactionally accurate, but in the majority of the time will only be milliseconds behind the master. Treatwell restores a daily snapshot of the MSSQL server to a reporting instance, which means it's accurate at the point the snapshot was made (around 2am each morning). AWS automatically checkpoints RDS servers every few minutes, making it possible to rollback in time relatively accurately within the time period for which the checkpoints exist.

Treatwell takes snapshots of both MSSQL and PGSQL servers overnight, and keeps 30 + 31 days worth respectively.

Treatwell further creates native backups of MSSQL, which are encrypted, and stored in a different AWS Region (Frankfurt) as one mechanism to deal with disaster recovery. PGSQL backups are taken from the read replica via selective pgdump commands, encrypted and stored in a different AWS region.

### 3.6.6.2 Manual backup by the user

Despite regular backup of all data entered in Treatwell POS, Treatwell does not guarantee full backup of all data. In particular, Treatwell is not liable for any loss of data that the user has not secured outside Treatwell's servers. As a result, the user is responsible for taking steps to prevent loss of data, such as regularly printing and archiving the end of day report, the transaction report and the Monthly and Yearly POS reports, as well as the creation, download, and secure storage of POS data exports such as 'full data download' or 'transaction export'. The manual backup by the user is always a data export from Treatwell POS. It is not possible to import any accounting-relevant data to Treatwell POS in order to for example restore an earlier stage.

### 3.6.7 Production servers (location and access)

All of Treatwell POS accounting and taxation data are processed and secured in Germany on Servers at Amazon Web Services servers. In addition, the data is backed up on AWS servers in Ireland.

Access to Treatwell's production servers can only be achieved via the Treatwell internal network, or via a bastion host. The servers are not on the public internet. Engineers and operations staff have access to these machines.

### 3.6.8 Data export

Treatwell POS offers two ways to export POS data:

#### **Full data download (GoBD export)**

Treatwell POS has a GdPDU / GoBD data export function. This was implemented in accordance with the German description standard for tax audits<sup>11</sup> (Version 1.1. as

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<sup>11</sup>

[http://support.audicon.net/index.php/idea/idea-aktuelle-downloads/doc\\_details/28-gdpdu-beschreibungsstandard.html](http://support.audicon.net/index.php/idea/idea-aktuelle-downloads/doc_details/28-gdpdu-beschreibungsstandard.html)

defined by Audicon GmbH for German tax authorities). POS data can be exported entirely for definable periods in GdPDU / GoBD format (CSV-Sheets including an explaining file). For the last time compliance in accordance with the description standard was confirmed in an external audit by Audicon GmbH for the program version 1.248.

### **Transaction export**

The transaction export can also be carried out for a freely definable period. In order to also export transactional data of today's business day, that day has to be closed first.

The transaction export is a CSV file containing all POS transactions of the specified period in chronological order. Specifically, the file contains the following information:

#### **Export file specification**

- Venue name and export period (start day - end day)

#### **Invariably for each POS transaction**

- Date
- Time
- Currency
- Individual transaction number
- Individual receipt number
- Transaction type (e.g. sale, refund, cash drawer correction, cash deposit, cash withdrawal)
- Cash balance in cash drawer
- Employee name

#### **If applicable, always in addition**

- Payment method(s) and amount(s)
- Name, gross amount, VAT rate & VAT rate per item
- Transaction reference (Reference to refunded or refunding transaction)
- Refund / cash deposit / cash withdrawal note
- Order reference (if related appointment was booked online)
- Appointment date & time

## 3.7 Further (technical) descriptions

### 3.7.1 Card payments

Card payments are always processed outside and independently of Treatwell POS.

### 3.7.1.1 Manual logging

Treatwell POS can be used for logging successfully processed card payments manually. It is possible to record the payment amount and card schema. Card details and all other information related to the payment process are neither managed nor stored.

### 3.7.1.2 SumUp integration

Merchants, using both Treatwell POS and SumUp Card Reader, can trigger SumUp payment funnel from within the Treatwell Connect App. Those payments remain fully processed by SumUp, Treatwell POS captures transactional data (payment sum & schema) which is provided by SumUp. No sensitive data will ever be passed through or stored on the device of Treatwell POS user. All data is encrypted by the card terminal which is certified by the relevant payment industry groups (PCI, EMV I & II, Visa, MasterCard and Amex).

#### More information:

SumUp is a mobile payments company, which is as a Payment Institution by the Financial Conduct Authority (license no. 900700) and is EMV (Europay, Mastercard, and Visa) and PCI-DSS certified, ensuring that payments are processed in accordance with the highest security standards.

According to SumUp its SumUp Air Card Reader is the most secure method of card payments and has received full certification from a range of regulatory bodies, including:

- PCI PTS V4.0 Certified, SRED
- EMV Level 1 & Level 2 certificates
- Mastercard Pay Pass, Visa Pay Wave, American Express Expresspay
- MasterCard TQM
- MasterCard TIP, Visa ADVT certified
- Visa Ready certified

Treatwell has integrated SumUp's native SDK (Software Development Kit) that offers a complete user journey through the payment flow: The SDK provides all user interface screens to guide Treatwell POS users through the SumUp card payment process, including selecting a terminal, presenting a card, entering the PIN or providing a signature. The SumUp payment process is triggered from within the Treatwell Connect app and the checkout result is returned with all relevant data at the end of the SumUp transaction. SumUp's SDK and API Switch

handle all communication with SumUp's Card Terminal(s) via Bluetooth (BLE 4.0) or an audio cable connection.

When a SumUp payment transaction is triggered through Treatwell POS, the associated payment information provided by SumUp is added to the sale receipt created by Treatwell POS. In addition to the usual items<sup>12</sup>, the sale receipt then always contains the following information:

- Card brand (e.g. VISA, MASTERCARD, AMEX, ...)
- Information whether PIN-verified or contactless-authorized
- Authorisation code
- Application identifier

### 3.7.2 Online payment

The central feature that Treatwell offers to its business partners (salons & studios) and customers (those who go to salons and studios to get the actual treatment) is online booking. 'Online booking' does not mean booking in the accounting sense but scheduling an appointment using Treatwell's online software.

For all online booking channels (Treatwell Homepage, Treatwell App and Partner Site, as well as the so-called widget, which the user can install on his own homepage and Facebook or Instagram profile) Treatwell offers the possibility for the customer to prepay online. The prepayment is processed by external payment service providers, the customer can pay using PayPal or credit cards (American Express, Mastercard & Visa) and also, but available via Treatwell App only, using the mobile payments Apple Pay and Google Pay. If so the customer is redirected to the payment service provider (PayPal, Stripe for credit card payments, Apple Pay, Google Pay) and is subject to the payment service provider's terms and conditions.

The payment to the Treatwell partner always takes place at the next payout date after the successful completion of the associated appointment. This may either be the first working day of the month and or the 15th - or the first working day after, if the 15th is no working day.

Treatwell then creates the invoices to the business partners, which include a detailed listing of software subscription fees, new customer commission and processing fees, and all online prepayments. This results in a total sum for the Treatwell partner, which can either be a payment by Treatwell to the partner or a payment by the partner to Treatwell.

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<sup>12</sup> see receipts

As an example: If a customer books and prepays on the 23th for an appointment for the 27th of the same month, the payment is carried out on the 1st working day of the following month.

Within the Treatwell POS architecture, online payment is treated as a unique non-cash payment method. The prepayment is always preselected during checkout and can not be changed by the user.

### 3.7.3 Vouchers

Treatwell Connect and Treatwell POS support different voucher types.

#### **Treatwell vouchers**

Treatwell continuously issues Treatwell vouchers. Those can be redeemed by Treatwell customers while booking an appointment online (Treatwell website, Treatwell Android or Treatwell iOS App). If the total amount of all booked services is above the Treatwell voucher value, the Treatwell customer is required to fully prepay the remaining sum online.

For Treatwell partners there's no difference if the Treatwell booking was subsidized with Treatwell voucher or not. Treatwell POS always treats them as regular online payments.

#### **Salon vouchers**

*The handling of salon vouchers by Treatwell POS has been adapted to the requirements of the EU Directive 2016/1065. It harmonises and changes the tax treatment of vouchers and has been in force since 01.01.2019 in all member states. The following describes how the handling of salon vouchers is technically defined. It should be emphasized that Treatwell does not provide any tax advice, does not verify the correct application by the user and also does not consult in any other way.*

Treatwell POS enables selling and redeeming those salon vouchers that can be used to buy any service or product the users offers. Managing and validating salon vouchers is not a feature of Treatwell POS: the user must develop appropriate procedures for managing issued & redeemed vouchers. A splitting on several purchases is possible in principle, a cash payout, however, not.

Before 01.01.2019 it was considered that not the sale but the redemption of such salon vouchers is subject to VAT. However, since 01.01.2019 it is true that they are already subject to VAT at the time of sale if the future tax burden is already known then. Due to this Treatwell technically differentiates between 'Single VAT' and 'Multi VAT' venues:

- Multi VAT: Venues selling products and services of different VAT rates. The future tax burden is not fixed at the time of the voucher sale, it's known with redemption.
- Single VAT: Venues selling products and services at the same VAT rate. The future tax burden is already fixed at the time of the voucher sale.

### Multi VAT venues

Salon voucher sales are not treated as revenue and also not as subject to VAT. Salon voucher redemptions are treated as revenue and as subject to VAT.

*Default setting for Treatwell POS users in: Ireland, Switzerland*

Reasons:

- Ireland: The typical Treatwell POS user sells items of different VAT rates.
- Switzerland: Due to national legislation regardless of the applicable item VAT rates.

### Single VAT venues

Salon voucher sales are treated as revenue and subject to VAT. When redeeming salon vouchers, the user is asked if the voucher was issued before or after 01.01.2019. Consequences according to user input:

- Redeemed vouchers issued before 01/01/2019 are treated as revenue and subject to VAT.
- Redeemed vouchers issued from 01/01/2019 are not treated as revenue and also not as subject to VAT.

*Default setting for Treatwell POS users in: Belgium, Germany, France, Italy, Netherlands, Spain, United Kingdom*

Reason: The typical Treatwell POS user sells items with standard VAT only.

### **3rd Party Voucher**

In addition to salon vouchers Treatwell POS also supports 3rd party vouchers (issued by a third party on behalf of Treatwell POS user). Also and especially here, the user must develop appropriate procedures to manage and validate such issued and redeemed vouchers. Here, Splitting salon vouchers on several purchases is also possible and can be used for employee tips, too. Voucher credit pay outs however are not possible again.

### 3.7.4 Data access for financial administration

Local legislation (e.g. German) may require the user to be able to either give direct access to the POS system or to be able to export POS data in a machine-readable format. Treatwell POS allows both:

#### 3.7.4.1 Direct access

If required the user role 'POS read only' is used to give tax authorities direct access. Access is granted by the user - not by Treatwell. Treatwell requires a court order to do so. That user role has read-only permission for the transaction report. This way no new POS transaction can be booked by the auditor. Existing transactions can not be changed or deleted by anyone anyway.

#### 3.7.4.2 Full data download ('GoBD')

Treatwell POS has a GdPDU / GoBD data export function. This was implemented in accordance with the German description standard for tax audits<sup>13</sup> (Version 1.1. as defined by Audicon GmbH for German tax authorities). POS data can be exported entirely for definable periods in GdPDU / GoBD format (CSV-Sheets including an explaining file). For the last time compliance in accordance with the description standard was confirmed in an external audit by Audicon GmbH for the program version 1.248. The GoBD data export creates ZIP archive that e.g. can be burned to CD or saved to a USB stick. Once created each export can be downloaded again later. An export always contains the POS data of one venue, so if Treatwell POS is used in more than one venue, the export must be created for each one individually.

### 3.7.5 Receipts

Each receipt is generated and archived as a PDF file (Version 1.4). Receipts can neither be suppressed nor changed in content. If the POS hardware setup - including the receipt printer distributed by Treatwell ('Star Micronics mPOP') is used - the receipt text can be transmitted to the mPOP in native format, a printer-specific format, a procedure that is common among POS receipt printer. If the receipt is transmitted in native format, the context will always be identical with the generated PDF receipt. Printing receipts is restricted: The user can only print one original receipt. All following prints will be receipt copies, which are identical with the original receipt except for being marked as a "COPY" and also numbered: The copy number is incremented by one with each accessing/printing of a receipt copy: The first copy is copy number 1, the second copy is

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<sup>13</sup>

[http://support.audicon.net/index.php/idea/idea-aktuelle-downloads/doc\\_details/28-gdpdu-beschreibungsstandard.html](http://support.audicon.net/index.php/idea/idea-aktuelle-downloads/doc_details/28-gdpdu-beschreibungsstandard.html)

number 2, etc; each accessing/ printing of a receipt copy is also stored in the database.

Each receipt of the same type has sequential and unique numbering per POS/venue:

- Sale and refund receipts is one type
- Cash operations (cash deposits, cash withdrawals and cash drawer corrections) is another type

Universal receipt header (printed on top of every receipt type):

Venue name  
 Company name  
 Venue address  
 Venue postcode  
 Venue country  
 VAT number  
 Siret number (France only)  
 NAF code (France only)  
 Venue telephone number

Receipt types:

### **Sales**

Each booking of a sale transaction always includes the creation of a sales receipt which contains the following information:

Receipt type: “- SALE -”  
 Name, price and VAT rate of each sold item  
 Total amount of all sold items  
 Paid amount and payment method  
 If applicable: tip (for non-cash payment methods)  
 Per applied VAT rate: Total net of sold items & absolute net VAT

Receipt number  
 Transaction ID  
 Amount of different line items sold  
 Transaction date & time  
 POS ID 1  
 Treatwell POS Version (1.XXX.X)

France:

Sale and refund transactions must be secured by a signature (see “Sale and refund receipt transaction signature string”). Therefore a signature snippet is

shown on all French checkout and refund receipts containing the following values: B-0388-XXXX

- B: NF525 product category
- 0388: NF525 certificate ID
- XXXX: Signature snippet generated from the long version of the sale and refund transaction signature: position 3, 7, 13 and 19 of the base64url encoded signature

The 3 values are separated by dashes on the receipt: B-XXX-aaaa

Italy: Sales receipts are identical with the above - but must be fiscal. Therefore they have an additional fiscal mark on them. When a sale transaction is finalised in Treatwell POS, a fiscal receipt ID is given by the fiscal printer.

Legacy: Italian Sales receipts before November 2019:

Each booking of a sales transaction in Italy always includes the creation of a sales receipt. In order to meet legal requirements, the venue had to meet special technical requirements<sup>14</sup>. If met the sales receipt had been issued in two copies for each transaction, one copy had to be issued to the customer. Each physical receipt was pre-numbered by the supplier of the receipt paper roll and had a fixed length. If technical requirements were met, the print always fitted the fixed dimensions of the fiscal paper. The receipt contained the following information:

- Venue name
- Company name
- Company address
- Telephone number & company VAT number ("P.IVA")
- Sold item(s) and prices
- Total
- Payment type(s)
- Time & Ric.
- If applicable: SumUp card payment info
- If applicable: 2 lines custom bottom text

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<sup>14</sup> See technical requirements in this documentation

Example

Italy: Printed on PRISMA srl qualified fiscal with TSP-743II receipt printer via Treatwell Connect App)



## Refunds

Also, each booking of a refund transaction always includes the creation of a refund receipt which contains the following information:

Receipt type: '- REFUND -'

Name, price and VAT rate of each refunded item

Total amount of all refunded items

Refunded amount and payment method

If applicable: refunded tip (for non-cash payment methods)

Per applied VAT rate: Total net of refunded items & absolute refunded net VAT

Header: 'REFERENCE'

Receipt number of the refunded sale transaction

Transaction number of the refunded sale transaction

Date & time of the refunded sale transaction

Receipt number

Transaction ID

Amount of different line items sold

Transaction date & time

POS ID 1

Treatwell POS Version (1.XXX.X)

### France:

Sale and refund transactions must be secured by a signature (see "Sale and refund receipt transaction signature string"). Therefore a signature snippet is shown on all French checkout and refund receipts containing the following values:

- B (product category)
- XXXX (number of the Treatwell POS certificate)
- aaaa - signature snippet generated from the long version of the sale and refund transaction signature: position 3, 7, 13 and 19 of the base64url encoded signature

Italy: Refunds must be fiscal also: If the printer is not set up, or if it is set up but not accessible, or if the fiscal refund could be done, but the receipt is missing the data, refund will not be possible in Treatwell POS. Only if Treatwell POS succeeds, a refund in the fiscal printer is executed right afterwards.

## Cash deposits and cash withdrawals

Each booking of a cash withdrawal or a cash deposit always includes the creation of a receipt which contains the following information:

Header ' - CASH WITHDRAWAL - ' or 'CASH DEPOSIT'

Withdrawn/ deposited amount  
Entered 'Note'

Receipt Number  
Transaction number  
Transaction date & time

Automatically booked cash withdrawals (in case of non-cash tip) have a fixed note ([Tip Withdrawal - transaction number of related sale]).

If sale transactions with such automatically booked cash withdrawals are refunded, the tip withdrawals will automatically be compensated by an automatic cash deposit with a fixed note ([Tip Refund - transaction number of related tip withdrawal]).

### **End of day report**

At the end of each business day, that day must be closed. This includes the generation of the end of day report, which contains:

#### Multi VAT venue<sup>15</sup>

Gross revenue:

Cumulative gross sales broken down first by type (service, product) and then by VAT rate

Cumulative refunded gross sales broken down first by type (service or product) and then by VAT rate

Net revenue

Absolute VAT amount and broken down by VAT rates

Gross total (Cumulative gross sales - cumulative gross refunds)

Cumulative amount salon vouchers issued

Cumulative amount salon vouchers refunded

Payments:

Cumulative payments broken down first by type (cash, card, vouchers and other, online) and subcategory (card type & third party voucher, salon voucher, other payment method)

Cumulative refunded payments broken down first by type (cash, card, vouchers and other, online) and subcategory (card type & third party voucher, salon voucher, other payment method)

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<sup>15</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

Cumulative payments broken down by type (cash, card, vouchers and other, online) and subcategory (card type & third party voucher, salon voucher, other payment method)

Accumulated refunded payments broken down by type (cash, card, others, online) and subcategory (card type & coupon 3rd party, own voucher, other payment method)

Cash drawer:

Opening cash balance  
 Cumulative cash payments  
 Cumulative cash refunds  
 Cumulative cash deposits  
 Cumulative cash withdrawals  
 Cash drawer correction  
 Closing cash balance

Issued refunds

Service refunds

Single list of all refunded services and their refunded prices

Product refunds

Single list of all refunded products and their refunded prices

Salon voucher refunds

Single list of all refunded salon vouchers and their refunded prices

Confirmation, that day has been closed

Date and time of day closure

signature field

### Single VAT venue<sup>16</sup>

Gross revenue:

Cumulative gross sales broken down first by type (service, product, voucher) and then by VAT rate

Cumulative refunded gross sales broken down first by type (service, product, voucher) and then by VAT rate

Net revenue

Absolute VAT amount and broken down by VAT rates

Gross total (Cumulative gross sales - cumulative gross refunds)

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<sup>16</sup> Multi VAT and Single VAT venues are defined in this documentation under vouchers (salon vouchers)

Cumulative amount salon vouchers redeemed

Cumulative amount refunded redeemed salon vouchers redeemed

Payments:

Cumulative payments broken down first by type (cash, card, vouchers and other, online) and subcategory (card type & third party voucher, salon voucher, other payment method)

Cumulative refunded payments broken down first by type (cash, card, vouchers and other, online) and subcategory (card type & third party voucher, salon voucher, other payment method)

Cumulative payments broken down by type (cash, card, vouchers and other, online) and subcategory (card type & third party voucher, salon voucher, other payment method)

Accumulated refunded payments broken down by type (cash, card, others, online) and subcategory (card type & coupon 3rd party, own voucher, other payment method)

Cash drawer:

Opening cash balance

Cumulative cash payments

Cumulative cash refunds

Cumulative cash deposits

Cumulative cash withdrawals

Cash drawer correction

Closing cash balance

Issued refunds

Service refunds

Single list of all refunded services and their refunded prices

Product refunds

Single list of all refunded products and their refunded prices

Salon voucher refunds

Single list of all refunded salon vouchers and their refunded prices

Confirmation, that day has been closed

Date and time of day closure

signature field

Italy: Closing the day in Treatwell POS will also automatically trigger the printer's "Z report" for fiscal authorities. If the printer is not set up or if it is set up but not

accessible, closing the day will be blocked. If the day closing succeeds, the Z report printing is executed right afterwards.

### **Cash drawer correction**

According to the user's inputs Treatwell POS calculates the so called 'expected cash balance' in the drawer. If that amount does not match the actual balance (the physical balance counted by the user during close day operation), an automatic cash drawer correction in the amount of the difference is booked automatically. Its receipt always contains:

Header 'Cash drawer correction'  
Cash drawer difference amount

Receipt Number  
Transaction number  
Date and time of day closure  
signature field

## 3.7.6 Internal Control System

Treatwell POS has an internal control system ('ICS') to prevent flawed input or operation. Each transaction is captured individually including a unique transaction number and a time stamp. Data access to the booking data is guaranteed for at least 10 years. Further components of the ICS are presented below:

### **Central cloud architecture**

All software functions are performed not on the users' devices but on Treatwell's servers. All users use the same central online software on all supported devices (platforms: WEB, iOS and Android). This architecture requires that no software function - such as booking a POS transaction and any other accounting-relevant function - can take place outside of Treatwell's servers. Therefore neither users nor third parties are able to 'program' Treatwell POS (e.g. add a manipulation unit).

### **Same standardized program versions**

Thanks to the central software architecture, all users work with the same version of the program. The further development is documented and provided only after successful quality assurance tests every two weeks. After an update, all users automatically work with the latest program version. If necessary, patches and bug fixes can be recorded at short notice. They are then available immediately on

WEB, Android and iOS Connect app require a local update. Users can not use older versions and customizations are not possible, too.

### **Central data storage in the cloud**

All data is stored centrally on Treatwell's servers, i.e. they are not stored on the devices of the users. Accordingly, no (external) access to the data of the central system is possible.

### **No training memory/ modus**

Treatwell POS offers no possibility to book a transaction in a training memory / modus for another POS ID. It is never possible to reset or delete any previously captured POS data.

### **Access to Treatwell POS**

Treatwell POS requires any user to login in order to access the software. The business owner receives a so-called administrator account by a Treatwell employee at the beginning of the use. This account is equipped with maximum rights and linked to the entrepreneur's e-mail address.

### **Administrator account protection**

Administrator accounts can create additional administrator accounts, but they can not delete administrator accounts. It is therefore not possible for one business partner to exclude the other. In those cases, Treatwell must be contacted for mediation.

### **Permission rights management**

Treatwell POS allows creating various different user accounts. It is therefore possible to provide employees with user accounts that, for example, only allow ordinary checkouts, but do not allow them to view or change master data or to carry out the daily closing. Likewise, deleting or editing user accounts has no impact on any previously captured POS data or documents that are subject to legal retention requirements.

### **Password policy / security**

All user accounts passwords must be at least 8 characters long. This requirement can not be changed by any user. The business owner is responsible for the security of passwords and access. If an employee leaves, the user account must be

deleted immediately. If a password is known by more than one employee it must be changed immediately.

### **Transaction based sales checkout**

Each POS transaction is booked within a completed transaction. It is therefore not possible to save an incomplete checkout: the POS transaction is either completely booked or not at all (for example, if the data transfer was interrupted.)

### **Atomic booking process**

Every POS transaction is atomic in the system, i.e. it is no longer divisible: A POS transaction has either been booked (including its storage) or it has not. If, for example, when electricity or Internet fail, a POS transaction is not booked, it is not saved and the user is always informed by an error message.

### **Historical storage of prices**

Treatwell POS allows selling three different item types: Services, products & salon vouchers. Service prices are transferred from the user's master data during checkout. This applies for products, too. Alternatively it is possible to create a new product during checkout, which will then be automatically added to the master data. Salon vouchers are always created individually on sale and treated as unique.

The data (name, price & value added tax) of all described types are applied and stored historically at the time of the POS checkout, i.e. changes to the master data have no effect on previously booked cash transactions and each POS transaction contains name, price and value added tax of each item at the time the POS transaction was booked.

### **Completeness of the transaction**

A checkout requires at least one item and the payment method to be captured, i.e. it is not possible to book Incomplete POS transactions.

### **Checkouts on current business days only**

Checkouts are only possible on the current business day: As long as the daily closing has not been carried out, all POS transactions are booked on the current business day. Subsequent alterations are impossible.

### **Same and unalterable business day definition**

The underlying time interval of a business day can not be changed. It always starts at 00:00:00 on a calendar day and always ends automatically after 23:59:59.

### **Exactly one irreversible closing per business day**

Each business day can only be closed once.

### **No suppression or reputation of end of day report**

End of day reports can not be suppressed or discarded, their structure can not be changed and the content is similar for all users.

### **Open appointment warning**

If at least one appointment of the current business day has not been checked out, a warning will be displayed when the user initiates the close day procedure.

### **Forcing manual day end closure**

The business day must be closed if at least one POS transaction has been booked on that day. If the calendar day expires without having been closed, the system forces the user to close the day. Until that last business day has been closed, it is impossible to book any POS transaction.

### **No negative cash amount bookable**

If a POS transactions would result in a negative cash balance, it can not be booked. Instead a message explaining the issue is displayed.

### **Unambiguous and unalterable color meanings**

It is easy to see for the user which appointments have already been checked out and which ones have not: Those that have been checked out are marked in blue, while those that have not been checked out yet are marked green. At the end of each business day, all appointments should be blue, so described color definition points out possible user errors.

### **Logging of refunds**

Refunds can not be suppressed or deleted. Each individual refund is always captured on the current business day, i.e. the business day it was issued.

### **No import of POS transactions possible**

POS transactional data can be exported - but not imported.

**No deletion of POS transactions**

Any POS transaction can not be deleted; every correction (e.g. changing the payment method) always requires a refund transaction including a refund note and a new sale transaction afterwards.

**No subsequent change of customer data**

Checking out an appointment requires the selection or creation of a customer file, otherwise the customer will be captured as 'walk-in'. Users are always encouraged to complete customer records and keep them up-to-date. Changing the customer file subsequently has no effect on POS transaction, it will remain the very same that was stored at the time of the POS transaction.

**Exactly one POS journal per venue**

Each venue has exactly one POS journal that all pos transactions are booked in. Accordingly, it is also impossible to book unintentionally or intentionally in the wrong POS journal.

### 3.7.7 Retention and deletion obligations

The EU General European Data Protection Regulation (GDPR) requires Treatwell to establish a data retention period for Treatwell POS data. To ensure consistency, i.e. the correctness of the data stored in the database, while taking into account that the data retention periods vary from country to country, Treatwell will apply the longest legal retention requirement for the entire group of companies. This is at least 10 years after the end of the financial year in which a transaction was posted (11 calendar years). This ensures that the implementation is kept at its simplest and there is no ambiguity in what the retention policy is. It is the responsibility of the technology team to set up, monitor and delete the data once the data retention period has been reached.

### 3.7.8 Software access and permissions

Users can create individual accesses to the software for each employee. Each is linked to an email address. Initially, the employee receives an email to define a password. Afterwards, the user can log in using email address and password. In total there are about 20 individually assignable user rights, e.g. the ability to create and edit software accesses, or determine whose appointments an employee can see in the online calendar.

Each access can basically checkout all visible appointments. The following user rights are linked to POS functions:

- "Manage POS": users with this user permission can book cash withdrawals and cash deposits, close the business day, open and print the end of day report, open the transaction report and export both transactions and GoBD.
- "Can refund transactions"
- "Can edit service price in checkout"
- "View sales report": see POS reports (POS monthly report, POS yearly report as VAT report)

## **4 Product requirements for France**

The [NF525](#) is considered the French POS system guideline. It e.g. defines how POS data must be stored and how it needs to be protected against fraud.

Treatwell POS/POINT DE VENTE TREATWELL (Version 2.1) has passed the certification process (V2.0) carried out by Infocert and has been granted the [NF525 category B certificate](#) for all its platforms (iOS/Android/WEB) on 28/05/2020. Consequently, Afnor lists POINT DE VENTRE TREATWELL among the NF525 certified [POS software](#).

Treatwell POS/POINT DE VENTE TREATWELL has passed the certification process (V2.0) carried out by Infocert and has been granted the [NF525 category B certificate](#) for all its platforms (iOS/Android/WEB). Related to this, there are specific (backend) software functions activated for Treatwell POS users located in France, which will be described in the following paragraphs. French quality requirements are addressed in the "Treatwell organizational descriptions" section of this documentation.

### 4.1 Accounting requirements

NF525 §5.3 requires Treatwell POS to comply with specified accounting requirements for POS systems. Each are addressed in the following paragraphs:

#### 4.1.1 Non mandatory functions

Treatwell does not have any of the non mandatory accounting functions specified in NF525 5.3 (accounting entries management (NF525 §5.3.1), an accounting entries format function (NF525 §5.3.2) or an accounting periods management function (§5.3.5).

## 4.1.2 Period management

As explained in the following paragraph, Treatwell POS has a period management function (NF525 §5.3.3). At every change of the period, the Grand Total of the period is recorded and signed (according to [R13 §7.2.4]) (see “Electronic signature”).

POS systems in France must have a functionality to close daily, monthly and yearly periods: Treatwell POS closes those periods automatically shortly after they have passed, ensuring that each period is closed at all and in a correct way:

- Daily period closing is triggered automatically at 2 am every day for the previous day.
- Monthly period closing is triggered automatically at 2 am on the first of the month for the previous month.
- Yearly period closing is triggered automatically at 2 am on January 1st for the previous year.

With the closure of a period the Grand Totals of the period are also calculated, persisted and signed.

Treatwell POS users can neither trigger nor suppress closing daily, monthly or yearly periods. This is because allowing (and requiring on) the user to close periods would introduce a great variety of dangers, such as premature closure of a monthly or even yearly period by mistake - which would result in the unwanted inability for the user to record sales up until the new month/ year has started, a situation neither Treatwell as POS software producer nor our users want to have.

Furthermore it appears worth mentioning that *Closing periods* as explained above and the function/ requirement for the user to close business days continuously may appear similar while in fact they are two different functions with separate purposes: The systems's requirement to close each business day (=any day a POS transaction was carried out on) before opening the next business day (=booking a new POS transaction) is designed to force a quality check upon the user at the end of each business day in order to achieve and persist accurate POS data over time: The user is expected to review all POS transactions of the day and is required to enter the exact physical amount of cash in the drawer in order to generate the irreversible end of day report. Although the user can then no longer book any POS transactions for the same day, a premature closure of the daily period does not thereby take place: The daily period - as always - will be triggered automatically at 2 am on the next day. Also, if the user does not close the business day on the present day, the daily period will still be closed at 2 am on the next day.

### 4.1.3 Grand Totals

Grand Totals are immutable sums of individual sale and refund transactions or of all sale and refund transactions of certain periods (day, month, year). All are triggered automatically (either by certain user operations or at certain times) and can not be suppressed. When triggered, the system calculates the “Grand Total”, the “Cumulative Grand Total (absolute values)” and the “Cumulative Grand Total (real value)”. For each - besides the Grand Total value - an ID and a timestamp (local venue Grand Total calculation time) are saved and persisted. Each Grand total calculation is always secured by a signature (see “Grand totals signature string”).

Systemically, a new Grand Total can not be generated if the previous Grand Total calculation had failed. In such cases, the previous Grand Total will be calculated first. Also, an event in the JET (Technical Event Log) code 90 is created in such events.

#### Grand Total Transaction (GTT)

GTT is triggered when the user completes a sale or a refund transaction (“Ticket”) and results in the calculation of:

- “Grand Total Transaction” (GTT) which is the total of the sale or the refund transaction. As an example, when a 50€ service and a 30€ product are sold, the GTT is 80€ and when a 30€ service is refunded, the GTT is -30€. In addition, the total sale or refund amount of the transaction per VAT rate(s) is calculated and persisted (real values).
- “Cumulative Grand Total (absolute values)” (CGTTa):
  - Formula: Last CGTTa + absolute number of GTT
  - Example: when last CGTTa is 200€ and GTT is -40€:  
 $200€ + |-40€| = 200€ + 40€ = 240€$
- “Cumulative Grand Total (real value)” (CGTT):
  - Formula: last CGTT + GTT
  - Example: when last CGTT is 200€ and GTT is -40€:  
 $200 + (-40) = 160$

GTD, CGTTa and CGTT IDs equal the related receipt IDs.

#### Grand Total Daily (GTD)

GTD calculation is triggered automatically at 2 am every day for the previous day and results in the calculation of:

- “Grand Total Daily (GTD)”: Sum of all values of all sale and refund transactions made during that day. In addition, the sum of all sale and

refund transactions of the day per VAT rate(s) is calculated and persisted (real values).

- “Cumulative Grand Total Daily (absolute values)” (CGTDa): Copy of the value of the CGTTa of the last operation.
- “Cumulative Grand Total Daily (real value)” (CGTD): Copy of the value of CGTT of the last operation.

GTD, CGTTa and CGTT IDs are numbered in the following format: YYYYMMDD (e.g. 20202505)

### Grand Total Monthly (GTM)

GTM calculation is triggered automatically at 2 am on the first of the month for the previous month and results in the calculation of:

- “Grand Total Monthly (GTM)”: Sum of all values of all sale and refund transactions made during that month. In addition, the sum of all sale and refund transactions of the month per VAT rate(s) is calculated and persisted (real values).
- “Cumulative Grand Total Monthly (absolute values)” (CGTMa): Copy of the value of the CGDTa of the last operation.
- “Cumulative Grand Total Monthly (real value)” (CGTM): Copy of the value of CGTM of the last operation.

GTM CGTMa and CGTM IDs are numbered in the following format: YYYYMM (e.g. 202010)

### Grand Total Yearly (GTY)

GTY calculation is triggered automatically at 2 am on January 1st for the previous year and results in the calculation of:

- “Grand Total Yearly (GTY)”: Sum of all values of all sale and refund transactions made during that year. In addition, the sum of all sale and refund transactions of the year per VAT rate(s) is calculated and persisted (real values).
- “Cumulative Grand Total Yearly (absolute values)” (CGTYa): Copy of the value of the CGTMa of the last operation.
- “Cumulative Grand Total Yearly (real value)” (CGTY): Copy of the value of CGTM of the last operation.

GTY CGTYa and CGTY IDs are numbered in the following format: YYYY (e.g. 2020)

## 4.1.3 Sales period management

Treatwell POS has a sales period management function (NF525 §5.3.4; explanation: “Monthly POS report calculations”)

## 4.2 Technical requirements (software)

NF525 §5.4 requires Treatwell POS to comply with specified technical requirements for POS systems. Each are addressed in the following paragraphs:

### 4.2.1 Technical Event Log (JET)

The JET is a technical event log which automatically stores specified information about particular user or system operations. All logged events of a certain period (full days; defined by the user) can be exported using the NF525 archive export, each JET event is secured via signature (see “JET events signature string”).

#### 4.2.1.1 Event list

For each JET event a sequential ID which is unique per venue and starts with 1 is always captured. Also, timestamp and terminal code are captured for each JET event - always in the following format:

- Timestamp: YYYY-MM-DD HH:MM:SS (local venue time) (e.g. 2019-10-23 17:02:15)
- Terminal Code: 1 (always one, because Treatwell POS does not support multiple terminals).

If an Employee ID is captured for an event, it's always the ID of the logged in user account. Only in the rare case that a Treatwell employee “masquerades” for support reasons from Treatwell Backend to the user’s frontend and executes an operation required to be tracked in JET, “Treatwell” is captured as Employee ID instead.

To improve readability, ID, Timestamp and Terminal Code are not shown in the following definition of the JET events and the related captured data.

Event Code	Employee ID	Title	Description	New Value	Old Value
40	Employee ID	Logout	User logout	-	-
40	-	Logout	Forced <accountID> logout by Treatwell	-	-
50	-	Daily period	Daily Grand Total (total: <Daily Grand Total> EUR)	-	-
50	-	Monthly period	Monthly Grand Total (total: <Monthly Grand Total> EUR)	-	-
60	-	Yearly period	Yearly Grand Total (total: <Yearly Grand Total> EUR)	-	-

80	Employee ID	Login	User login	-	-
90	-	Integrity defect	Missed Grand total calculated (Number: <Grand total number>)	-	-
110	Employee ID/Treatwell	Data export	Transactions exported	-	-
130	-	User rights change	POS access granted to user ID: <account ID>	-	-
130	-	User rights change	POS access revoked from user ID: <account ID>	-	-
130	-	User rights change	Auditor access granted to user ID: <account ID>	-	-
130	-	User rights change	Auditor access revoked from user ID: <account ID>	-	-
150	-	Printer error	Printer not available: <reason>	-	-
170	Employee ID/Treatwell	Cash drawer operation	Cash withdrawal #<receipt No.>: <operation note>	the amount of cash in the drawer	the amount of cash in the drawer
170	Employee ID/Treatwell	Cash drawer operation	Cash deposit #<receipt No.>: <operation note>	the amount of cash in the drawer	the amount of cash in the drawer
170	Employee ID/Treatwell	Cash drawer operation	Cash payment:sale #<receipt No.>	the amount of cash in the drawer	the amount of cash in the drawer
170	Employee ID/Treatwell	Cash drawer operation	Cash payment: refund #<receipt No.>	the amount of cash in the drawer	the amount of cash in the drawer
190	Employee ID/Treatwell	Refund	Refund #<receipt No.> (Original receipt #<receipt No.>): Reason: <refund note>	-	-
250	-	New software version	New Treatwell POS software version was deployed	Version number	Version number
260	-	Data initialization	Treatwell POS activated	-	-

260	-	Data initialization	Treatwell POS deactivated	-	-
270	-	Venue settings change	Change of venue name	New name	Old name
270	-	Venue settings change	Change of venue address	New address	Old address
270	-	Venue settings change	Change of venue phone number	New phone number	Old phone number
270	-	Venue settings change	Change of venue email address	New email address	Old email address
270	-	Venue settings change	Change of venue website	New website	Old website
270	-	Supplier settings change	Change of supplier name	New name	Old name
270	-	Supplier settings change	Change of company number	New company number	Old company number
270	-	Supplier settings change	Change of VAT number	New VAT number	Old VAT number
270	-	Supplier settings change	Change of supplier email address	New email address	Old email address
270	-	Supplier settings change	Change of siren number	New siren number	Old siren number
270	-	Supplier settings change	Change of NAF code	New NAF code	Old NAF code
280	Employee ID	Tax audit operation	Tax auditor account login	-	-
280	Employee ID	Tax audit operation	Tax auditor account logout	-	-
320	Employee ID/Treatwell	Checkout aborted	User did not finalise initiated checkout	-	-
910	Employee ID/Treatwell	Change of master data	Change of price for product ID: <ID> (<product name>)	New price	Old price

910	Employee ID/Treatwell	Change of master data	Change of price for service: <service ID>:<SKU ID> (<service name>:<SKU name>)	New price	Old price
910	Employee ID/Treatwell	Change of master data	Change of price for service: <service ID>:<SKU ID> (<service name>:<package name>)	New price	Old price
930	Employee ID/Treatwell	Business day closed	End of day report #<end of day report number>	-	-
950	-	Employee account update	Employee#ID account updated	#New Id	#Old Id
950	-	Employee account update	Employee#ID assigned an account #newId	#New Id	#Old Id
950	-	Employee account update	Employee#IID updated from none to #newId	#New Id	#Old Id
950	-	Employee account update	Employee#ID account #oldId is removed	#New Id	#Old Id
970	Employee ID/Treatwell	Copy	Receipt #<receipt id.> called again	-	-

### Further event descriptions (if event title is not fully self explanatory)

- 50 (Daily period): Closing the daily period; triggered automatically at 2 am every day for the previous day.
- 50 (Monthly period): Closing the monthly period; triggered automatically at 2 am on the first of the month for the previous month.
- 60 (Yearly period): Closing the yearly period; triggered automatically at 2 am on January 1st for the previous year.
- 90 (Integrity defect): Detection that previous Grand Total calculation had failed; triggers calculation of missed Grand Total before calculating new Grand Total.
- 110: Also, fiscal archive creation is tracked here. Additionally, archive creation events are exported in archive.csv with more information (see “Fiscal archives data”)
- 150 (Printer error): Tracks all caught mPOP printer errors (e.g. Bluetooth is off) on iOS and Android mobile devices.
- 250 (New software version): New POS software version is considered changed when a new version is deployed and a new app is started.

Currently, the older version may still be available then for up to a few hours; it's expected that this will be reduced to a few minutes in the future.

- 910: Connect allows subdividing services (e.g. "female haircut") in "SKUs" (e.g. "short hair", "medium hair" and "long hair") with individual prices per SKU. Services prices are documented on SKU level, all changes are documented in the JET. In addition it's also possible to combine several services to a "package" (e.g. "female haircut and blow dry" of which the price may either be the sum of the service/ SKU prices or a custom one. If a custom one is set, it will be documented in JET also.
- 930 (Business day closed): The user closes the business day.
- 950 (Employee account update): Employees in Connect calendar can be created without assigning an individual user account to access the software. If such employees in Calendar are updated, so that they either have a user account assigned, removed or changed, an event with code 950 is logged.
- 970 (Copy): When a user opens a sale or refund receipt again, a receipt copy is shown and the event is logged in JET.

#### 4.2.1.2 Unsupported event codes specified in [R19]

Event Code	[R19] Title	Description	Explanation Treatwell
20	"Period Fiscal Archiving"	"The event concerns the fiscal archive production of a period : day or month or other defined period"	Fiscal archive creation events are tracked as Event code 110. Additionally, archive creation events are tracked in its very own archive file (archive.csv) with even more information.
30	"Fiscal year fiscal archiving"	"The event concerns the fiscal archive production of a fiscal year period"	Treatwell POS does not allow exporting a fixed fiscal year archive. The user is free to choose such a period manually (by defining the start and the end date),but this will then be tracked with event code 20.
70	"Offline mode Start"	"The event concerns the beginning of the offline mode"	Treatwell POS does not have an offline mode.
100	"Execution of a special function"	"The event concerns the execution of a special function (for example training mode)"	Treatwell POS does not have a training mode nor any other function that is considered a special function.
120	"Offline mode End"	"The event concerns the end of offline mode"	Treatwell POS does not have an offline mode.

140	"Data Import"	"The event concerns sales data import"	Treatwell POS does not allow importing sales data.
180	"Transfer to accounting system"	"The event concerns intermediate file transfer in accounting"	Treatwell POS does not allow transferring data to an accounting system. Users may export sales data to do so, this is then logged as event code 110.
200	"Purge"	"The event concerns data purge"	Treatwell POS does not allow the user to purge data. Also, Treatwell will be legally prohibited from purging POS data per user for 10 years.
210	"Recovery from other software"	"The event concerns data recovery from other software after systems change"	Treatwell POS does not allow recovery from other software.
220	"Restore"	The event concerns data recovery of the software when the functionality is available	Treatwell POS does not have a restoring functionality.
230	"Backup"	"The event concerns data backup of the software when the process is done in a manual way"	Treatwell POS does not have a backup functionality.
240	Maintenance follow-up	"The event concerns the follow-up of editor maintenance intervention (example : data restore by the software editor)"	Treatwell does not intervene with captured POS data.
290	"Exchange with accountant"	"The event concerns exchange with an accountant"	Treatwell POS does not have an exchange functionality. The user can create an own user account to the software for accountants, their logins and logout will be tracked as event 80 and 50.
300	"Activation of allowed and documented settings"	"The event concerns settings modifications which can impact the respect of certification rules (example : printing setting)"	Treatwell POS users can not change settings that would impact the certification rules. For example, they can not change or suppress any value on the receipt.
310	"Deletion of optional documents (cf . 6.9)"	"The event concerns interruption of the management of bills or payment proof."	Treatwell POS does not support bills or payment proofs.

400	"Fiscal year duration change"	"The event concerns the fiscal year duration change"	Treatwell POS does not support fiscal year duration changes.
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## 4.2.2 Data change management traceability

The JET can not be accessed by the user - it can only be exported (as part of an archive). Whenever useful (e.g. change of master data), the previous and new values are captured (see "Event list").

## 4.2.3 Traceability data

The software does not allow changing any sales data defined in [R13] §7.1, so this design ensures the traceability of any sales data ever entered in Treatwell POS. Treatwell POS allows producing a fiscal archive (as defined in [R13] Jet §7.1 that contains all data defined in the [R13] §7 (see "Fiscal archives data").

## 4.2.4 Fiscal archives function

Treatwell POS has a fiscal archive function. All data that requires signature securing (e.g. sale and refund receipts, receipt copies, archive creation, JET events or grand totals) are secured accordingly (see "Electronic signature data format") and all required data of an archived period is exported as part of the archive.

## 4.2.5 Fiscal archives management

In order to be able to generate a fiscal archive, the user account needs to have "view finance details" permission. Such users have to open the "report" section and the "transaction report" there. Then, they have to select "Export data" and choose "NF525 archive" type. Afterwards the user defines the start and the end date of the archive. The archive will then be created as zip file and named in the following format: NF525Archive\_startdateenddate.zip.

All files within the archive are either CSV or txt files, so they can be opened with any common office software such as Open Office (freeware), Microsoft Office or Google Sheets (free cloud software). All files in the archive relate to original (non aggregated) data in the Treatwell POS database. Though created archives are stored and also accessible for the user for at least 10 years, Treatwell POS users are expected to store them locally.

## 4.2.6 Fiscal archives data

All archive files and their content are explained in the following paragraphs:

[Readme.txt](#)

This file contains general information about the archive. Specifically the file contains the following information:

- A brief description of all archive CSV files
- A link to the technical documentation of Treatwell POS
- The public key of the signature

#### Archive.csv

This file generally contains all archive creations of the archived period. Each archive creation is numbered continuously per venue (starting from 1). Specifically the file contains the following information:

- ID: Continuous archive creation event ID
- Timestamp Archive creation event timestamp in venue local time
- TTC: The total amount (tax incl.) of the archived period with VAT broken down per VAT rate of the archived period (e.g. 2000:750|0550:23)
- Amount: Total tax included amount of the archived period
- Operation type: always "A" (=archive creation)
- Signature: Archive signature (see "Fiscal archives data")

#### Receipt\_copies.csv

This file generally contains all user accesses to sale and refund transactions receipt copies during the archived period. Specifically the file contains the following information:

- Receipt Copy ID
- Original receipt ID
- Operation type: sale or refund
- Access No.: number of user accesses
- Employee ID: employee that accessed the receipt copy or "Treatwell" if accessed by Treatwell support employee
- Timestamp: copy access time (local venue time)
- Signature: receipt copy signature (see "Electronic signature data format")

#### Receipts.csv

This file generally contains all sale and refund transactions of the archived period. Specifically the file contains the following information:

- Receipt ID
- Payment amount: receipt's total (positive for sales, negative for refunds)
- TTC: The total amount with VAT broken down per VAT rate (e.g. 2000:750|0550:23)
- Number of line items

- Payment method: Cash
- Payment Method: Card
- Payment Method: Prepaid (via Treatwell)
- Payment Method: Voucher
- Single purpose voucher: negative amount (when paying with single purpose voucher; equals voucher value)
- Discount
- Operation type: checkout or refund
- Employee: logged in employee ID or "Treatwell" if executed by Treatwell support employee
- Sold by: "Sold by" employee ID or "Treatwell" if executed by Treatwell support employee
- Grand total amount
- Grand total cumulative amount
- Grand total absolute cumulative amount
- Total amount without VAT
- VAT A: rate (=20.00%)
- VAT A: net
- VAT A: amount
- VAT A total
- VAT B: rate (=10.00%)
- VAT B: net
- VAT B: amount
- VAT B: total
- VAT C: rate (=5.50%)
- VAT C: net
- VAT C: amount
- VAT C: total
- VAT D: rate (=2.10%)
- VAT D: net
- VAT D: amount
- VAT D: total
- VAT E: rate (=0.00%)
- VAT E: net
- VAT E: amount
- VAT E: total
- Timestamp: venue local date & time
- Terminal/ POS number: always "1" (Treatwell POS does not support multiple terminals per venue)
- Software version
- Signature: Receipt signature (see "Electronic signature data format")
- Signature's snippet (see "Electronic signature data format")

- Receipt Grand Total signature
- Company Title (=shop name)
- Address
- City
- Postcode
- Country Code (=FR)
- Siret Number
- NAF Code
- VAT Number

### Line\_items.csv

This file generally contains all line item (service, product or salon voucher) entries of the archived period. Specifically the file contains the following information:

- Receipt ID
- Line number (starts with 1 for each receipt)
- Type: service/ product/ voucher
- ID (service ID/ product ID/ "n/a" for voucher)
- Name (service name/ product name/ voucher name)
- Quantity\*
- VAT code
- VAT rate
- U. price, incl. VAT: line item including tax
- Total, incl. tax: total price including tax
- Total, excl. tax: total price excluding tax
- Timestamp (local venue time)

\* Note that quantity is not tracked for service items, since logically a customer can not have more than one of a specific service. For example, a customer can only have one haircut at a time, it's impossible to have 2 haircuts.

### Grand\_totals.csv

This file generally contains grand total calculation entries for daily, monthly and yearly periods of the archived period. Specifically the file contains the following information:

- ID
  - Daily period: YYYYMMDD (e.g. 20201020)
  - Monthly period: YYYYMD (e.g. 202010)
  - Yearly period: YYYY (e.g. 2020)
- Type:
  - Daily period: GTD
  - Monthly period: GTM

- Yearly period: GTY
- Grand total amount
- Grand total cumulative amount
- Grand total absolute cumulative amount
- TTC: The total amount with VAT broken down per VAT rate (e.g. 2000:750|0550:23)
- Timestamp (local venue time)
- Signature: Grand total signature (see “Electronic signature data format”)

#### Technical\_event\_log.csv

This file generally contains all JET events of the archived period. Specifically the file contains the following information:

- ID
- Timestamp (local venue time)
- Event Code
- Employee ID (see “Event list”, “N/A” for system events)
- Title: event titles (see “Event list”)
- Descriptions: event descriptions (see “Event list”)
- New value (see “Event list”, “N/A” when not available)
- Old value (see “Event list”, “N/A” when not available)
- Signature: Jet event signature (see “Electronic signature data format”)

### 4.2.7 Sales data permanent retention

All data is stored and kept on Treatwell’s servers (see “Database description: creation, storage & access”). Due to legal obligations (see “Retention and deletion obligation”) Treatwell POS original data is neither purged nor aggregated for at least 10 years after the end of the financial year in which a transaction was made (11 calendar years).

### 4.2.8 Sales data purge management

Treatwell POS does not have a purge data function - neither for the users nor an automatic system function.

### 4.2.9 External retention on SAS

Treatwell POS does not have an - non mandatory - external retention on SAS function.

## 4.2.10 Software administration

Business owners are fully in control when it comes to giving access to the software: There are different types of user accounts, e.g. “owner” with full rights, and others with either predefined user group rights or personalised rights (see “Internal control system”). All user accounts are linked to email addresses and can be created without restrictions; business owners are advised to create an individual user account per employee. The individual user ID of the logged in user will be recorded in the sales data.

Also, changes of the software version are traced in the JET (see “Event list”).

## 4.2.11 Backup

Treatwell’s related general and technical measures are explained in the “Backup and protection against loss of data” paragraph. Additionally, French users are required to create fiscal archives regularly (at least once per year) and to store each locally, safely and permanently.

## 4.3 Data security

### 4.3.1 Electronic signature

Treatwell POS is using an asymmetric electronic signature (ECDSA 256 bit key) with a public and a private key. The private key is strictly kept confidential, the public key is as follows:

-----BEGIN PUBLIC KEY-----

```
MFkwEwYHKoZIzj0CAQYIKoZIzj0DAQcDQgAEUx/n/eqGV5G1VqweoblP1MzN2Dha
RCBiHYvNIKskVjErTkoy/GZZJ+dEIQCBtN6YXj0KxuM5qxEqYHqhygGNeg==
```

-----END PUBLIC KEY-----

For hashing Treatwell POS uses SHA-512 algorithm. For each signature the certificate used is stored in the database (as certificate fingerprint).

Any signature (e.g. taken from an archive or a snippet from a printed receipt) can be verified: All users with “view finance detail” permission (e.g. tax auditor role) can open “reports” → “transactions” and use the signature search. Specifying in the source dropdown (receipts, receipt copies, Grand totals, Technical event log or archives) they can search for signatures.

A signature is verified when it’s entered and there’s 1 result. If so, the timestamp of the secured operation which was searched for, will be shown, too. If there’s no result, there will be a message that the source might be wrong. If the source is

correct but there's no result, then the signature is not verified. If the signature is not entered fully, there may be multiple results.

### 4.3.2 Electronic signature data format

The formats for electronic signatures strings as follows:

- Digital: value in basic divisional unit of local currency (in EURO, cents) without decimal point and space
- Date: YYYYMMDDHHMMSS
- Format: alphanumeric
- encoding: base64url
- Data separator for an element (breakdown of amounts per VAT rate):
  - o Separator value is ':'
    - Used to separate signature positions of different nature (e. g. VAT and timestamp)
  - o Separator of ventilation is '|'
    - Used to separate several positions of the same nature when there is more than one value (e. g. several VAT rates)
- Elements separator ';': If the data contains a ';' this separator will be replaced with "-".
- If the data used for the electronic signature contains significant space characters, then they will be replaced by "\_".
- VAT rate coding:
  - A: 20.00% → 2000
  - B: 10.00% → 1000
  - C: 5.50% → 0550
  - D: 2.10% → 0210
  - E: 0.00% → 0000
  - No VAT → N/A

Before hashing the different strings are created as follows:

#### Archive creation signature string

Position	Description	Type	Format
1	Tax incl. amounts broken down per VAT rate	numeric	VAT code: VAT amount in cents: e.g. 2000:750 0550:23
2	Tax. incl. amount of the archived period	alphanumeric	amount in cents

3	Operation timestamp	datetime	YYYYMMDDHHMMSS
4	Terminal/ POS code	alphanumeric	"1"*
5	Operation type	alphanumeric	"A"**
6	Is there a previous signature?	alphanumeric	"Y" or "N"
7	Previous signature	text	previous signature

\*: Terminal/ POS code is always 1, because multiple terminals are not supported.

\*\* : Operation type is always A (= archive creation)

### Grand totals signature string

Position	Description	Type	Format
1	Tax incl. amounts broken down per VAT rate	numeric	VAT code: VAT amount in cents: e.g. 2000:750 0550:23
2	Grand total of the receipt or the period: Grand total amount	numeric	amount in cents
3	Cumulative Grand Total (real value): Grand total cumulative amount	alphanumeric	amount in cents
4	Operation timestamp	alphanumeric	YYYYMMDDHHMMSS
5	Receipt or period identification number	alphanumeric	Receipts (= sale and refund transactions): Receipt ID Day ID: 20200127 Month ID: 202001 Year ID: 2020
6	Is there a previous signature?	alphanumeric	"Y" or "N"
7	Previous signature	text	previous signature

### JET events signature string

Position	Description	Type	Format
1	Continuous event ID of the Technical Event Log per venue	numeric	1205
2	Event Code	alphanumeric	280
3	Additional Information (=Title form JET event)	alphanumeric	normalized text or "NA"
4	Operation timestamp	alphanumeric	YYYYMMDDHHMMSS
5	User/ operator code	alphanumeric	124949 or "Treatwell" or SYSTEM"
6	Terminal/ POS code	alphanumeric	"1"*
7	Is there a previous signature?	alphanumeric	"Y" or "N"
8	Previous signature	text	previous signature

\*: Terminal/ POS code is always 1, because multiple terminals are not supported.

#### Receipt copy accessing signature string

Position	Description	Type	Format
1	Receipt Copy ID	numeric	1
2	Original document type	alphanumeric	"T"
3	Access count	numeric	1
4	User/ operator code	alphanumeric	124949
5	Operation timestamp	datetime	YYYYMMDDHHMMSS
6	Original receipt number	numeric	1235
7	Is there a previous signature?	alphanumeric	"Y" or "N"

8	Previous signature	text	previous signature
---	--------------------	------	--------------------

\*: Original document type is always "T" (= Ticket)

### Sale and refund receipt transaction signature string

Position	Description	Type	Format
1	Tax incl. amounts broken down per VAT rate	numeric	VAT code: VAT amount in cents: e.g. 2000:750 0550:23
2	Total tax. incl amount of the receipt	numeric	amount in cents
3	Operation timestamp	alphanumeric	YYYYMMDDHHMMSS
4	Receipt ID	alphanumeric	#
5	Operation type	alphanumeric	"T"*
6	Is there a previous signature?	alphanumeric	"Y" or "N"
7	Previous signature	text	previous signature

\*: Operation type is always "T" (= Ticket)

### Signature snippet on sale and refund transaction receipts

A signature snippet is shown on all checkout and refund receipts, containing the following values:

- B (product category)
- XXXX (number of the certificate after having been issued)
- aaaa - signature snippet generated from the long version of the sale and refund transaction signature: position 3, 7, 13 and 19 of the base64url encoded signature

The 3 values are separated by dashes on the receipt: B-XXX-aaaa.

## 4.4 Data mapping

For certain user and system operations, French regulation requires Treatwell to capture (in database), display (on receipts) and export (as part of archives) certain mandatory and specified information.

The following paragraphs explain Treatwell POS's handling of such. Logically, since all information exported in the archives is exported from the database, any archive information is stored in the database. Since required information is stored and persisted with each operation, traceability is ensured. Besides being stored historically in the database, most of this information is exportable as part of JET. Because of this and to improve readability, (historical) database capturing is to be considered given when archive export is described in the tables.

### 4.4.1 Ticket referencing

**POS Certification Test 1 01**

POS Audit 1 02  
 52 Rue de la Chaussée d'Antin 03  
 75009 Paris 04&05  
 France 06  
 Numéro de TVA: FR45752044503 07  
 SIRET: 75204450300031 08  
 Code NAF: 6201Z 09  
 +33 1 73 44 33 03 10

**-VENTE 1- 11&12**

13	Shampoo A	14	2 X 15,00	15	30,00B
	Shampoo B			16	20,00A 17
	Remise 25%	18		19	-5,00A
				Remise	20 5,00
				<b>TOTAL EUR</b>	<b>21 45,00</b>
				Espèces	22 23 45,00

	TVA %	Net	TVA	Total
24	A 20%	25 12,50	26 2,50	27 15,00
	B 10%	27,27	2,73	30,00
28	<b>Total</b>	29 39,77	30 5,23	31 45,00

Reçu N° 32 74  
 Transaction 33 400148/81  
 Articles 34 2  
 Date 35 27.04.2020 13:56:43  
 Signature 36 B-XXXXXX-UIXZ  
 Code Caisse 37  
 PDV Treatwell 2.1.75.0 38

Aujourd'hui vous avez été reçu  
 par Felix 39

Merci et réservez en ligne !

#### 4.4.2 Ticket (sale and refund receipts)

##### Header Sales Data

Field	Archives	Ticket
-------	----------	--------

Document number	Receipt ID (Receipts.csv)	No. 32
Software Version	Software Version (Receipts.csv)	No. 38
Print number	The ticket print number is always 1: This is because a ticket can not be printed more than once. Any additional print out will be a duplicate. Duplicate print numbers are printed on duplicate receipts & exported in the related archive.	No. 12
Company name	Company title (Company_info.csv)	No. 01
Address	Address (Receipts.csv)	No. 03
PostCode	Postcode (Receipts.csv)	No. 04
City	City (Receipts.csv)	No. 05
Country	Country Code (Receipts.csv)	No. 06
Siret	Siret Number (Receipts.csv)	No. 08
Code NAF/ APE	NAF Code (Receipts.csv)	No. 09
Intra-Community VAT identifier	VAT number (Receipts.csv)	No. 07
Seller Name	Employee (Receipts.csv)	No. 39
Terminal/POS code	Terminal/ POS number (Receipts.csv)	No. 37
Timestamp	Timestamp (Receipts.csv)	No. 35
Operation type	Operation type (Receipts.csv)	No. 11
Document type	=Receipts.csv	No. 11
Number of lines	Line number (Line_items.csv)	No. 02
Electronic signature return	Signature's snippet (Receipts.csv)	No. 36

(printing)		
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### Sales data collection

Field	Archives	Ticket
ID	Receipt ID (stored with operation)	No. 32
Line number	Line number (Line_items.csv)	No. 34
Product code	ID (Line_items.csv)	No. 13
Product label	Name (Line_items.csv)	No. 13
Quantity	Quantity (Line_items.csv)*	No. 14
VAT Code	VAT code (Line_items.csv)	No. 17
VAT rate	VAT rate (Line_items.csv)	No. 18
Unit price tax incl.	U. price, incl. VAT: (Line_items.csv)	No. 15 & 16
Discount rate (%)	Discount % (Line_items.csv)	No. 18
Discount total (amount)	Discount (Line_items.csv)	No. 19
Total tax. excl	Total amount with VAT (Line_items.csv)	15 & 16
Total tax. incl	Total amount without VAT (Line_items.csv)	
Timestamp/ Datetime	Timestamp (Line_items.csv)	No. 36

\* Note that quantity is not tracked for service items, since logically a customer can not have more than one of a specific service. For example, a customer can only have one haircut at a time, it's impossible to have 2 haircuts.

### Sales data summary collection

Field	Archives	Ticket
Total tax excl.	Total, tax excl. (Line_items.csv)	No. 21
VAT code	VAT A/B/C/D/E (Receipts.csv)	No. 24

VAT rate	VAT A/B/C/D/E: rate (Receipts.csv)	No. 25
VAT amount	VAT A/B/C/D/E: amount (Receipts.csv)	No. 26
Total tax. incl.	VAT A/B/C/D/E: total (Receipts.csv)	No. 27

#### Sales data collection

Field	Archives	Ticket
Total tax. excl.	Total amount without VAT (Receipts.csv)	No. 29
Total tax. incl.	Grand Total amount (Receipts.csv)	No. 31

#### Sales data for regulation of the ticket collection

Field	Archives	Ticket
Payment mode	Payment method: Cash/ Card/ Prepaid/ Voucher (Receipts.csv)	No. 22
Total tax. excl.	Total amount without VAT (Receipts.csv)	No. 29
Total tax. incl.	Grand Total amount (Receipts.csv)	No. 31
Operation type	Operation type (Receipts.csv)	No. 11
User code	Employee (Receipts.csv)	No. 39

#### 4.4.3 Duplicata (Receipt copies)

Field	Archives
Duplicate ID	Receipt Copy ID(Receipt_copies.csv)
Root document number	Original receipt ID (Receipt_copies.csv)
Root document type (Ticket, Invoice)	Operation type (Receipt_copies.csv)
Reprint number	Access No (Receipt_copies.csv)

Operator code	Employee ID (Receipt_copies.csv)
Timestamp	Timestamp (Receipt_copies.csv)
Duplicate electronic signature	Signature (Receipt_copies.csv)

#### 4.4.4 Grand Totals

##### Ticket Grand Total

Field	Archives
Ticket number	Receipt ID (Receipts.csv)
Tax. incl. amounts broken down per VAT rate	TTC (Receipts.csv)
Cumulative grand total	Grand total cumulative amount (Receipts.csv)
Cumulative perpetual Grand Total (absolute value)	Grand total absolute cumulative amount (Receipts.csv)
Timestamp	Timestamp (Receipts.csv)
Electronic signature	Signature (Receipts.csv)

##### Period Grand Total

Field	Archives
Period number	ID (Grand_totals.csv)
Tax. incl. amounts broken down per VAT rate	TTC (Grand_totals.csv)
Cumulative grand total	Grand total cumulative amount (Grand_totals.csv)
Cumulative perpetual Grand Total (absolute value)	Grand total absolute cumulative amount (Grand_totals.csv)
Timestamp	Timestamp (Grand_totals.csv)
Electronic signature	Signature (Grand_totals.csv)

### Monthly Grand Total

Field	Archives
Period number	ID (Grand_totals.csv)
Tax. incl. amounts broken down per VAT rate	TTC (Grand_totals.csv)
Cumulative grand total	Grand total cumulative amount (Grand_totals.csv)
Cumulative perpetual Grand Total (absolute value)	Grand total absolute cumulative amount (Grand_totals.csv)
Timestamp	Timestamp (Grand_totals.csv)
Electronic signature	Signature (Grand_totals.csv)

### Fiscal Year Grand Total

Field	Archives
Fiscal exercise number	ID (Grand_totals.csv)
Tax. incl. amounts broken down per VAT rate	TTC (Grand_totals.csv)
Cumulative grand total	Grand total cumulative amount (Grand_totals.csv)
Cumulative perpetual Grand Total (absolute value)	Grand total absolute cumulative amount (Grand_totals.csv)
Timestamp	Timestamp (Grand_totals.csv)

### Grands Total return

Field	Data	Archives
Period number	x	ID (Grand_totals.csv)
Tax. incl. amounts broken down per VAT rate	x	TTC (Grand_totals.csv)
Cumulative grand total	x	Grand total

		cumulative amount (Grand_totals.csv)
Cumulative perpetual Grand Total (absolute value)	x	Grand total absolute cumulative amount (Grand_totals.csv)
Timestamp	x	Timestamp (Grand_totals.csv)
Electronic signature	x	Signature (Grand_totals.csv)

#### 4.4.5 Technical Event Log (JET)

Event List specified in [R19]

Event Code	[R19] Title	Jet Title	[R19] Description
20	"Period Fiscal Archiving"	N/A (unsupported)	"The event concerns the fiscal archive production of a period : day or month or other defined period"
30	"Fiscal year fiscal archiving"	N/A (unsupported)	"The event concerns the fiscal archive production of a fiscal year period."
40	"Terminal Shut Down / Logoff"	Logout	"The event concerns the session logout of the software."
50	"Period closing (day, month)"	Daily Period	"The event concerns the period closing for a day a month or another defined period."
50	"Period closing (day, month)"	Monthly Period	"The event concerns the period closing for a day a month or another defined period."
60	"Fiscal year closing"	Yearly period	"The event concerns the fiscal year closing."
70	"Offline mode Start"	N/A (unsupported)	"The event concerns the beginning of the offline mode."

80	"Terminal Start Up / Login"	Login	"The event concerns the software session startup."
90	"Detection of an integrity defect (record or signature)"	Integrity defect	"Detection of an integrity defect (record or signature)."
100	"Execution of a special function"	N/A (unsupported)	"The event concerns the execution of a special function (for example training mode)."
110	"Data Export"	Data export	"The event concerns sales data export."
120	"Offline mode End"	N/A (unsupported)	"The event concerns the end of offline mode."
130	"User rights change / user override"	User rights change	"The event concerns the change of rights affiliated to a user or a group of users."
140	"Data Import"	N/A (unsupported)	"The event concerns sales data import."
150	"Printer not available (no paper disconnected)"	Printer error	"The event concerns unavailability of the printer."
170	"Cash drawer process"	Cash drawer operation	"The event concerns the gaps founded during cash drawer process."
180	"Transfer to accounting system"	N/A (unsupported)	"The event concerns intermediate file transfer in accounting"
190	"Ticket cancellation"	Refund	"The event concerns the generation of a cancellation ticket or a credit note (negative sale)."
200	"Purge"	N/A (unsupported)	"The event concerns data purge"

210	“Recovery from other software”	N/A (unsupported)	“The event concerns data recovery from other software after systems change
220	“Restore”	N/A (unsupported)	The event concerns data recovery of the software when the functionality is available
230	“Backup”	N/A (unsupported)	“The event concerns data backup of the software when the process is done in a manual way”
240	“Maintenance follow-up”	N/A (unsupported)	“The event concerns the follow-up of editor maintenance intervention (example : data restore by the software editor)”
250	“New software version”	New software version	“The event concerns the software update.”
260	“Data initialization”	Data initialization	“The event concerns the data initialization when the software is launched for the first time.”
270	“Compliance settings change”	Venue settings change	“The event concerns settings evolutions which can return a non-compliant product (example : geographic localization change)”
270	“Compliance settings change”	Supplier settings change	“The event concerns settings evolutions which can return a non-compliant product (example : geographic localization change)”
280	“Tax audit operation”	Tax audit operation	“The event concerns fiscal control operations.”
290	“Exchange with accountant”	N/A (unsupported)	“The event concerns exchange with an accountant”
300	“Activation of allowed and documented settings”	N/A (unsupported)	“The event concerns settings modifications which can impact the respect of certification rules (example : printing setting)”
310	“Deletion of optional documents (cf . 6.9)”	N/A (unsupported)	“The event concerns interruption of the management of bills or payment proof.”
320	“Abandonment of a non-validated	Checkout aborted	“The event concerns the abandonment of non-validated sale transaction.”

	sale transaction”		
400	“Fiscal year duration change”	N/A (unsupported)	“The event concerns the fiscal year duration change.”
910	“Change of Master data”	Change of master data	“The event concerns if data has been changed on sales prices of existing menu items. The previous menu sales prices must be stored as well as the changed input.”
930	“Editor Functions”	Business day closed	“The event concerns the follow-up of free codes defined by the supplier.” Description: Closing the business day
950	“Editor Functions”	Employee account update	“The event concerns the follow-up of free codes defined by the supplier.” Description: (De-)assigning existing Connect calendar employees with individual logins.
970	“Editor Functions”	Copy	“The event concerns the follow-up of free codes defined by the supplier.” Description: Opening a sale or checkout receipt again, a copy will be displayed then.

#### Technical Event Log data management

Field [R19]	Archives
Event ID	ID (Technical_event_log.csv)
Event Code	Event Code (Technical_event_log.csv)
Event label/ description	Title (Technical_event_log.csv)
Operator Code	Employee ID (Technical_event_log.csv)
TimeStamp	Timestamp (Technical_event_log.csv)
Additional informations	Description (Technical_event_log.csv)
Electronic signature	Signature (Technical_event_log.csv)

### 4.4.6 Electronic Signature

#### Ticket signature string

Position	Field [R19]	Field [Treatwell POS]
1	Tax incl. amounts broken down per VAT rate	Tax incl. amounts broken down per VAT rate
2	Total tax. incl amount of the ticket	Total tax. incl amount of the receipt
3	Operation timestamp	Operation timestamp
4	Document number (unique)	Receipt ID
5	Operation Type	Operation type
6	Is there a previous signature?	Is there a previous signature?
7	Electronic signature	Previous signature

## **5 Treatwell organization descriptions**

### 5.1 Compliance management

Commercial distribution: Treatwell POS is sold by Treatwell employees only. It's based on a monthly subscription fee, which can be cancelled 7 days prior to the end of every month. With the new month after having cancelled, users will lose access to the software. This does not affect the data retention for POS data: Treatwell stores that data regardless of the subscription status of the user.

Technical distribution: Treatwell POS is cloud software: It's a web-based software solution, which is accessed online by the users - it is not installed locally on the users' devices. Any software function is performed (and stored) not on the users' devices but on Treatwell's central servers and all users always use the same - the latest - software version. Due to this architecture no special arrangements have to be made to provide the users with compliance software updates: Those will be provided naturally for all users, thus the rate of compliant software versions in use will always be a 100% (France: =implementation of compliance F525)

France: The certificate number is printed on each sale or checkout receipts and their copies, any past receipt (accessible via transaction report) can be accessed to see it. Also, a reference to the N5255 logo is made in the settings section ("POS" tab).

## 5.2 Quality records & procedures

Organizational and legal obligations require Treatwell to maintain controlled records about certain procedures which are explained in the following paragraphs:

### 5.2.1 Configuration management

#### Control of design changes and development

To document the development process, Treatwell uses Jira which is a proprietary issue tracking product developed by Atlassian that allows bug tracking and agile project management.

Treatwell's development process can roughly be broken down into three phases:

- Pre-development: ideas are broken into stories, the details are fleshed out, and the stories are estimated. The output is the product backlog.
- Development: stories are implemented and tested as stand alone units within a sprint cycle.
- Testing and Delivery: a number of stories are gathered into a release candidate. The release is tested as a whole, and deployed to production.

In principle, the development process takes place in a strategy driven, deliberate and structured manner. Potential software changes and their effects on the software are always assessed. There's no development up until all related - technical and legal - uncertainties have been eliminated. Finance team members and at least 1 dedicated Tech team member monitor upcoming changes to the legal requirements for POS systems. When implementing legal requirements, Treatwell focuses on fulfilling all requirements while at the same time educating users adequately about them.

The agile software development is structured in biweekly sprint cycles. Each sprint ends with the release of the new backend program version to all users. After the software release, all users automatically work with the new backend program version, it is not possible for users to continue using an older one. Thus, for any version released, the components of any prior version released can be reconstructed in Jira.

New versions of Android or iOS Connect App are not released strictly cyclically: they may but don't necessarily follow a backend release. Treatwell instructs its app users (see requirements for entrepreneurs) to always use the latest version of the app, but unlike Connect WEB, Treatwell can not force a Connect App update on the user's device. Therefore it's technically possible that Connect App users use

the latest backend program version via an older Connect app version. This usually only happens if the user has manually deactivated automatic app updates on his mobile device. It should be emphasized that all accounting-related functions of Treatwell POS are initiated in the frontend (Connect Apps and Connect WEB), but are always processed in the backend.

## 5.2.2 Product Plan

Generally, because of the different nature of the software but also simply because there are more developers working on Connect than on Treatwell POS, the majority of new developments will be for Connect - and not for Treatwell POS.

In the past it was common and also for the foreseeable future it is expected, that a considerable amount of new Treatwell POS developments actually affect only a fraction of Treatwell POS users. This is because Treatwell POS is distributed in different markets (currently: Belgium, Germany, Ireland, Italy, Netherlands, Spain, Switzerland, United Kingdom) with different and changing national legislation and requirements regarding POS software. Remaining compliant in existing markets as well as becoming compliant in new markets requires Treatwell to adapt Treatwell POS to comply with new national requirements such as:

- Italy: implementation of an authorized fiscal printer to capture all revenue data, to create fiscal receipts and to sync revenue data with fiscal authorities each business day (released in november 2019 to remain compliant in 2020)
- Germany: implementation of a certified technical security unit, capturing and signing all POS transactions (due release to remain compliant: september 2020)
- France: implementation of an asymmetric electronic signature (to secure specified operations and data), a technical event log, a period closing system and fiscal archives (to become compliant in 2020)

While each of such national projects is crucial for the particular market and may require a substantial amount of development resources and time to be delivered, they are not important at all for other markets: Typically, those required adaptations are implemented as channel feature, i.e. they are only released for one particular market, those software changes only become effective for users located in that market. Only if such national projects include software changes that are universally valuable for all Treatwell POS users, e.g. the release of monthly and yearly reports as part of becoming compliant in France, they will be released and communicated as part of the release notes for all markets.

### Product Planning

Product planning is done in two stages:

1. Specifying and meeting legal requirements for Treatwell POS in a particular market:
  - a. Listing all legal requirements, and clarifying them with authorities.
  - b. Converting legal requirements to technical requirements.
  - c. Identifying possible obstacles and mismatches in legal requirements from one country to another, and making sure we build a robust and compliant system without voiding compliance in other markets.
  - d. Developing every part of the project ensuring that it works properly and the quality of both code and product is as expected.
2. Updating and improving software according to user feedback and practical needs:
  - a. Once live, different measures are taken to gather user feedback about POS and the rest of Connect, and prioritise them.
  - b. If any bugs are found or introduced with updates, they become the first priority to fix.
  - c. When new/updated legislation is announced, it's prioritised to meet the new criteria prior to the date it becomes legally required.

Prioritisation is done according to the general priorities of the business and user's feedback.

Generally, prioritisation is done as follows:

	Current Quarter	Next Quarter	Later on
Project definition	Defined & well-researched projects	Projects that seem to be important and being researched	Project ideas
Prioritisation	Priorities rather clear and communicated to the whole company	Priorities and development perspectives less clear, and subject to change	Not prioritised
Other comments	Development commitment is always only for the project currently at hand	Projects can be dismissed or postponed if the research will show any contra-indicators for development	

### 5.2.3 Testing and final validation

At the end of each sprint, between the completion of all planned development and prior to the software release, detailed, changed component testing with documented test plans created and executed by dedicated quality assurance professionals take place. The aim is to ensure that all the changed components are in line with the planned requirements, consistent and stable. If individual steps behave differently than expected, i.e. differently than defined before the test, this will - depending on the type - be tracked as a new story or bug in Jira. The publication is on hold until the responsible developer has programmed necessary changes and the planned re-test has been successful. Also, Treatwell does not perform any beta tests that would grant some users access to a different Treatwell POS backend version than others.

The test documentation is inspired by the International Standard ISO/IEC 25051 and captured in Jira: One of Jira's many advantages is the automatic capturing of user actions and timestamps. Also, content such as descriptions or comments are stored historically, so every version is captured. Typically, each code completed Jira story (always linked to a certain software release) has its own test plan with test description and test results in Jira.

Besides testing new functionality prior to each release, there's always regression testing, too: Regression testing is testing the same functionality with the same test sit to ensure that previously developed and tested software still performs correctly after new changes. Regression tests are done before every release for WEB application, iOS application backwards compatibility and Android application backwards compatibility.

### 5.2.4 Product packaging

As cloud software Treatwell POS is neither distributed on a physical medium nor in a package; the version in use will always be the latest one.

### 5.2.5 Complaints & corrective actions

#### Complaints and corrective actions proposed:

Since all users always work with the same backend software version, it is always possible to deduce to which backend software version a users refers based on the timestamp of the related support ticket. Software related user feedback and complaints is continuously tracked (See "User support") and distinguished between bugs and feature requests:

## Bug

Bug software behaviour is when the expected software behavior, that is, the one defined and implemented in the development process, differs from the actual software behavior. However, experience has shown that users tend to prematurely declare expected behavior as bug behavior. Therefore Treatwell has introduced a process to ensure that only verified bugs are considered and processed as such:

Incoming complaints are reviewed by the CX or AM team member by reproducing the claimed misconduct. In many situations the Treatwell employee can rule out bug behavior and explain a feature. If the Treatwell employee can not rule out bug behavior, the Treatwell employee will describe the issue to Product Support. This will, if necessary backed by developers, result in an exclusion or a confirmation of the bug. If confirmed a qualified tech team member will raise an issue ticket (bug type) including an initial assessment of its priority (from “trivial” to “critical”) in JIRA, which informs the responsible development team and will be picked up during its development process. The development team then re-evaluates the priority, i.e. the severity of the bug, since it will define, when the bug is fixed: the heavier, the faster. If necessary a hotfix, a new software version in which the bug is resolved, is released before the next scheduled biweekly software release.

Bugs are critical if they make Treatwell POS no longer compliant with the legal requirements for POS systems. Hypothetically this would be the case if for example wrong calculations were made. In such an extreme case as well as for all other bugs the technical cause of the problem and the necessary development measures to fix it are always determined. Once the necessary measures have been programmed, they are, like all other software changes, tested to ensure that they effectively fix the bug. In the event that an element of the software no longer complies with the legal requirements for POS systems, will be accurately identified and affected users will be informed in detail.

## Feature requests

Feature requests, which are user requests to add a new feature or change an existing feature, are captured like any other query (See “User support”). Additionally partner support and account management are encouraged to share feature requests in an internal POS feedback chat channel. Feature requests are subject to legal, data protection and economic barriers: Not everything users desire is legally permissible or desired by other users.

## 5.2.6 Customer relations

### Customer listening

The product development team sends quarterly surveys via email and an internal communication tool in the software itself to partners/users to identify further areas for development.

In addition any direct feedback of product improvements or suggestions to the CX, AM or PS team (see “User support”) will be forwarded to the responsible product teams for further processing. These information and surveys are being accessed and used to prepare and plan future developments.

### Customer satisfaction

Treatwell is eager to understand and provide excellent customer experience, therefore customer satisfaction is controlled via Stella connect, a tool to gather NPS from the customers and partners. After every email or call the user is asked for permission to receive a satisfaction survey. The questions asked in the survey can be rated from 1 to 5 stars (1 = poor to 5 = excellent). The survey starts with the overall rating of the support. In case the partner/user gives a rating between 1 and 3, the user will get a follow up question asking what exactly did not go as to his expectation and how Treatwell can improve in the future.

The puser can choose from the following topics:

- Knowledge
- Professionalism
- Clarity
- Effort
- Friendliness
- Other

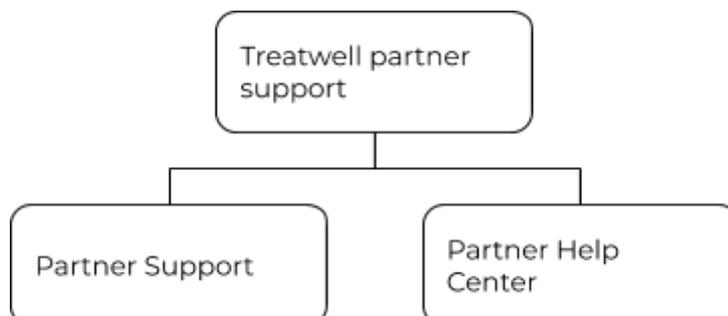
In case the user gives a rating of 4-5 stars, he will be able to give a reward to the supporting agent. In general the user is able to choose between 3 different awards which will change on a monthly or quarterly basis. See below for an example of the rewards:

- Coffee
- Chocolate
- Product

The Team Manager will then take the feedback reports and run analysis to identify areas for development. With the help of the quality manager the Partner Support agents and Account managers will address these topics identified to prepare

education and training material to improve the performance of the Partner Support team.

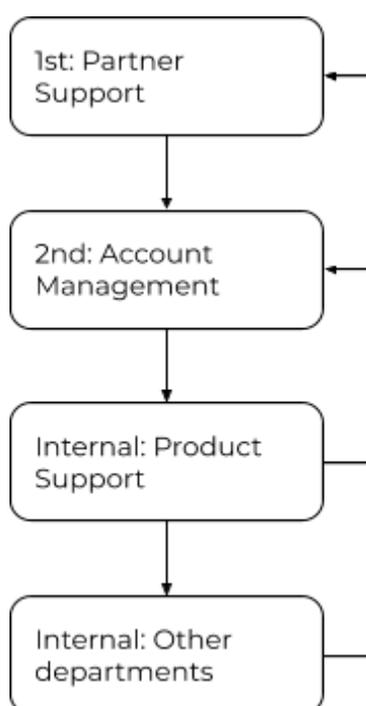
### 5.2.7 User support



Treatwell offers two different types of partner support:

- Direct partner support via phone and email provided by dedicated and trained Treatwell staff.
- Online smart self-service: Partners can browse or search the 'Partner Help Centre' to find required answers and information on their own. The Partner Help Center is available online without any restrictions. Within the Treatwell Connect software, partners can either search the Partner Help Centre or fully open it via multiple direct links.

#### Direct support levels



<b>Partner Support (CX)</b>	
Support level	First
Goal:	The Partner support team answers all incoming partner queries. It is fully trained on the Treatwell software and is able to answer the majority of all incoming requests regarding the software and its functionality. The team always aims for a "first touch solution": They try to solve all incoming calls and email queries instantly.
Query type:	General questions regarding software and company, changes in settings, invoice requests, profile updates (Treatwell marketplace), software functionality or login problems.
Team size:	6 (France)
Tasks:	First touch solution phone and email support
Channels:	Telephone and email
Availability:	MO-FR 9AM-18PM, Sa 9AM-4PM (France)
CRM Tools:	Zendesk
<b>Account Management (AM)</b>	
Support level:	Second
Goal:	The team's main goals are training and onboarding new partners and dealing with all commercial matters. The team is fully trained on the software and is able to answer the majority of all incoming requests regarding the software and its functionality.

Inquiries:	Product issues, contractual, general questions regarding software and company, changes in settings, invoice requests, profile updates (Treatwell marketplace), software functionality
Tasks:	Trainings, consultation, contractual
Team Size:	6 (France)
Channels:	On-site, telephone, email
Availability:	Mo-Fr 9AM-18PM (France)
CRM Tools:	Salesforce

<b>Product Support (PS)</b>	
Support level:	Internal
Goal:	The product support team is addressed in case neither the partner support nor the account management teams were able to find a solution for a Treatwell software related issue. It's contacted internally, either by partner support or account management, when a feature or a function appears to be not working as expected. The product support team will verify the very existence of the problem and will write a ticket for the development teams.
Query type:	Treatwell software related issues from partner support and account Management team
Team size:	4
Tasks:	Solve new Treatwell software related queries
Channels:	Slack, email
Availability:	9AM-18PM Mo-Fr

## Direct support process description

Treatwell offers phone support on business days. Phone support is in-house, so not outsourced at any point, and always free for the user.

The telephone support is organized centrally and on multiple levels: All incoming calls are wired to first level support, the partner support team ("CX"), whose goal is to solve a problem instantly. If the issue can not be rectified immediately, it is the responsibility of the account management department to solve it, so the query ownership will move from the CX team to the AM team.

If the user has a problem with the software that neither partner support nor account management can not solve, an account manager addresses the product support Team ("PS") in writing, who will usually find a solution ad-hoc that the account manager then sends to the user. In the rare case that even the PS team can not solve the problem, they communicate directly and usually in writing with the responsible development team.

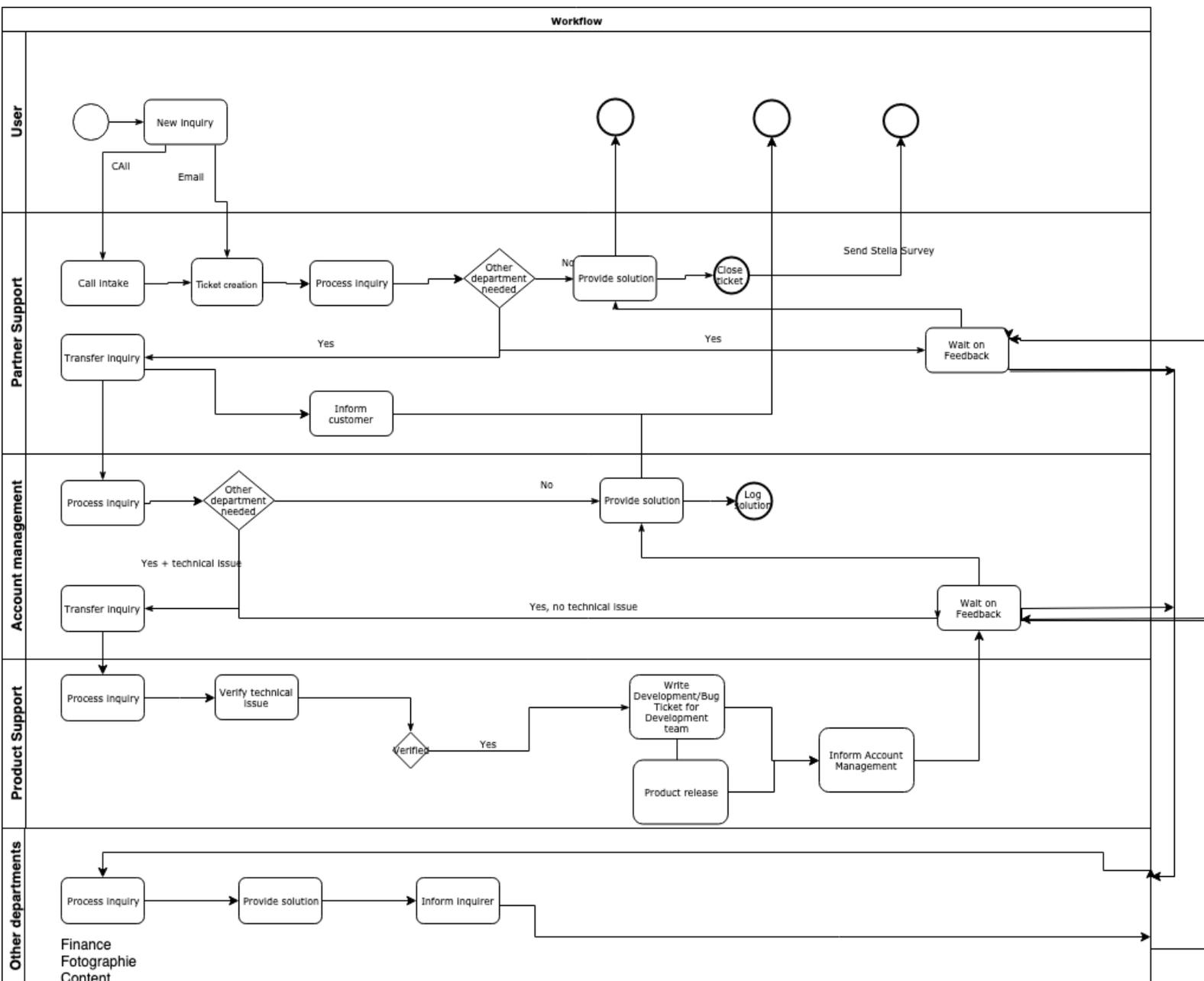
The documentation of incoming calls is automated as far as possible and is - if the caller initially gives his consent - also recorded. Calls are automatically logged in the internal CRM as an event with timestamp and assigned to the user account. The person who made the call adds a protocol from memory to it manually. Open cases remain with the responsible CX or AM employee until they are resolved, ensuring that the status of a case can always be queried by others and communicated to the user.

Those Treatwell employees, who are in direct telephone contact with users ("CX" and "AM") are linguistically versed, strong in communication and usually speak another language fluently in addition to the national language. Furthermore, they are quick in perception so that they advance quickly by asking the right questions. For this, apart from the described personal skills, they require far-reaching product knowledge.

New employees are always trained in principle. All new features and changes of the new software version, which is published every two weeks, are announced in advance to all employees in the so-called release notes and explained in detail in writing.

There's also a quality manager for CX employees that ensures through trainings and tests and in coordination with CX team leaders that all CX employees are adequately trained and up to date. AM employees receive info presentations, best practice managers in each country and team leaders at the local level ensure that every single AM is adequately trained and up to date. Additionally, local CX and AM teams hold weekly, logged meetings.

If a software defect should occur, affected users will be proactively contacted by Treatwell, without the user having to report it.



### 5.3 Product description

Treatwell is dependent on providing all relevant product information before signing a contract, because Treatwell does not believe in high one time software fees or long contracts - users are free to cancel their software subscription every month. If a potential user is misinformed about the product, he will cancel shortly after having signed up,, which will always be a substantial loss for Treatwell.

Therefore all of Treatwell's markets have substantial B2B product descriptions online. These are available and easily accessible for anyone, so both potential acquirers but also users, via the Treatwell website footer. In addition, pricing, support and frequent questions (e.g. training modalities) are explained there, too. Those markets in which Treatwell also offers Treatwell POS have an additional dedicated section describing Treatwell POS. Also, the Treatwell POS user documentation is accessible online by anyone without restrictions and it contains a dedicated section describing all important functions that can be performed with the software - specifically for potential acquirers. Needless to say that for each market all of the above is written in the market's language.

## 5.4 User documentation

Though each Treatwell POS user receives an initial personal telephone training on the software and telephone support will be free afterwards, users are expected and advised to study/ refer to the user documentation. Treatwell uses Zendesk Guide, which is a smart knowledge base, built to both improve content and keep it up to date, but also to serve it to users.

Those markets in which Treatwell offers Treatwell POS have a sophisticated online user documentation in the market's language which is freely accessible without any restrictions via the Treatwell website footer. The user documentation is intended to enable the user to learn to use the software, but also to address and solve all typical queries on the software, thus completeness is one of its core principles: It doesn't just explain all software functions, it contains all relevant related information that may be required by or important for some users (e.g. hardware requirements or troubleshooting). Further principles while creating and updating the user documentation are:

- Correctness of all information in the user documentation
- Consistency of all information (no contradictions within the documentation nor with the product description)
- Understandability by the end users (=beauty and wellness industry)

The user documentation provides all necessary information regarding compatibility (both organizational and technically), it's designed to be effective and efficient (it has an intelligent search functionality).

## 5.5 Taking into account new developments

### Release notes

Treatwell publishes combined public (available for anyone without restrictions) Release Notes products regularly (typically every 2 weeks with the release of the new software version). Treatwell does not publish separate Release Notes for Connect and Treatwell POS, because Treatwell POS is an optional extension of Treatwell Connect (see “Scope of Treatwell POS application”). Thus, every Treatwell POS user is also a Connect user, so both new Connect and Treatwell POS developments are equally important to them.

As explained in “Product Plan”, because of the different nature of the software, due to the fact that most new Treatwell POS developments are implemented for one national market only, and simply because there are more developers working on Connect than on Treatwell POS, the majority of new developments will be for Connect - and not for Treatwell POS. Therefore it’s likely that Release Notes consist of Connect news only. Only if national projects include software changes that are universally valuable for all Treatwell POS users, e.g. the release of monthly and yearly reports as part of becoming compliant in France, they will be released and communicated as part of the release notes for all markets.

#### Technical & user documentation

Accompanying but subsequent to software releases, new developments are described in either the technical or the user documentation. The user documentation mainly consists of user front end explanations and further information that are important for software users. The technical documentation mainly consists of describing software backend architecture and functions and information that are important for (tax) auditors and committed venue owners, accountants and tax consultants. Both are stored historically, i.e. changes are documented and each version is archived and can be obtained upon request.

## 5.6 Software versioning

The software versioning (the current software version is printed on each sale receipt) is set up in the following format:

<major\_version>.<certification\_number>.<minor\_version>.<bugfix\_version>

#### Meanings:

- <major\_version>: not incremented on a regular base, only if major changes are deployed. Last major version change: Extracting Treatwell POS from Treatwell Connect monolith.
- <certification\_number>: discriminator related to the French N525 certification. Incremented by 1 for every N525 certified software version
- <minor\_version>: Incremented by 1 with minor POS release

- <bugfix\_version>: Incremented by 1 with bugfix release in between 2 minor POS releases

## 6 External assessments

### 6.1 Germany: Software audit in accordance with IDW PS 880

Treatwell had ordered Audicon GmbH with a POS software audit in accordance with IDW PS 880. Audicon is the official supplier of German tax authorities in the field of digital tax audits: Audicon has developed the description standard and digital tax audit software ("IDEA" & "AIS TaxAudit") that are used by financial authorities.. Audicon's official cooperation partner, Interev GmbH, the expert in developing, auditing and advising on legally compliant IT business processes, issued the Software Certificate in October 2018.



#### Audit details:

Audit of the system for compliance with the principles of regularity, security and control requirements associated with electronic procedure. The audit included an inspection of the system with the goal of software certification according to IDW PS 880. The goal of Interev GmbH's work in the "PS 880" project was to inspect the areas to be tested for compliance with all criteria of regularity. Criteria in this sense were:

- completeness
- reliability
- immutability
- timeliness
- correctness
- availability
- storage
- inalterability

- documentation

The audit focused on the main system's export and import interfaces. The scope of the software test covered the assessment of program functions, processing functions and the program-internal control system. The program-internal control system includes, in particular, the input, processing and output controls as well as the programmed sequence control, including the access protection system.

The audit was based on the requirements for system tests when using IT, as outlined in the Institute of Auditors in Germany (IDW) auditing standards: Closure audit associated with the use of information technology (IDW PS 880) and the principles of proper accounting associated with the use of information technology (IDW RS FAIT 1).

The legal basis for the audit is as follows:

- German Commercial Code (HGB)
- German Tax Code (AO)
- Generally accepted accounting principles (GoB)
- Principles for the proper management and storage of books, records and documents in electronic form as well as data access (GoBD)
- German Data Protection Act (BDSG)
- Catalogue of measures advanced by the German Federal Office for Information Security (BSI)
- Institute of Public Auditors in Germany (IDW)

## 6.2 The Netherlands: “Betrouwbare Afrekenystemen” certification mark

The Betrouwbare Afrekenystemen Foundation is an independent public-private initiative founded in 2012, which has established the requirements for reliable POS systems with the participation of POS software producers, ECP, tax authorities and auditors. Those are, for example, the correct, complete and timely recording and processing business transactions as well as their permanent storage. After successfully completing their audit in may 2019, Treatwell POS has been granted their certification mark.



### 6.3 France: NF525 Certification

The [NF525](#) is considered the French POS system guideline. It e.g. defines how POS data must be stored and how it needs to be protected against fraud. Treatwell POS/POINT DE VENTE TREATWELL (Version 2.1) has passed the certification process (V2.0) carried out by Infocert and has been granted the [NF525 category B certificate](#) for all its platforms (iOS/Android/WEB) on 28/05/2020. Consequently, Afnor lists POINT DE VENTRE TREATWELL among the NF525 certified [POS software](#).



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Version	Date	Edited parts and changes	Editor
1.0	29/04/2019	Creation	F. Schmidt (Tech)
1.01	18/06/2019	Arithmetic calculations and rounding rules: Monthly and Yearly POS reports added	F. Schmidt (Tech)
1.02		Arithmetic calculations and rounding rules: VAT report added, Article Backup and protection against loss of data slightly restructured and updated	F. Schmidt (Tech)

1.03	15/07/2019	External assessments: The Netherlands: "Betrouwbare Afrekensystemen" certification mark added	F. Schmidt (Tech)
1.04	06/08/2019	Arithmetic calculations and rounding rules: VAT calculation updated	F. Schmidt (Tech)
1.05	07/08/2019	Software access and permissions: article added	F. Schmidt (Tech)
1.06	08/08/2019	Development process: updated	F. Schmidt (Tech)
1.07	28/08/2019	Online payment: updated (New credit card payment provider Stripe, Google Pay and Apple Pay)	F. Schmidt (Tech)
1.08	20/02/2020	Vouchers (Salon Vouchers): Changed market default for Switzerland (from Single Purpose to Multi Purpose); Receipts: general header, sale and refund receipts updated; VAT calculation: added persisting storage; Database description: creation, storage & access updated; Production servers (location and access): updated; Receipts: added numbering and capturing of receipt copy prints; Technical requirements: Italy paragraph updated (added November 2019 discriminator regarding user hardware requirements to comply); External assessments: The Netherlands: "Betrouwbare Afrekensystemen" certification images added; Internal Control System: No deletion of POS transactions updated (mandatory refund note); Technical requirements: added "France only"; VAT calculation updated, France: AFNOR NF525 Certification added; Configuration Management added, Tests and final validations added; Software complaints and corrective actions added; Vouchers updated; Purpose and structure of this documentation updated; Receipt issuing added; Technical requirements updated; Operating systems and hardware updated; France: AFNOR NF525 Certification added	F. Schmidt (Tech)

1.09	27/02/2020	Product requirements for France added, accounting requirements added, Period management added, Grand Total added, Sales period management added, Technical requirements (software) added; Technical Event Log (JET) added, Event list added, Unsupported event codes specified in [R19] added, Mapping of all event codes specified in [R19] added, Data change management traceability added, Traceability data added, Fiscal archives function added, Fiscal archives management added, Fiscal archives data added, Sales data permanent retention added, Sales data purge management added, External retention on SAS added, Software administration added, Backup added, Data security added, Electronic signature added, Electronic signature data format added, Treatwell organization descriptions added, compliance management added, quality records & procedures added, configuration management added, Product Plan added, Testing and final validation added, Product packaging added, Complaints & corrective actions added, Customer relations added, user support added, Product descriptions added, user documentation, Taking into accounts new developments, Data mapping added, Ticket referencing added, Ticket (sale and refund receipts) added, Duplicata (receipt copies) added, Grand Totals, Technical Event Log (JET) added, Electronic Signature added	F.Schmidt (Tech)
1.10	09/03/2020	Software version updated; Documentation version created due to POS audit France	F.Schmidt (Tech)
1.11	28/04/2020	Ticket (Sale and refund receipts) updated, Fiscal archives data (Receipt_copies.CSV) updated, Software versioning added, Event list (Event Code 320 added updated, Data mapping: Technical Event Log (JET) (Event Code 320 added) updated, Fiscal archives data (Company_Info.CSV deleted) updated,	F.Schmidt (Tech)

		Electronic signature data format (Receipt copy accessing signature string) updated, Fiscal archives data (Receipts.CSV) updated, Receipts (not allowing user to print receipts more than once and numbering receipt copies added) updated, Data mapping (Ticket referencing, Ticket, Duplicata) updated	
1.12	22/06/2020	Header (added French software name and certificate logos), France: NF525 Certification updated;	F.Schmidt (Tech)
1.13	06/07/2020	Receipt types france updated, Product requirements for France (updated)	F.Schmidt (Tech)