

Sovos VAT Credits Turkey

This Data Sheet has been prepared for the Software and Services purchased by the customer by the related Order Form.

This Data Sheet describes the following Software/Services to be provided by F.I.T. Bilgi İşlem Sistemleri Servisleri Sanayi ve Ticaret A.Ş. ("Sovos") to the customer named on an applicable Order Form, in accordance with this Data Sheet:

- **Sovos VAT Credits Starter - Turkey:** Transaction credits which can be used for sending and receiving transactions for e-Delivery Note, e-Invoice and e-Arsiv Invoices, and e-Ledger, e- Producer Receipt and e-Self Employed Receipt Services on Sovos System. In Turkey, transactions are synonymous with the word "Credit."
- **Sovos VAT Credits Standard Package – Turkey:** Subscription package providing Standard support and product offerings for Sovos VAT Credits Starter - Turkey. Requires purchase of Sovos VAT Credits- Turkey.
- **Sovos VAT Credits Premium Package – Turkey:** Subscription package providing Premium support and product offerings for Sovos VAT Credits Starter- Turkey. Requires purchase of Sovos VAT Credits Starter- Turkey.

How are - Sovos VAT Credits Starter – Turkey spent?

Service	Credit Consumption	Unit
e-Invoice	1	1 unit of Incoming / 1 unit of Outgoing e-Invoice
e-Ledger	100	1 set of e-Ledger
e-Arsiv Invoice	1	1 unit of sending e-Arsiv Invoice
e-Delivery Note	1	1 unit of Incoming / 1 unit of Outgoing e-Delivery Note
e-Self Employed Receipt	1	1 unit of sending e- Self Employed Receipt
e-Producer Receipt	1	1 unit of sending e-Producer Receipt
e-Mail Services	1/4	Sending 1 e-Arşiv Invoice e-mail (4 e-Mails consumes 1 credit)

- Purchased credits will be available for the customer for one year starting from the date of activation on the system of such. If not spent within this one year, the remaining credits will expire and may not be used past the said one-year period.
- Customers needs to purchase an additional e-Reconciliation subscription to use their credit balances for this purpose.

	Sovos VAT Credits Starter - Turkey	Sovos VAT Credits Standard Package – Turkey	Sovos VAT Credits Premium Package – Turkey
Usage Method	Portal	Portal, Partner WS, Sovos Adapter, Sovos SAP Solution	Portal, Partner WS, Sovos Adapter, Sovos SAP Solution, Sovos Cloud Public WS
After Sales Support	Call Center/E-mail Support	Call Center/E-mail Support + Support Ticketing System	Call Center/E-mail Support + Support Ticketing System + Premium Customer Support
Number of Users / Activations	Up to 2 users per entity	Up to 10 users per entity	Unlimited users
Document Design Personalization	Standard TRA Document Design	Invoice Personalization + Email Personalization	Invoice Personalization + Email Personalization + Email From Client Domain
Alerts and Notifications	X	✓	✓

1 DEFINITIONS.

1.1 **“Application”** means the version of customer’s financial, or transaction application identified in the Customer Information Document.

1.2 **“Customer Information Document”** means the document provided by Sovos to be completed by customer specifying certain information, which may include, without limitation, onboarding information.

1.3 **“System”** means the Software and services maintained by Sovos with certain availability. Sovos publicly announces live availability and historical metrics on <https://api.fitbulut.com/servis/#/>.

1.4 **“TRA”** stands for Turkish Revenue Administration.

1.5 **“Credit”** means a unit that each transaction consumes according to the table given above

1.6 **“Regulation”** means e-transformation regulations published by the Tax Authority, which taxpayers can use. Regulation could be related to one of these: “e-Invoice”, “e-Arsiv Invoice”, “e-Delivery Note” and “e-Ledger”.

1.7 **“e-Invoice”** is a regulation implemented with the General Communiqué of the Tax Procedure Law No. 397 in Turkey and has been in effect since March 5, 2010. The Turkey Revenue Administration (TRA) determines the data format and standard. It is an electronic document containing information in which the transmission between the seller and the buyer is carried out over a central platform (TRA). E-Invoice is possible when both parties are registered to the system. Otherwise, the invoice should follow the “e-Receipt” regulation.

e-Invoice includes functionalities like signing, archiving, sending documents to TRA and tracking their statuses for outbound invoices. Inbound Invoices will be achieved after receiving them from TRA, and actions like approve and reject will be possible for the relevant scenarios (Commercial Invoice).

1.8 **“e-Arsiv”** is a regulation known as “e-Archive Invoice”. With the General Communiqué of the Tax Procedure Law No. 509, the procedures, and principles regarding the creation of the e-Archive Invoice in an electronic environment, its transmission in paper or electronic media according to the request of the buyer, its preservation and submission in the electronic environment have been rearranged.

This regulation functionally includes controlling e-Arsiv, keeping them by signing and sending them to the TRA by making a report after the day.

1.9 **“e-Delivery Note”** is a regulation that is also known as “e-Dispatch” or “e-Waybill”. It is an application that covers the regulations regarding the electronic preparation, transmission, storage, and presentation of the “shipment/delivery note”, which is issued in paper form, with the General Communiqué of the Tax Procedure Law No. 509.

e-Delivery Note includes functionalities like signing, archiving, sending documents to TRA, and tracking their statuses for outbound documents. Inbound documents will be achieved after receiving them from TRA.

1.10 **“e-Ledger”** is a regulation that came into effect with the General Communiqué No. 1 Electronic Ledger, jointly published by the Ministry of Finance Revenue Administration and the Ministry of Customs and Trade, General Directorate of Internal Trade. It is a set of legal and technical regulations aiming to be prepared in electronic file format in accordance with formats and standards, to be saved without printing, to guarantee its immutability, integrity, and the accuracy of its source, and to allow it to be used as a means of proof before the relevant parties. This regulation functionally includes creating and signing the ledgers within a maximum period of 3 months, sending them to the TRA, and keeping the versions approved by the Revenue Administration. The pre-defined data format given on <https://api.fitbulut.com> must be used while sending the ledger file to the system. All ledger parts must be signed with a digital signature / financial seal (USB device) and via a client-side application that Sovos provided. According to Turkish Regulations, the customer is responsible for uploading second copies of

ledger files to the TRA system.

1.11 **“e-Self Employed Receipt”** is an application that covers the self-employment receipt created in the form of an electronic document, which complies with the conditions within the scope of the VUK notification with line number 421.

1.12 **“e-Producer Receipt”** is an application that complies with the conditions of the VUK General Notification No. 509 and includes the participant’s receipt created in the form of an electronic document.

1.13 **“Portal”** stands for the UI that clients use to send and receive e-documents. <https://cloud.fitbulut.com/>

1.14 **“Sovos Adapter”** Adapter provided by Sovos, which is used for data mapping and integration to Sovos Cloud System. Sovos Adapters are compliant with specific ERP’s and their versions.

1.15 **“Partner WS”** stands for the integration method, a web service connection supplied by one of Sovos’ Partners. This should be an existing connection which is already made. Partner is responsible for: (i) developing and maintaining the Partner’s System; and (ii) updating the Partner’s System to be compatible with new releases of the System and Customer’s Application.

1.16 **“Sovos SAP Solution”** SAP Subscriptions integrated to cloud provided by Sovos. SAP Cloud -Turkey solutions provide this integration method.

1.17 **“Sovos Cloud Public WS”** Integration method in which client is responsible from developing and maintaining the connection between their system and Sovos System’s. This integration should be completed concerning the Sovos’s guidelines as stated in <https://api.fitbulut.com/>.

1.18 **“After Sales Support”** This contains the after sales support provided for Public Cloud Credit Services. Does not contain after sales support for other subscriptions such as SAP Subscriptions etc.

1.19 **“Call Center/E-mail Support”** Call Center and E-mail support will be available for Public Cloud Credit Services. Support agent will guide the customer through User Guide and FAQ during task finalization, agents will not be responsible from doing the operational task on behalf of the customer. Call Center Phone: 0850 733 28 87. E-mail: fit-supportteam@sovos.com

1.20 **“Support Ticketing System”** Sovos provides support services for the issues and requests communicated by the customers via the service portal at <http://sovos.com/portal>. This allows all tickets you have submitted to the right customer support team to enjoy a fast and appropriate solution.

1.21 **“Premium Customer Support”** Customers with Premium Subscription can benefit from premium customer support. This enables customers to have ticket assignments not from the pool, but within a landscape-familiar, experienced team. So that customers can benefit from more efficient support processes, and support cycles. Premium Customer Support will be delivered in accordance with the Global Sovos Support Policy.

1.22 **“Standard TRA Document Design”** Standard XSLT provided by TRA is used. Signature and logo image upload is available for clients (Limited image size).

1.23 **“Invoice Personalization”** Personalized XSLT can be uploaded. Does not include creating and editing the XSLT file.

1.24 **“E-Mail Personalization”** Personalized e-mail templates can be uploaded.

1.25 **“E-Mail from Client Domain”** Customer can use the e-mail service providers which Sovos support. Sovos will be able to use customer-owned account from the service provider, to send e-Arsiv invoice e-mails from a specified domain.

1.26 **“Alerts and Notifications”** consist of six different notifications designed to inform about the transaction status. Those notifications are: Invoice Sent, Sent Invoice Error, Inbound Application Response, Invoice Received, Outbound



Application Response Error, Application Response Reached Deadline.

2. INTEGRATION AND ADAPTERS Customer is solely responsible for data mapping. Customer may purchase the right to use a Standard Adapter, if available from Sovos. Customer's use of such Standard Adapter is subject to all terms and conditions of the agreement. If no Standard Adapter is available or purchased by Customer, Customer is responsible for: (i) developing and maintaining the adapter; and (ii) updating the adapter to be compatible with new releases of the System and Customer's application. Sovos can provide adapter services on a time and materials basis pursuant to the Services provisions of the Governing Agreement. **SOVOS PROVIDES NO WARRANTY, SUPPORT OR MAINTENANCE FOR ANY NON-STANDARD ADAPTER.**

3. ACCESS. Access and use of the Cloud Solution may require certain components of the Software to be installed in customer's data center. In such event, use of such components of the Software installed in customer's data center will be limited to Customer's Access and use of the Software and subject to the restrictions on use set forth in the Governing Agreement and any applicable Data Sheets.

4. CHANGES. Sovos may, from time to time and in its sole discretion, make changes to this document or the terms and conditions set forth herein, provided however, in no event shall Sovos make any changes that will degrade the products or services applicable to this Data Sheet without the customer's

prior written approval. When Sovos makes changes hereto which do not degrade the products or services applicable to this Data Sheet, Sovos will provide notice as appropriate under the circumstances, e.g., by displaying a notice within the applicable Sovos products or services, by updating the Data Sheet located at <https://sovos.com/customer-legal-data-sheets/> or by sending Customer an email.

5. TERMS AND CONDITIONS. Customer's execution of an applicable Order Form for the products applicable to this Data Sheet signifies customer's agreement to the terms and conditions in this Data Sheet and its acknowledgment that the Products are provided under and is governed by such applicable Order Form and the separate written agreement between the parties that expressly governs Sovos' delivery of products and services (the "Governing Agreement").

6. DEFINED TERMS Except as defined herein or otherwise required by the context herein, all defined terms used in this Data Sheet have the meaning set forth in the Governing Agreement.

This document constitutes a Data Sheet as defined in the Governing Agreement.

SOVOS MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.