



Service Plus Group
Professional Fiscal Services and
Products in Croatia

V1.3

Fiscal Law

Croatia is a fiscal country in 2013!



Basic elements of the new Fiscal Law

- It is a software based fiscalization
- It was approved end of September 2012
- Implementation of the new Law starts 1st January 2013
 - A Three steps implementation:
 - First group of companies start 1st January 2013
 - Some companies start 1st April 2013
 - All others 1st July 2013
- Categorisation of the company is according official register of the companies
- Control of implementation will be done by consumers in the stores:
 - Each Consumer has the possibility to check online whether an issued receipt is registered at the Fiscal Authority
 - Rewards will be given to consumers detecting receipts which are not registered
- The Fiscal Authority wants to use the data for other proposes also:
 - Statistics
 - Tracking of companies working hours

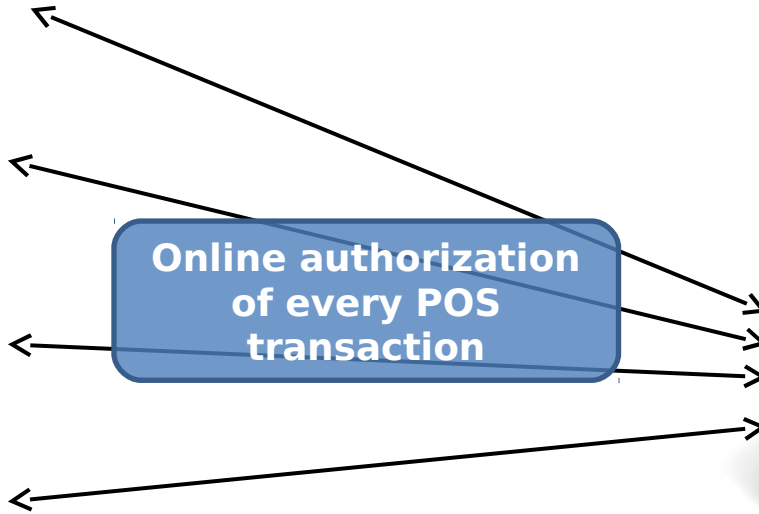
Basic elements of the new Fiscal Law

- Each location or location change data has to be registered at the Fiscal Authority using a defined web service
- Each Company should have a unique official digital certificate
- This Certificate is used as a signature for each POS transaction
- All POS sales transactions have to be sent to the Fiscal Authority (online) for authorization
- In offline cases the re-authorization has to be performed later (max 2 days) for each transaction
- A unique Cashier number (OIB) has to be sent with each POS transaction to the Fiscal Authority
- Receipt layout has to be changed, for authorization number, protection code and fiscal receipt number printing
- EOD report has to be created and sent to the Fiscal authority
 - **changed, it is not needed any more**
- In case of broken POS; all manually issued invoices have to be sent to the Fiscal authority
- Broken POS has to be operational within 2 days

(!) Changes are expected

Main Element of the Law and it's Impact on the Solution Architecture

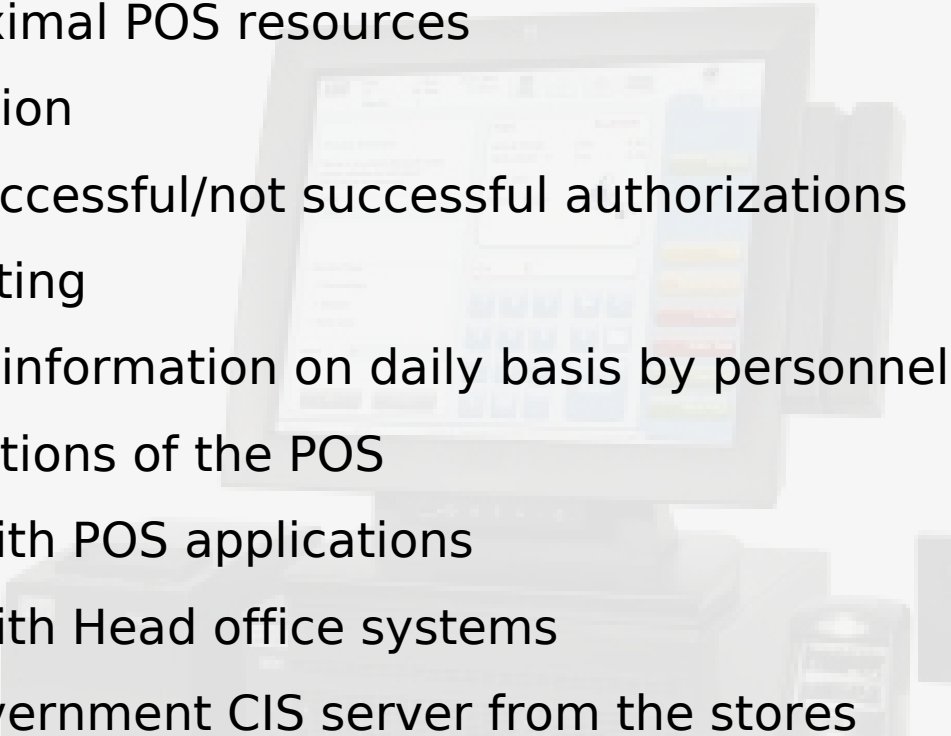
Point of sale



CIS
(Authorization
Server of the Fiscal
Authority)



Major challenges of the Fiscal Law

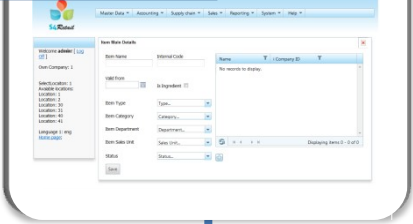
- Time delays on the POS
 - Usage of maximal POS resources
 - Re-authorization
 - Logging of successful/not successful authorizations
 - Central reporting
 - Checking log information on daily basis by personnel
 - Silent Installations of the POS
 - Integration with POS applications
 - Integration with Head office systems
 - Access to government CIS server from the stores
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Recommended architecture for the Fiscal Solution

Fiscal Back Office Application

CIS
(Authorization Server of the Fiscal Authority)

Web Service for Online shops, ERP Invoices ...

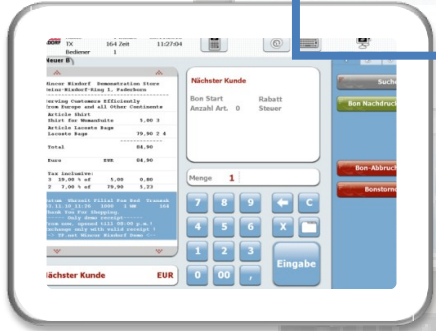


Printer Driver
(fiscal OPOS/JAVAPOS or native Linux driver)



Customer specific (optional)

Retailer Head office applications



POS application

Standard receipt UPOS printer

Head Office

Store

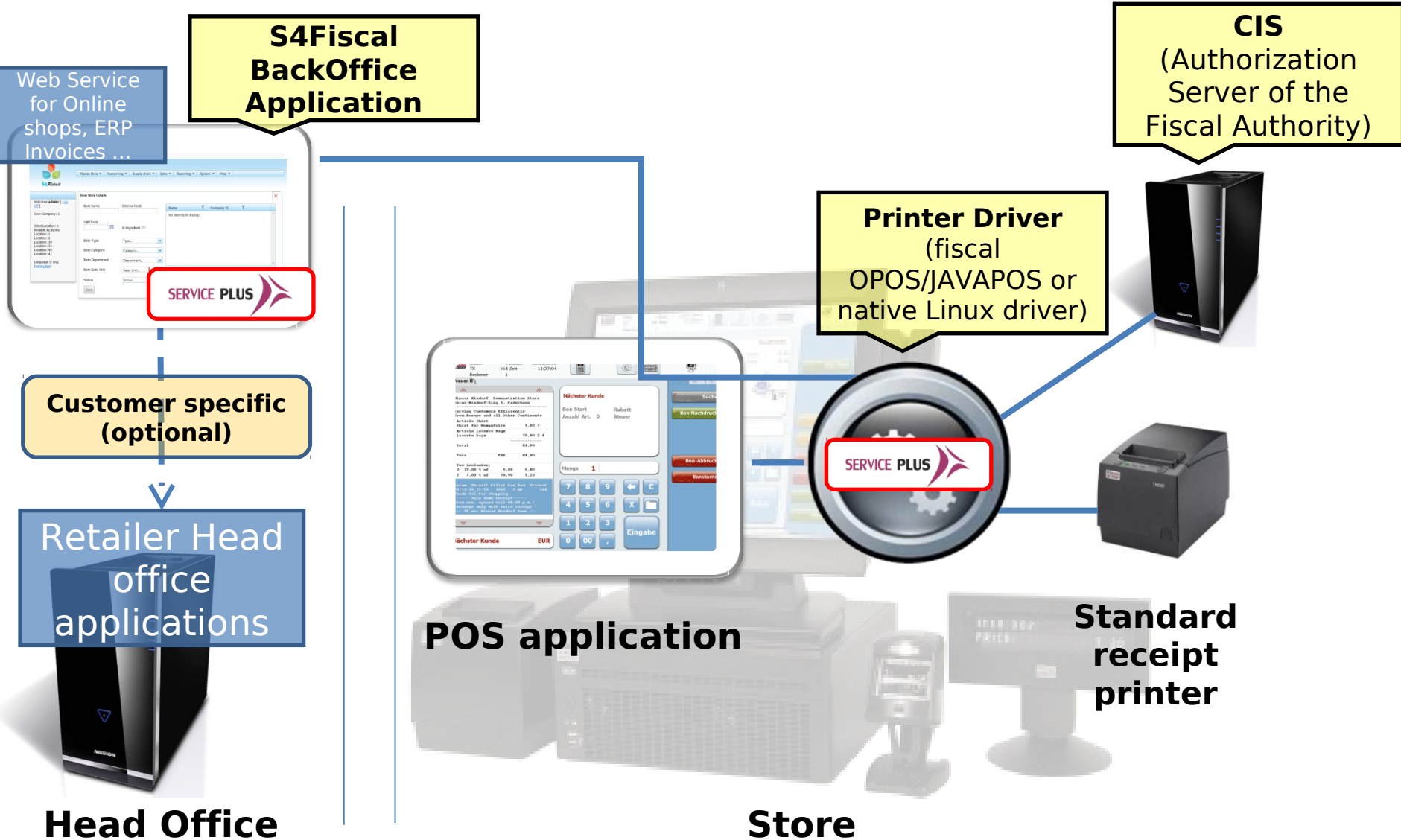


What do we offer?

Fiscal OPOS/JavaPOS and native Linux driver

Fiscal Back Office Application

Architecture of the Fiscal Solution



What do we offer - full scope?

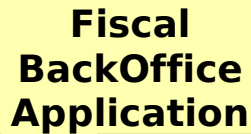
1. “Fiscal introduction and integration workshop”
 - Presentation of the Fiscal law requirements in Croatia
 - Handing out Croatian Fiscal law (in Croatian, English or German languages)
 - Presentation of existing Fiscal modules and their integration
 - Discussion of potential solution scenarios for specific retailer POS software
 - Handing out the official technical requirements (in Croatian, English or German languages)
 - Handing out technical description of the fiscal driver (OPOS , JavaPOS or native Linux)
2. Fiscal modules
 - Fiscal driver: OPOS/JavaPOS and native Linux
 - Fiscal solution: S4Fiscal Back office
3. Integration support
 - Support during the integration of POS application and fiscal modules
4. Installation and Rollout
5. End user training for Fiscal Law and S4Fiscal Back office
6. Maintenance
 1. Maintenance of the fiscal driver
 2. Maintenance of S4Fiscal
7. Hotline

**All elements are optional and
can be ordered
independently**

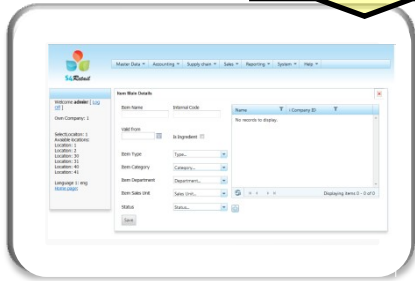
Hotline services for easy fiscal operations

- **Every day monitoring of transaction authorization and re-authorization (obeying the max allowed time for re-authorization)**
 - **Analysis of the problems for not authorized fiscal transactions**
 - **Undertaking all needed steps for re-authorization**
 - **Store maintenance at the official government register**
 - **Applying for certificates, managing and monitoring of expired certificates**
 - Answering phone calls or problem reports by email
 - Inserting problems in the problem-tracking tool
 - Investigation of possible reasons for reported problems
 - Solution of problems by phone, email or remote access if allowed
 - Communication with maintenance team in order to report and get solution of the problem
 - Remote installation of hotfixes and/or patches produced by maintenance team
 - Remote installation of new versions
 - Regular reporting
- **Clear responsibility on the POS**
 - **One responsibility for all fiscal issues**

S4Fiscal BackOffice Application:



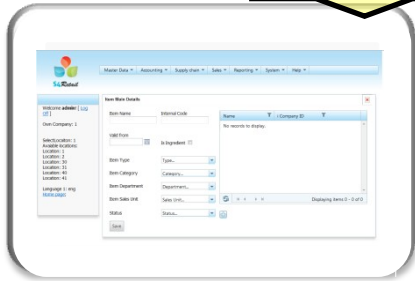
Fiscal BackOffice Application



- Stores maintenance
- Stores registration at the Fiscal Authority
- Store related data changes at the Fiscal Authority
- Certificates management
 - Distribution to POS in case of new installation
 - Distribution to POS in case of expire date
- Authorize transactions which are created on paper blocks (receipts written by hand)
- Re-authorization of not authorized transactions received from POS (including EOD data if finally defined by Law)
- Web service for online shops, ERP invoicing
- ...
- Central report of authorized/not authorized transactions
- Alerts related to transaction authorization
- Saving relevant fiscal transaction data (also for EOD data if finally defined by law)

BackOffice Fiscal Application: S4Fiscal

Fiscal BackOffice Application



System Requirements

- Operating system: Windows 7 or Server 2008 (depends on store numbers)
- .NET 4
- Database: MSSQL Server 2012 Express
- RAM: 3+ GB
- Hard disk: volume depends on data storage time frames.

Fiscal module on the POS

Printer Driver
(fiscal
OPOS/JAVAPOS or
native Linux driver)



- Creation of specific fiscal receipt number as required by law
- Creation of protection code based on MD5
- Authorization of fiscal transaction at CIS (Fiscal Authority) via Web service
- Add all by law required data to the printed receipt
- Communication with S4Fiscal Back Office application via Web service or existing Middleware
- Automatic installation of certificates in case of new installations or expired certificates
- Reprint of the receipt
- Logging of authorized/not authorized transactions
- Saving the required data for fiscal transaction locally and delivery to the Fiscal back office application (S4Fiscal)
- Support of standard retail POS printer (UPOS)
- Error handling and communication with POS application in case of errors

Key Features of the Fiscal Solution

- Complete implementation of all fiscal requirements in one application
- Integration to POS
 - Minimum integration with POS application is needed
 - Complete Integration with POS is done over printer interface
 - **OPOS/JavaPOS and native Linux fiscal driver available**
- Use of standard UPOS printer
- Management and automatic distribution of certificates
- Extended security: Fiscal transactions are saved on the POS and Fiscal BO Application
- Extended logging on the POS
- Reporting about authorized/not authorized transactions in the head office
- Alerts for not re-authorized transactions
- Management of manual issued invoices and belonging authorization numbers

