



PERK | PRODUCT SERVICE CATALOGUE

This Product Service Catalogue forms part of our Agreement. Capitalised terms not defined in this Product Service Catalogue have the meanings given elsewhere in the Agreement.

The Product Service Catalogue contains the current descriptions, features, and specifications of the Services, and is divided into three parts: [Part A – Travel Service Descriptions](#), [Part B – Spend Service Descriptions](#), and [Part C – Implementation Service Descriptions](#).

This Product Service Catalogue was last updated on 4 November 2025.

PART A – TRAVEL SERVICE DESCRIPTIONS

A. TRAVEL MODULE

SUBSCRIPTIONS

Perk offers three distinct service subscriptions to its Travel Module (Starter, Premium and Pro). The summary descriptions below provide an indication of the type of Services (including functionality, features and limitations) available within each subscription. For more detailed and up-to-date information please visit <https://www.perk.com/pricing/-full-feature-list>.

1 STARTER

Get access to the Travel Module* for 1 entity and simplify and consolidate all your business travel in one place with the world's largest travel inventory and 24/7 support – no strings attached. Begin managing your travel with one policy and approvals process, and receive simple travel reports.

** The Travel Module is designed to operate on the latest officially released versions of iOS and Android mobile operating systems and is accessible through Chrome, Firefox, Safari and Microsoft Edge browsers.*

2 PREMIUM

Includes the Starter Services listed above and additionally the following services:

Corporate travel management

- Entities: Up to 4
- Consolidated invoicing.
- Multiple policies and approval workflows: set up approval workflows for all Trips or only those that are out of policy.
- Labels and multiple cost centres: organize your bookings and travel spend for better analysis and administrative tracking.
- Budget tracking for up to 5 cost centres.
- Travel optimization insights.
- SCIM user provisioning.
- Advanced travel data reports: receive monthly visual reports with travel spend broken up by department, projects, etc.



- Advanced TravelCare risk management: A complete suite of User safety features including alerts, tracking, notifications, and contact options.

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| Travel assistance | <ul style="list-style-type: none">· Dedicated 24/7 Customer Care: Get fast-track access to our experienced staff at any time.· Concierge: Ask us for anything related to your trip that our Platform doesn't offer and we'll book it if we can. |
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| Target Service Level | <ul style="list-style-type: none">· Email: response within 2 hours for 90% of emails.· Phone: response within 20 seconds for 90% of calls.· Chat: response within 3 minutes for 90% of chat messages. |
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| Access to third party travel inventory | <ul style="list-style-type: none">· Flights, hotels, trains, cars.· Airbnb.· Book from Perk's exclusive rates. |
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3 PRO

Includes the Premium Services listed above and additionally the following services:

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| Corporate travel management | <ul style="list-style-type: none">· Entities: Unlimited.· Unlimited labels, number of cost centres, approval processes and policies.· Unlimited budget tracking by cost centre.· Custom travel data reports: In addition to our advanced visual report in Premium, we'll create customized, detailed reports quarterly, or as requested. |
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| Access to third party travel inventory | <ul style="list-style-type: none">· Book your corporate negotiated rates.· Rates negotiation service. |
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| Integrations | <ul style="list-style-type: none">· Customise your workflows with our Developer Tools, including our APIs. |
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B. EVENTS MODULE

The Travel Module is complemented by the **Events Module**. The Events Module is available to all Customers who have an active subscription to the Travel Module. It supports the planning, booking, and management of group bookings and corporate events through a combination of a dedicated in-platform tool and Perk's in-house groups and events team.



The Events Module streamlines every step of organising a group trip or event — from venue sourcing and quote comparison to planning on-the-day logistics. Using automated venue-matching technology, Customers can find suitable venues, review quotes, and confirm bookings in just a few clicks.

Perk's Events team provides end-to-end support for Group and Event Bookings, including venue sourcing, group travel arrangements, negotiations, and supplier coordination.

All Group Bookings and Event Bookings shall be handled via the Events Module, and will attract a service fee of three percent (3%) of the total cost of the booking. The relevant fee shall become due and payable at the time of confirmation of the booking (unless the Customer utilises an alternative payment method agreed in the Order Form or selected by Customer on the Platform, where applicable).

Any Element booked by the Customer outside of a Group Booking or an Event Booking will attract the standard fee per Trip as indicated in the Order Form, even if booked in connection to a group and event booking (e.g., an individual flight booked separately will still incur the standard Trip fee).

A Group Booking means:

- any transportation booking made for a group of ten (10) or more Users from a single point of origin to a single destination, at the same time and on the same dates; or
- any accommodation booking made for a group of nine (9) or more bedrooms at the same property, where such bedrooms are booked for at least one (1) common date.

An Event Booking means:

- any booking of services and facilities related to an event other than a Group Booking (e.g., booking of a meeting room, booking of a venue, etc.), irrespective of the number of attendees.

The Customer acknowledges and understands:

- Perk does not warrant or guarantee the availability of changes requested to a Group or Event Booking (including any capability to modify at a particular price or provide full or partial refunds);
- FlexiTravel does not apply to Group and Event Bookings;
- it shall take responsibility to receive and relay any correspondence (concerning changes, amendments and cancellations) from Perk or Travel Suppliers to all Users named in the Group and Event Booking; and
- its responsibility to ensure that all Users take such actions as are reasonably necessary to facilitate completion of the Group and Event Booking (including, complying with the procedures and terms of the relevant Travel Suppliers).

C. ADDITIONAL SERVICES

Perk further offers a number of additional Services (a description of the current Travel Module "add-ons" is included from Paragraph 4 below). Additional Services may be subject to additional fees, as indicated in the Order Form (or on the Platform, if the Customer contracts the additional Services directly on the Platform). Unless otherwise agreed, Customer may terminate the additional Services of the Travel Module individually without cause by giving Perk not less than thirty (30) calendar days' notice (in writing).

4 FLEXITRAVEL

- 4.1. FlexiTravel allows Customer to cancel Elements or Trips booked through the Travel Module for any reason and get a partial refund.



- 4.2. Customer understands and agrees that the refund will be issued as credits. Such credits will be applied to the next payment made using the same payment method that was used for the payment of the cancelled Element or Trip (e.g., the same credit card).
- 4.3. To be entitled to get the partial refund, the Customer must expressly notify Perk's customer care service of such cancellation in writing (by email or through the Travel Module) or by phone, within the timeframes stated below. All times are local to place of stay or point of departure:
- Hotels: 4 pm of the first day of the booking at the latest.
 - Flights: 2 hours before the departure time of the flight at the latest.
 - Trains: 2 hours before the departure time of the train at the latest.
 - Car rental: 2 hours before the agreed pick-up time of the car at the latest.
- 4.4. FlexiTravel Service is subject to the following limitations:
- Partial cancellations of Elements that are part of the same Trip are not refundable under the FlexiTravel Service (for instance, a single leg of a return ticket).
 - Group and Events Bookings and payments made by Customer to Travel Suppliers directly are not refundable under the FlexiTravel Service.
 - Bookings made manually by Perk following Customer's instructions are not refundable under the FlexiTravel Service (for instance, bookings made by Perk's concierge service and Group Bookings).
- 4.5. Subject to Paragraph 4.3 and 4.4 above, Perk will refund Customer 80% of the costs of the cancelled Element or Trip, up to five thousand euros (€ 5,000) per User and up to thirty thousand euros (€ 30,000) per Trip.
- 4.6. The refund does not include any mandatory taxes and charges collected by a finance provider or Travel Supplier in connection with the cancellation of any Element or Trip, including but not limited to credit card or bank commissions or charges, non-refundable airport taxes and involuntary cancellations charges.
- 4.7. Perk may request Customers to provide the reason for cancellation and ask for support evidence for internal information and reporting purposes only. Customer shall provide this information and evidence to Perk so that Perk can comply with its internal needs and fulfil its agreements with third party providers. Customer's obligation to provide information and evidence of cancellation shall under no circumstances affect Customer's right to receive the refund for any reason.
- 4.8. Fees payable for the FlexiTravel Service depend on the selected FlexiTravel Service and apply as follows:
- (i) Conditions applicable to FlexiFlight and FlexiTrip:
 - Can be selected by Users individually for applicable bookings;
 - Is subject to a variable fee as indicated during the booking process;
 - Is not available to Customers that have hired FlexiTravel Company.
 - (ii) Conditions applicable to FlexiTravel Company:
 - All Trips are subject to FlexiTravel Service;
 - Is subject to a fixed fee over the entire cost of all Trips, as indicated in the Order Form (or on the Platform, if the Customer opts-in to FlexiTravel directly on the Platform).



- 4.9. Upon termination of the Agreement, and subject to its timely receipt of any outstanding payment due from the Customer, Perk shall transfer to Customer the balance of any credit notes applied to the Customer's corporate account within thirty (30) days of the termination date.

5 VIP EXPERIENCE

- 5.1. The VIP Experience consists of Perk offering a dedicated 24/7 service for the following User profiles.

VIP Experience Individual Plan: The VIP Experience Individual Plan is a comprehensive service tailored to individual Users for a fixed fee per User – and involves a dedicated team monitoring, supporting and assisting those Trips booked by the individual User (or their executive assistant). The VIP Individual Plan is billed annually.

VIP Experience Boutique Plan: The VIP Experience Boutique Plan is a comprehensive service tailored to executive assistants managing multiple User profiles – and involves a dedicated team monitoring, supporting and assisting those Trips booked under it. The fee for this service shall be variable, and shall be informed by the number of Users benefiting from it; the volume of relevant bookings and associated level of Perk support. The VIP Boutique Plan is billed half-yearly.

- 5.2. Where selected by Customer, Customer acknowledges and agrees that either VIP Experience outlined above shall apply to specific Users as requested in writing by Customer and will be registered under Customer's account in Perk. Should Customer want to add or remove Users to the relevant VIP Experience, it shall send its request in writing to Perk indicating: i) User's full name and ii) User's contact information. Verbal requests or requests which are not made in writing will not be valid.

6 VEHICLE RENTAL SERVICES

- 6.1. Customer and its Affiliates may use the Services to book and manage vehicle rental bookings with a vehicle rental company through a voucher issued by the vehicle rental company, whereby Perk is the payer party towards the vehicle rental company of the expenses incurred by the Customer.
- 6.2. The Customer and its Affiliates shall be responsible for and liable for all payments, damages or charges of any vehicle rented from a vehicle rental company, and the Customer shall fully indemnify and hold Perk harmless against any claims, non-payment, liability, loss or damage made against or incurred by Perk in connection with Customers or its Affiliates booking, management or breach of terms with the vehicle rental company.

7 GREEN TRIP

- 7.1. The Green Trip program helps mitigate the environmental impact of business travel through transparent carbon offset contributions. This service enables customers to see how much estimated carbon dioxide equivalent (CO₂e) their business travel is emitting and how much it is offsetting – supporting them to make more sustainable travel decisions.
- 7.2. If the Customer has opted-in to Green Trip, Customer will pay for such service on a per-Trip basis. Perk charges a fixed price per CO₂ tonne, as indicated in the Purchase Order (or on the Platform, if the Customer opts-in to Green Trip directly on the Platform). The final cost per Trip will always depend on the travel choices – by e.g., trains emit fewer CO₂ emissions than planes. Perk automatically calculates the cost of offsetting each Trip for its customers at checkout.
- 7.3. Perk collaborates with trusted carbon offset partners, investing in certified projects such as reforestation and renewable energy. Perk provides quarterly reports detailing the investments made.
- 7.4. The Customer can activate and cancel their participation in this program at any time through the Platform.



8 INVOICE COLLECTION

As part of the invoice collection service, Perk will collect invoices from eligible Travel Suppliers for Customer solely to facilitate Customer's reclaim of VAT. Customer acknowledges that invoices are issued by Travel Suppliers and that Perk has no liability for their correctness. The invoice collection service and any information provided by Perk in relation thereto do not constitute tax advice and Perk cannot guarantee any VAT refund. Perk does not guarantee availability of the invoice collection service for specific countries and payments made by Customer to Travel Suppliers directly.



PART B – SPEND SERVICE DESCRIPTIONS

A. SUBSCRIPTIONS

The Spend Module* is an AI-enabled expense and invoice processing service for small, medium and large organizations. It consists of two core Solutions (Expense Processing and Invoice Processing) which can be supplemented by add-ons (as specified in the Order Form or on the Platform, if the Customer contracts the additional Services directly on the Platform). The Solutions and add-ons are described in more detail below.

Perk offers three subscriptions tiers for its Spend Module (Starter, Premium and Pro) providing different levels of functionality, features and limitations.

** The Spend Module is designed to operate on the latest officially released versions of iOS and Android mobile operating systems and is accessible through Chrome, Firefox, Safari and Microsoft Edge browsers.*

1 STARTER

Get access to the Spend Module for 1 entity and simplify how Users upload, edit, and submit expense reports, with automated expense report creation based on picture or document uploads. Begin managing your expense with one policy and approval process, and receive simple expense reports.

2 PREMIUM

Includes the Starter Services and additionally the following services:

Spend Management

- Entities: Up to 4.
- Selected ERP connectors.
- SSO: Provides SSO connection points (SAML 2.0 or OIDC 2), requiring customer configuration for integration with the Customer's SSO provider.
- Sandbox environment with a secure virtual space to test software applications without impacting live operations.
- Multiple policies and standard approval workflow builder.
- Cost objects and multiple cost centres: organize your expense for better analysis and administrative tracking.
- Budget tracking for up to 5 cost centres.

Training

- Train-the Trainer: 1 training workshop conducted via videoconference. Designed to introduce the Customer's key Users to the Spend Module and to equip Customer's key Users with the necessary knowledge to train Active Users properly.
- Advanced Training: additional training workshops offered for a fee and upon Customer's request. Conducted via videoconference. Designed to introduce other Customer's Users to the Spend Module.

Service Level Agreement

- Uptime: 99.9% per calendar quarter. **Uptime** means the percentage of total minutes per quarter during which the Spend Module is accessible and operational to Users, excluding scheduled maintenance (with



prior notice), force majeure events, Customer-side issues, and issues with third-party services.

- Service credits: if Uptime falls below 99.9%, the Customer may request a service credit via support@yokoy.ai within thirty (30) days following the calendar quarter in which an unavailability occurred. The request must contain all necessary information, including date, time, and supporting documentation. Services credits are calculated pro-rata based on license fees attributable to the affected Services during downtime. Approved service credits apply to future license fees.

Support

- Available via support@yokoy.ai or through in-product support centre. Customer must provide sufficient information, including logs, screenshots, and steps to reproduce the problem.
- All support requests are logged in an internal ticketing system.
- Response time (measured in Business Hours* from the moment the support ticket is received):

Level 1	Critical Issue: Spend Module is completely unavailable, OR Key Functionalities** of the Spend Module are unavailable	6 hours
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Level 2	High Impact Issue: Key Functionalities of the Spend Module are impaired, but the Platform as a whole remains available	8 hours
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Level 3	Moderate Impact Issue: Less severe issues not impacting core functionality of the Module	24 hours
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****Business Hours** means Monday to Friday from 9:00 a.m. to 5 p.m. (CET) with the exception of public holidays.*

*****Key Functionality** refers to core features of the Spend Module, including submission, approval, review, and export functions.*

- Enhanced response times apply if the Customer hires the Elevated Support package.

Cashback***

- Amount specified in the Order Form.

**** Applicable only to the extent the Customer has purchased Perk Card. Perk Smart Lodge Cards are not eligible for cashback.*

3 PRO

Includes the Premium Services listed above and additionally the following services:

Spend

- Entities: Unlimited.



Management

- Custom per diems.
- Additional ERP connectors.
- Unlimited policies and customizable approval workflow builder.
- Budget tracking for unlimited cost centres.
- Access to early releases and beta features.
- External card feeds for easier reconciliation (1 card feed per entity included, additional card feeds subject to additional fees).
- Collective agreements.

Cashback***

- Amount specified in the Order Form.

**** Applicable only to the extent the Customer has purchased Perk Card. Perk Smart Lodge Cards are not eligible for cashback.*

B. SPEND SOLUTIONS

4. EXPENSE PROCESSING

Expense Processing enables users to upload, edit, and submit expense reports, with automated expense report creation based on picture or document uploads. Manual entries are also supported for per diems and mileage claims. Expense Processing includes:

- **Automated Processing:** AI-powered automation minimizes manual effort by automatically generating expense reports from receipts, detecting anomalies, and processing claims efficiently.
- **Policy Enforcement:** Built-in AI verification ensures all expenses comply with company policies and regulatory requirements, as set by the customer, flagging only outliers for human review.
- **Easy, Auditable Approval Process:** Customizable approval workflows adapt to organizational needs, with AI-driven cost centre assignments and automated routing for review and approval.

5. INVOICE PROCESSING

Invoice Processing enables intelligent, automated invoice processing. The service enables Users to upload supplier invoices, automatically creating digital forms to facilitate processing via configurable approval workflows:

- **Smart-Line Coding:** AI-driven, self-learning system applies correct general ledger (GL) coding based on organizational general ledger requirements. Reinforcement Learning from Human Feedback (RLHF) capabilities ensure continuous improvement and human oversight.
- **Address and ERP Matching:** Ensures data integrity through automated supplier and customer address validation, master data matching, and anomaly detection.
- **Configurable Approval Flows:** No-code workflow designer enables teams to define and adjust invoice approval processes effortlessly.
- **Automated Smart Tax Extraction:** AI identifies and assigns VAT rates per line item.



- Invoice Matching: Performs 2-way and 3-way matching against purchase orders and goods receipts for enhanced verification.
- Compliance: Verifies and validates statutory invoice information to meet local and international regulatory standards.

C. ADDITIONAL SERVICES

Perk also offers a number of additional Services ("add-ons"). Additional Services may be subject to additional fees, as indicated in the Order Form (or on the Platform, if the Customer contracts the additional Services directly on the Platform).

6. PERK CARD

Perk Card provides businesses with a central card solution for issuing and managing company cards with ease. It offers physical, digital, and virtual card solutions that match payment transactions directly with expenses, enabling full transparency and flexible spend controls:

- Card Issuance & Administration: Issue, freeze, or terminate physical and virtual Perk Platinum Visa Debit Cards via web or mobile application.
- Automated Policy Compliance: AI-driven monitoring detects and flags policy breaches to ensure adherence to corporate and regulatory guidelines.
- Seamless Transactions & Integrations: Supports secure, contactless business payments via Google Pay and Apple Pay while automatically importing and reconciling card transactions for streamlined expense reporting.
- Customizable Spending Controls: Set individual, daily, weekly, or monthly spending limits, restrict ATM withdrawals, and configure merchant category controls.
- Perk Smart Lodge Card: A centralized payment solution to pay for flights, train tickets, and other services booked through a travel agency. Perk Smart Lodge Card is managed by a travel admin User and is not linked to a specific employee but rather assigned to the Customer's legal entities.

7. SPEND ELEVATED SUPPORT

Elevated Support is an additional support offering designed to provide the Customer with enhanced technical assistance, proactive guidance, and priority response times to optimize their use of the Spend Module. It includes:

- Dedicated Technical Account Manager (**TAM**): The Customer will have access to a dedicated TAM, responsible for developing a deep understanding of the Customer's program and providing strategic advice on maximizing the benefits of the Spend Module:
 - The TAM will be available for up to 20 hours per month.
 - Additional hours beyond the monthly limit may be arranged upon request and may be subject to an additional fee.
 - Access to the TAM is limited to a maximum of 5 named Users.



- Priority technical support: The package includes faster response times for technical support requests during Business Hours, as outlined in the table below:

Severity Level	Standard Response Time	Elevated Response Time
Level 1 (Critical Issue)	6 Business Hours	2 Business Hours
Level 2 (High Impact Issue)	8 Business Hours	6 Business Hours
Level 3 (Moderate Impact Issue)	24 Business Hours	8 Business Hours

- Configuration Assistance and Customization Support:
 - Assistance with minor configuration changes to tailor the Spend Module to the Customer's needs.
 - Documentation and support for customizations to ensure seamless integration and functionality.



PART C – IMPLEMENTATION SERVICE DESCRIPTIONS

Implementation Services are a one-time engagement for the configuration and integration set up of the Spend Module in accordance with the Customer's agreed requirements.

The scope of services and applicable fees shall be set out in the SOW, and can vary depending on the implementation package selected.

1 GENERAL DESCRIPTION

Implementation Services consist of specific subservices, as defined in the SOW and further described below. Depending on the implementation package selected, the SOW may include one or more of the following subservices:

- **Business Requirements Definition:** Provision of Perk's standard business requirements template, assistance with requirements gathering, and feasibility testing. The Customer remains solely responsible for defining its business requirements.
- **System Configuration of Test Environment, where applicable:** Configuration of the test environment in line with the completed Business Requirements Definition.
- **Project Management:** Regular status updates, preparation and communication of the project schedule, project update emails, and other agreed project management tasks.
- **Testing and Cutover:** Preparation of a professional test script containing a number test cases covering the most likely scenarios (including workflow and export).
- **Interface Integration:** Establishment of supported standard data interfaces between the Platform and the Customer's designated third-party systems (as defined in the SOW) to enable automated exchange of master data, transactions, and/or posting information, in line with the agreed scope, limited to supported standard connectors and formats.

Implementation Services are offered in three standard Implementation Packages (Core Implementation, Advanced Implementation and Partner Implementation). Each package defines a specific combination of the subservices described above, as well as the applicable scope, delivery approach, and commercial model. The implementation package selected by the Customer will be specified in the SOW.

2 CORE IMPLEMENTATION

Core Implementation covers onboarding of the Spend Module through a standardised setup process, using a pre-configured environment as the starting point, designed for simple deployment needs. It is not available for Invoice Processing.

The service is delivered through predefined setup sessions using standard templates, enabling the Customer to use the Spend Module following completion of the sessions. Activities are carried out directly in the production environment. A separate test environment or formal end-to-end testing are not provided.

Core Implementation provides:

- Spend export file, Abacus XML file and plug-and-play integrations (including Datev and Xero), and
- approval workflows consisting of line manager approval and cost object approval.

Core Implementation is intended for smaller-scale deployments making use of standard features. Advanced configurations, including but not limited to custom workflows and custom per diems, and additional services are not included in Core Implementation.



The indicative time to go live is three (3) weeks from the date the implementation project is kicked off, followed by two (2) weeks of hypercare. Core Implementation is provided free of charge, provided the original scope is adhered to. Any change to the scope will be subject to a separate SOW or Change Order and may result in additional fees, timelines, or resource requirements.

3 ADVANCED IMPLEMENTATION

Advanced Implementation is an onboarding package for the Spend Module through a structured project format, using a pre-configured environment as the starting point. It is not available for Invoice Processing.

The service is delivered using a pre-configured environment as a baseline, with adaptations made following a streamlined business requirements gathering process. Testing is performed in a live workshop format. The service includes project management, requirements gathering, configuration, testing support, and go-live facilitation.

Advanced Implementation provides:

- integration with supported ERPs as designated by Perk,
- access to a sandbox environment, and
- SCIM (System for Cross-domain Identity Management) integration with supported identity providers.
- Approval workflows consisting of line manager, cost object, tag approval and cost object line manager combination approval flow.

Advanced Implementation is designed for deployments with standard processes and without extensive customization. Advanced configurations — such as custom per diems — can be accommodated under Advanced Implementation, but any such configurations will extend the implementation timeline and may require adjustments to scope and resources.

The indicative time to go live is six (6) to eight (8) weeks from the date the implementation project is kicked off, followed by four (4) weeks of hypercare. Advanced Implementation is provided on a fixed fee, fixed scope basis.

4 PARTNER IMPLEMENTATION

Partner Implementation delivers a tailored onboarding project covering the Spend Module (including Invoice Processing).

The service provides comprehensive project management, full requirements gathering, configuration, end-to-end testing support, user training, and go-live facilitation. It is designed for complex environments with multiple stakeholders, custom workflows, custom per diems, and more sophisticated ERP systems such as SAP.

Partner Implementation provides:

- integration with multiple ERP systems and supported third-party applications, as designated by Perk,
- access to a sandbox environment, and
- SCIM (System for Cross-domain Identity Management) integration with supported identity providers.

Additional integrations and advanced features may be made available as set out in the applicable Statement of Work.



Partner Implementation is intended for complex and large-scale deployments requiring bespoke configuration.

The indicative time to go live is generally twelve (12) weeks or more from the date the implementation project is kicked off, depending on scope, followed by four (4) weeks of hypercare. Partner Implementation is provided on a time and materials basis