



# AIRFAAS SERVICE DESCRIPTION

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# AIRFAAS FUNCTIONAL OVERVIEW

AirFaas is a cloud platform that helps industrial manufacturing companies to modernize and digitalize the way the buy and sell goods. Significant functionality can be divided in five main areas:

1. AirFaas for Buyers
2. AirFaas for Sellers
3. AirFaas Marketplace
4. AirFaas Connectivity
5. General capabilities

AirFaas cloud platform is flexible in the way it can be utilized. AirFaas customers can use only the buyer functionality, the seller functionality, or both. Customers can choose to use all the features and functionality in their full breadth and depth, or they can choose to use a subset of the total solution capability. AirFaas can be used as a stand-alone solution, or it can be integrated to other business systems.

## AIRFAAS FOR BUYERS

AirFaas for buyers is a complete set of procurement tools designed to help procurement departments to digitalize their processes from sourcing to purchases order management and handling nonconformities.

The main functionalities for AirFaas Buyer Customers are:

- RFQ-process - create and send RFQs to multiple suppliers quickly. Digitalize BOMs, split them into subassemblies, add technical drawings and pictures.
- Purchasing Process - create and send purchase orders (POs). Receive PO confirmations for partial or multiple POs, and update POs as needed. PO Receipt price check (AP Validation)
- Receive goods.
- Create PO invoices.
- Nonconformity process - create nonconformities towards your suppliers. Add root causes, corrective and preventative actions, costs and supporting pictures and other attachments.
- Product management process - Add individual products and categories. Include product information based on weight, revision, description, certification, hazardous materials (carbon footprint, RoHS, SVHC) and pictures.
- BOM - manage parts and add them to complex BOMs. Import, handle and split BOMs quickly and easily.
- Price-list management - standardize repeat business by creating pricelists for customers and suppliers.
- Warehouse process - automate the receipt of goods including 3rd party visibility and confirmation.



## AIRFAAS FOR SELLERS

AirFaas for sellers is a set of tools designed to help industrial companies to better service their customers by enabling supply chain digitalization, and simultaneously digitalizing their order management process.

The main functionalities for AirFaas Seller Customers are:

- Respond to RFQs, quickly log into AirFaas to create, and send a quote to your customer.
- Manage purchase orders (POs) - receive and confirm customer's POs.
- Shipping process - create shipments, either partial or multi-SO based, including all associated documentation.
- Invoicing process - create SO invoices.
- Sales order management process (applies when customer is not in AirFaas) - create SOs.
- Nonconformity process - communicate with customers and add transparency on how you handle quality management.
- Catalogue process - create catalogues, a B2B web shop and pricelists to automate sales in the AirFaas marketplace.
- Warehouse process - automate the receipt of goods including 3rd party visibility and confirmation.
- Create and manage all sales related documents.
- Provide real time order transaction status visibility for all your customers.

## AIRFAAS MARKETPLACE

The AirFaas Platform can help companies to find new suppliers and customers. All AirFaas users can

- Choose to share their buying needs in publicly broadcasted RFQ's.
- Choose to bid for publicly broadcasted RFQ's.
- Choose to publish product catalogs that buyers can use for placing purchase orders.

## AIRFAAS CONNECTIVITY

AirFaas is also a connectivity platform. If both buyer and seller are using AirFaas all transactions and data between them are mirrored. When the buyer creates a PO, that PO is automatically visible to the seller as a SO. This same logic applies to all transactions.

AirFaas customers may want to share documents and transactions with companies that are not using AirFaas platform. For these customers AirFaas will provide standard interfaces for seamless connectivity. Required integration work for connectivity will be done by AirFaas or by an AirFaas approved partner for additional cost as it is not included in the monthly subscription fee.



## AIRFAAS GENERAL CAPABILITIES

Most AirFaas functionalities are general, and they are not limited to only buyer or seller customers. General capabilities are designed for providing a coherent, easy to use and secure experience for AirFaas Customers.

The main General Functionalities in the AirFaas Platform are:

- All documentation is available with your own logo in PDF form - list of all docs (RFQ, quotes, POs, SOs, packing lists, pallet specification labels, NCs).
- Simple token-based secured file archiving means you can share files within the system.
- Reporting on sales, purchasing, quality, customers, suppliers, users, profitability, and sustainability.
- Automatically generated KPIs on all companies for delivery performance, quality, and defective parts per million (DPPM).

NOTICE: This document aims to provide a sufficient functional overview of AirFaas platform and its functionality. For detailed description consult the user guide or contact AirFaas support.

## INTEGRATIONS

The AirFaas Cloud Platform can be integrated with other IT systems. Integrations allow touchless transmission of data across AirFaas customer's IT landscape, eliminating manual work and input errors.

Required integration work for system integrations will be done by AirFaas or by an AirFaas approved partner for additional cost as it is not included in the monthly subscription fee.

## DIFFERENT AIRFAAS USER TYPES

There are two (2) different types of AirFaas users: **Active** and **Passive**.

- 1) Active users intend to use AirFaas for managing a large part if not all their business transactions with their partners.
- 2) Passive users only use AirFaas to work with partner(s) that have invited them to use AirFaas.

Active Users are obligated to pay the monthly subscription fee defined in their contract.

Passive users can use the solution free of charge. Passive users become active users and lose their right to use the AirFaas solution for free when they start:

- 1) Using the solution for servicing other customers than the ones who invited them to use AirFaas.
- 2) Use the solution for their own buying.



# TECHNICAL REQUIREMENTS

## INTERNET CONNECTION

As all AirFaas transactions happen in the cloud, the User is required to have an internet connection while using AirFaas.

## SUPPORTED BROWSERS

We aim to support all major browsers.

There are some extended functionalities embedded in the AirFaas platform, that might be unsupported on certain older browsers. If AirFaas notices usage of a legacy browser, AirFaas will warn the User about this with a flash notification.

Testing of the platform is done with the latest versions of:

*Chrome, Firefox, Safari, Opera and Edge*

## USE ON MOBILE DEVICES

When using AirFaas on a mobile device, AirFaas tries to recognize user's browser and screen size, to match if it should display in which UI mode. If Mobile parameters are detected, AirFaas will redirect the User to the AirFaas Mobile UI.

Mobile UI Mode is specifically designed to provide the mobile user with less clutter. This mode also limits the User to interact with only a subset of AirFaas Desktop UI features. The selected features were elected, and deemed most crucial, by the AirFaas users.

A user can always return to the regular AirFaas Desktop UI-mode via omitting the prefix /m/ from the Address-bar.



# SAAS SECURITY, DATA PROTECTION AND DATA BACKUPS

## DATA PROTECTION

AirFaas acknowledges that it may have access to certain of Customer data and communications systems and networks for the purposes set forth in this Agreement.

If any data is made available or accessible to AirFaas, its employees, agents, or contractors, pertaining to User's business or financial affairs, or to User's projects, transactions, clients or customers, AirFaas will not store, copy, analyze, monitor or otherwise use that data except for the purposes set forth in the Service Level Agreement for the benefit of User.

AirFaas will comply fully with all applicable laws, regulations, and government orders relating to personally identifiable information ("PII") and data privacy with respect to any such data that AirFaas receives or has access to under the Service Level Agreement or in connection with the performance of any services for User.

AirFaas will otherwise protect PII and will not use, disclose, or transfer across borders such PII except as necessary to perform under the Service Level Agreement or as authorized by the data subject or in accordance with applicable law.

To the extent that AirFaas receives PII related to the performance of the Service Level Agreement, AirFaas will protect the privacy and legal rights of User's personnel, clients, customers, and contractors.

## CUSTOMER DATA AND SECURITY.

All Customer Data that will be hosted by AirFaas under this Agreement will be hosted at data centers maintained and operated by TransIP/CloudVPS located in Netherlands (the "Data Centers").

For the purposes of this Agreement and the Exhibits attached hereto "Customer Data" shall include any Customer Confidential Information, and any personally identifiable information relating to any customers, end users or employees of the Customer, its suppliers or contractors (" Personal Data"), to which AirFaas has or may have access in connection with the operation or administration of AirFaas platform, or in connection with the performance of Professional Services by AirFaas for Customer under this Agreement or any applicable Statement(s) of Work.

All Customer Data stored or at rest in the Data Centers, or in transport, will be encrypted in transport and will not be transferred to any other hosting entity or location without the prior written consent of the Customer.



AirFaas will provide the following available services and functions as part of the Software without additional cost: (i) the use of encryption technology to protect Customer Data from unauthorized access; and (ii) routine back-up and archiving of Customer Data.

AirFaas will comply with the requirements of Data Security and implement the Data Safeguards set forth in this Section, and AirFaas will further implement reasonable security standards that it determines are necessary, but in no event less than industry standards, to protect (i) the physical security of the Data Centers used to maintain Customer Data; and (ii) AirFaas network, all operating systems and software applications, and all data storage systems and media provided by AirFaas or its licensors or contractors, or operated or provided by Customer that connect or interface with AirFaas Products, Software or platform, from being subject to any Disabling Devices.

## DATA SAFEGUARDS

AirFaas has represented to Customer that AirFaas will not be permitted to access Customer Data stored or contained in the Products or Licensor's platform, and AirFaas will have no ability to manipulate, modify or control such Customer Data.

If any support services or Professional Services provided by AirFaas may involve AirFaas or its personnel having or requiring access to Customer servers, Customer applications, and/or Customer Data, AirFaas shall comply with the provisions of this Section and Data Security Section, and, at the Customer's request, AirFaas shall enter into an appropriate separate agreement with the Customer to govern such access and protect any Customer Data that may be subject to such access.

To the extent the Customer grants AirFaas access to Customer Data, or AirFaas has access to or stores or holds any Customer Data, AirFaas agrees to: (i) access and use the Customer Data solely for the purpose of providing the Customer with access to the Products, Software and Licensor's platform, and to provide Professional Services to the Customer in accordance with the terms and conditions of this Agreement and any applicable Statement(s) of Work; (ii) maintain physical, technical, and administrative safeguards (including but not limited to those set forth in this Section, Data Security, and others attached to this Agreement, and in any event no less than industry standards in the cloud computing/online services industry) to protect the Customer Data against unauthorized access, use, or disclosure while it is accessible to or held by AirFaas ("Data Safeguards"); and (iii) not disclose the Customer Data to any third party, except: (x) to its employees, consultants or contractors who need to have access to such information and solely for purposes of providing Professional Services to Customer, provided that such recipients are bound by confidentiality provisions no less restrictive than those set out in this Agreement; and (y) to the extent required by a judicial order or other legal obligation, provided that, to the fullest extent permitted by law, AirFaas will promptly notify the Customer of such a required disclosure to allow intervention by the Customer (and will cooperate with the Customer) to contest or minimize the scope of the disclosure.





## CUSTOMER DATA AND INTELLECTUAL PROPERTY

All right, title, and interest in Customer Data (as defined below) will remain the property of the Customer. AirFaas has no intellectual property rights or other claim to Customer Data that is hosted, stored, or transferred to and from the Products or the cloud services platform provided by Licensor, or to the Customer's Confidential Information. AirFaas will cooperate with the Customer to protect the Customer's intellectual property rights and Customer Data. AirFaas will promptly notify the Customer if AirFaas becomes aware of any potential infringement of those rights in accordance with the provisions of this Agreement.

## DATA BACKUPS

AirFaas' Cloud Server Storage environment and all its components are fully redundant. Since data is so important, we have chosen to store it three times in different datacenters. We do this by default at no additional cost to the User.

The underlying infrastructure is based on Dell EMC PowerEdge servers due to their reliability, stability, and performance. High Data Availability uses `Ceph` technology, so Users can rely on correct operation with high reliability in data availability.

