

Added Value Pack

tts performance suite 2025r2
All highlights at a glance!

Date: October 2025



Added Value Pack

tts performance suite 2025r2

On the following slides you will learn about the **highlights of the tts performance suite 2025r2**, which you will benefit from when you update your current version.

For a better overview we group the highlights of older tts performance suite versions in the categories **Performance**, **Support**, **Content Creation** and **Technical Improvements & Support**.



Important Information: Update & IT Security

How regular software updates can protect you

Secure your IT - no compromises!

IT security vulnerabilities pose a massive threat to companies: unauthorised persons can gain access to internal networks and misuse data. Around **a third of all web servers worldwide** are affected.

The solution: **Regular software updates** reliably close security gaps. We therefore recommend that you always keep your tts performance suite up to date to prevent cyberattacks.

A new version of our tts performance suite is released twice a year with improvements and **security-relevant updates**. In an emergency, we supply patches for the currently supported versions (2025r2, 2025 or 2024r2), which are automatically installed for cloud customers.

Always use **the latest version of the tts performance suite** to ensure the highest IT security standards - especially if you are still using **version 2024r2 or older**.

Feel free to contact us for an update.



LinkedIn tts performance suite UserGroup

Join our community now!

Scan the QR code now and become part of our LinkedIn community!

Discuss all your unresolved questions, topics and ideas relating to tts performance suite 2025r2.

Share your most compelling questions, concerns and ideas with other customers and in-house experts in our LinkedIn UserGroup.

Join this lively community and actively shape the future of the tts performance suite!



tts University

For beginners and experts – Improve your work with tts performance suite!

2025r2

tts University

At tts University, tool owners, administrators and authors can get **free help** with the tts performance suite at any time.

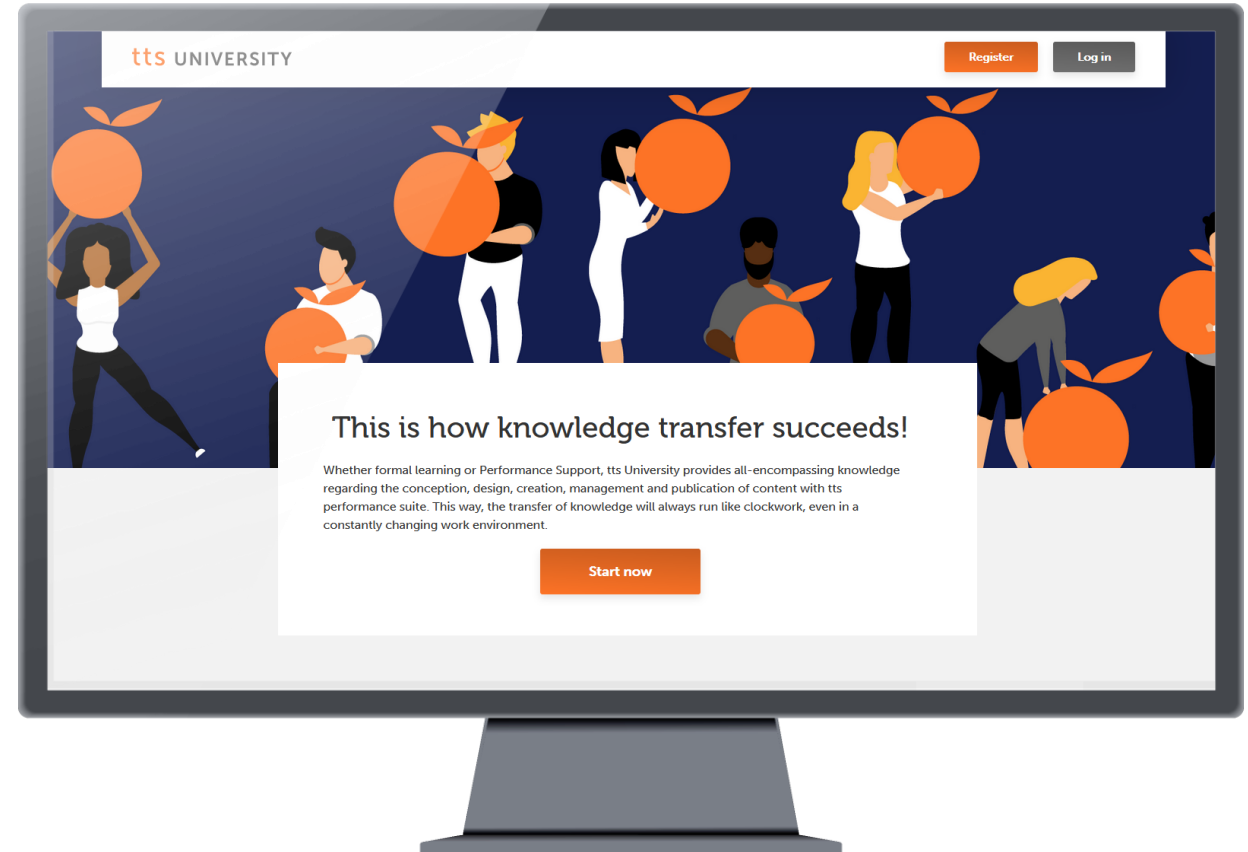
We also offer:

- **Open Trainings:** Get in-depth information as well as practical tips and tricks for using the tts performance suite.
- **Coaching sessions:** Learn how other customers successfully use Creator, Curator, QuickAccess, WebAccess and Producer and ask your questions directly to our product management.

Register now with tts University: <https://tts.university/en>

Do you need quick help?

The integrated F1 help function supports you and your users at any time with questions about the tts performance suite.



New in tts performance suite 2025r2

Highlights

Performance Support

QuickAccess – On-demand translation

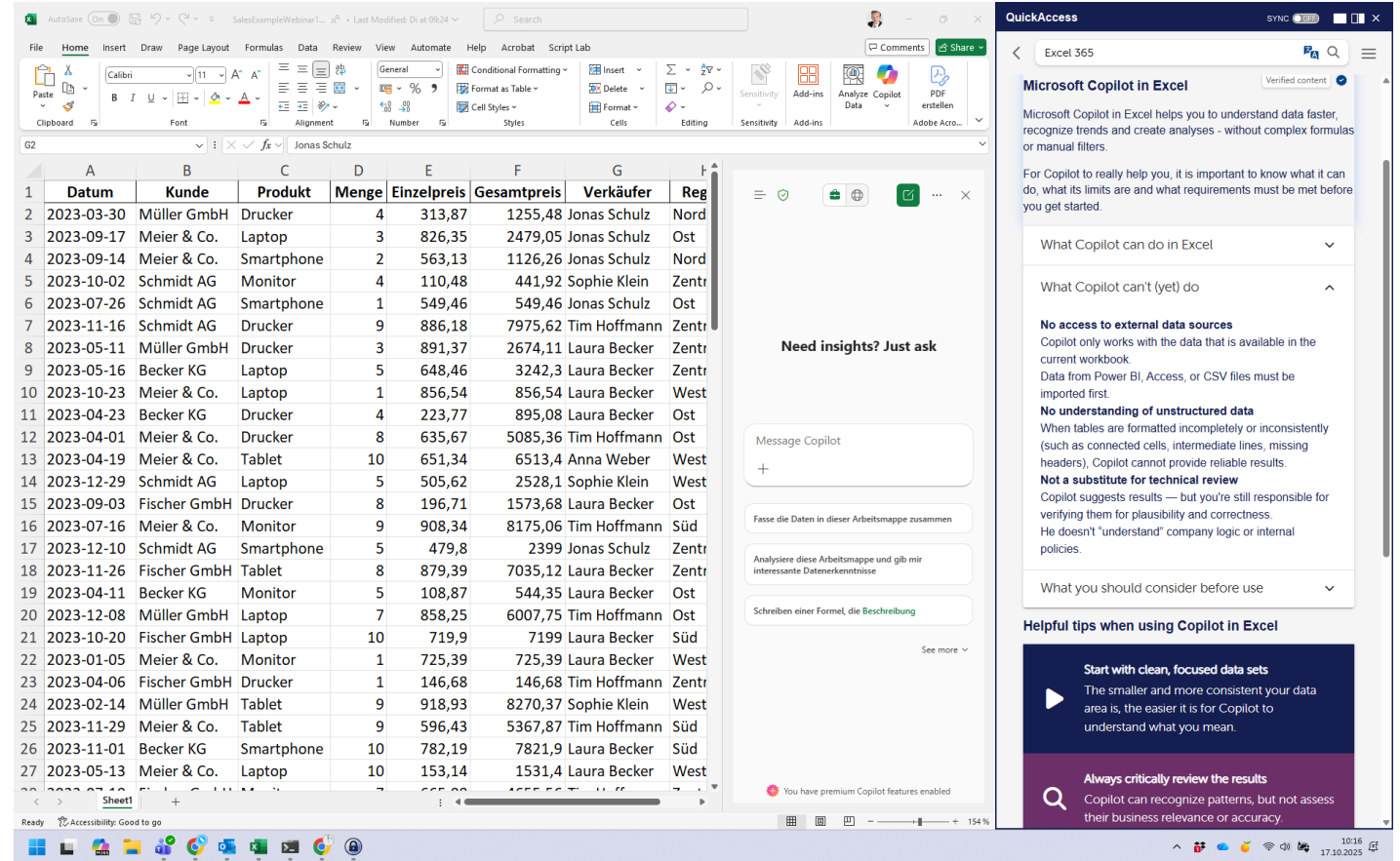
2025r2

Translate content on demand in QuickAccess

You can now translate any content into your language with the click of a button in the search bar.

This translation is AI-supported and real-time which allows all users to easily get information in their language, even if the content was not originally created in this language.

At the same time, content which was editorially translated is labeled as such with a blue icon which allows clear identification of verified content.



The screenshot displays the Microsoft Excel interface. The main window shows a sales data table with columns: Datum, Kunde, Produkt, Menge, Einzelpreis, Gesamtpreis, and Verkäufer. The data includes entries for various companies like Müller GmbH, Meier & Co., and Schmidt AG, listing products such as Drucker, Laptop, and Smartphone, along with quantities and prices.

On the right side, the QuickAccess sidebar is visible, featuring the Microsoft Copilot in Excel interface. It includes a search bar, a list of verified content, and a section titled "Need insights? Just ask" with a text input field. Below this, there are several prompts for Copilot to perform tasks like summarizing data, analyzing data, and writing formulas. A status bar at the bottom indicates "You have premium Copilot features enabled".

Watch a demo of this functionality: [tts performance suite 2025r2](#)

Performance Support

QuickAccess – AI assistant

2025r2

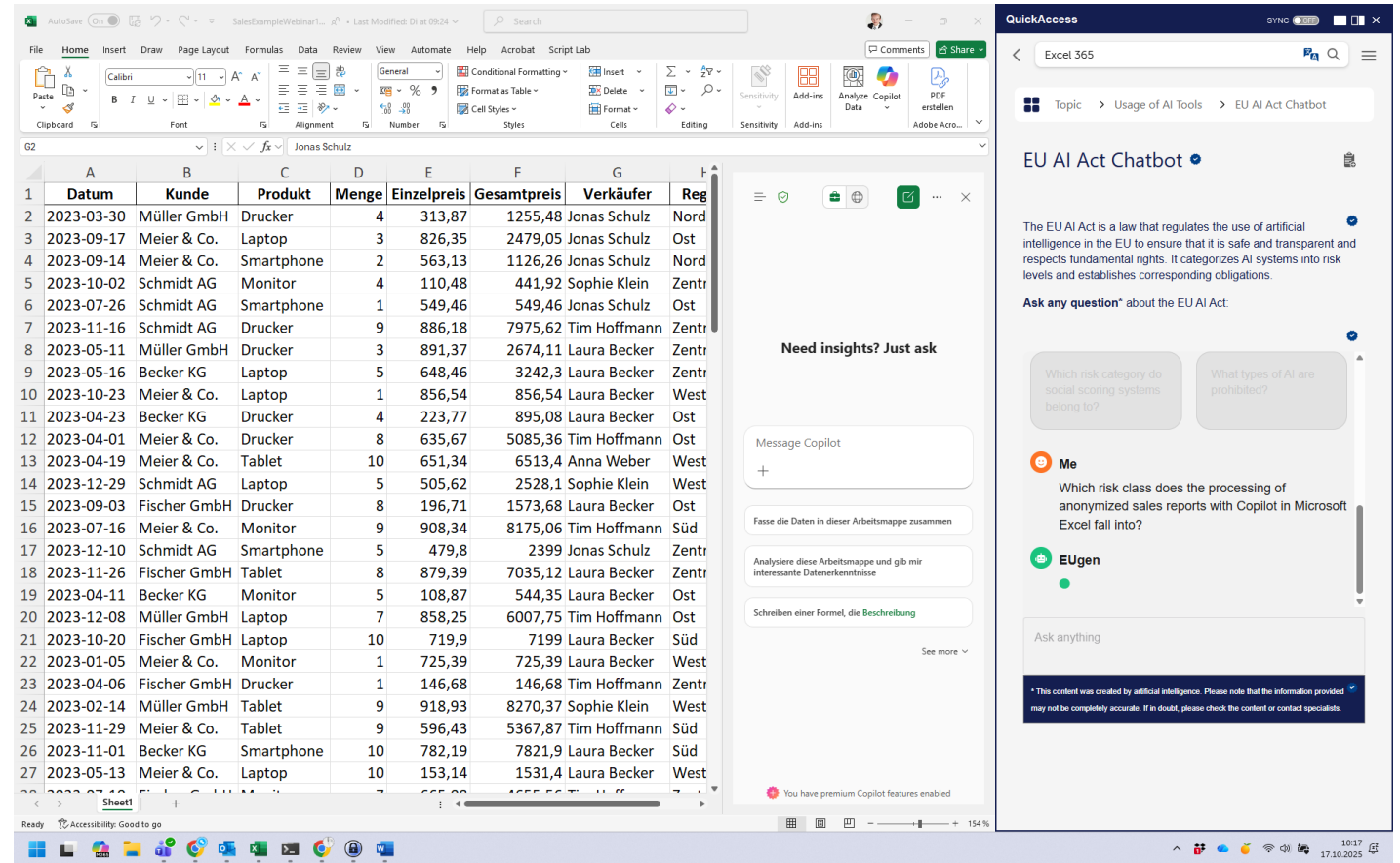
Context-sensitive AI assistants

Your users are having trouble finding relevant information in an extensive manual with 100 pages or a variety of different documents to follow up on instructions during their work?

Now they can use our AI-powered chatbot assistant to quickly and easily understand complex issues or long documents.

You can define which documents the chatbot assistant will work with and connect them to context for target-oriented assistance.

Users can type in questions or use pre-defined questions to find the information they need. This will lead to less frustration and more productivity.



The screenshot shows a Microsoft Excel spreadsheet with a table of sales data. The table has columns for Date (Datum), Customer (Kunde), Product (Produkt), Quantity (Menge), Unit Price (Einzelpreis), Total Price (Gesamtpreis), and Salesperson (Verkäufer). The data spans from 2023-03-30 to 2023-05-13. Overlaid on the right side of the Excel window is the QuickAccess AI assistant interface. The interface has a search bar at the top with 'Excel 365' entered. Below the search bar, it shows the topic 'Usage of AI Tools' and 'EU AI Act Chatbot'. The main content area displays information about the EU AI Act, including a definition and a list of pre-defined questions like 'Which risk category do social scoring systems belong to?' and 'What types of AI are prohibited?'. There is a 'Message Copilot' input field and a 'See more' link. At the bottom, a disclaimer states: 'This content was created by artificial intelligence. Please note that the information provided may not be completely accurate. If in doubt, please check the content or contact specialists.'

Watch a demo of this functionality: [tts performance suite 2025r2](#)

Content Creation

Creator – Quicker content creation

2025r2

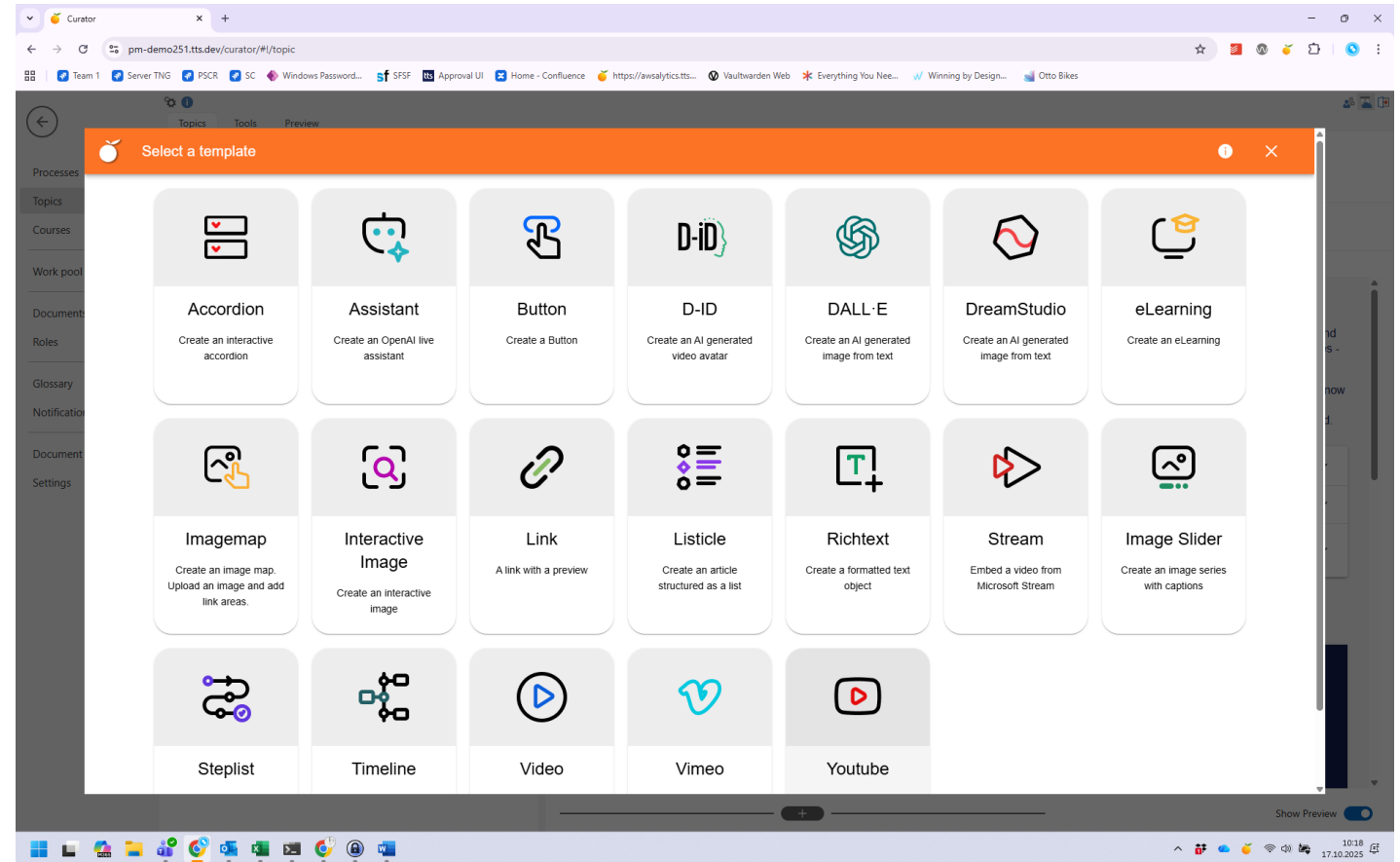
Quicker and easier creation of creator documents

You can create Creator documents in topic or processes now much faster with just a few clicks.

A new feature which speeds up the process of document creation is the pre-assignment of metadata.

You will no longer have to answer a lot of questions and define metadata before but instead will directly jump into the template selection to start creating content.

You can also paste documents from the clipboard into Curator now.



Watch a demo of this functionality: [tts performance suite 2025r2](#)

Content Creation

QuickAccess – Auto Awesome

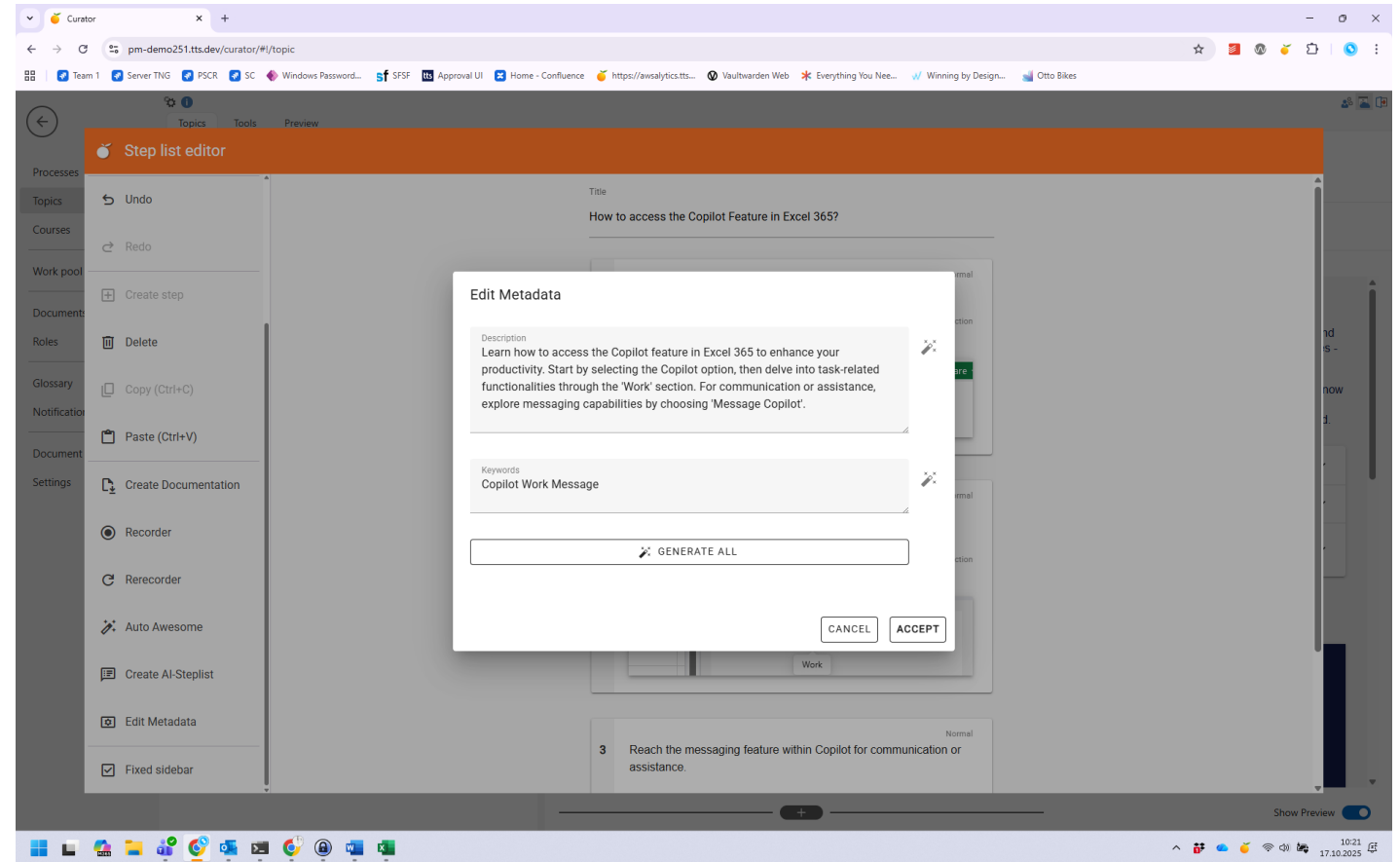
2025r2

Auto Awesome for step lists

This function allows you to enhance your recorded step lists with just one click – just let the magic do the trick.

Auto Awesome will give you AI-optimized texts, deletes empty steps and creates a title and metadata for your document.

Auto Awesome saves you time which you can use for more productive activities.



Watch a demo of this functionality: [tts performance suite 2025r2](#)

Content Creation

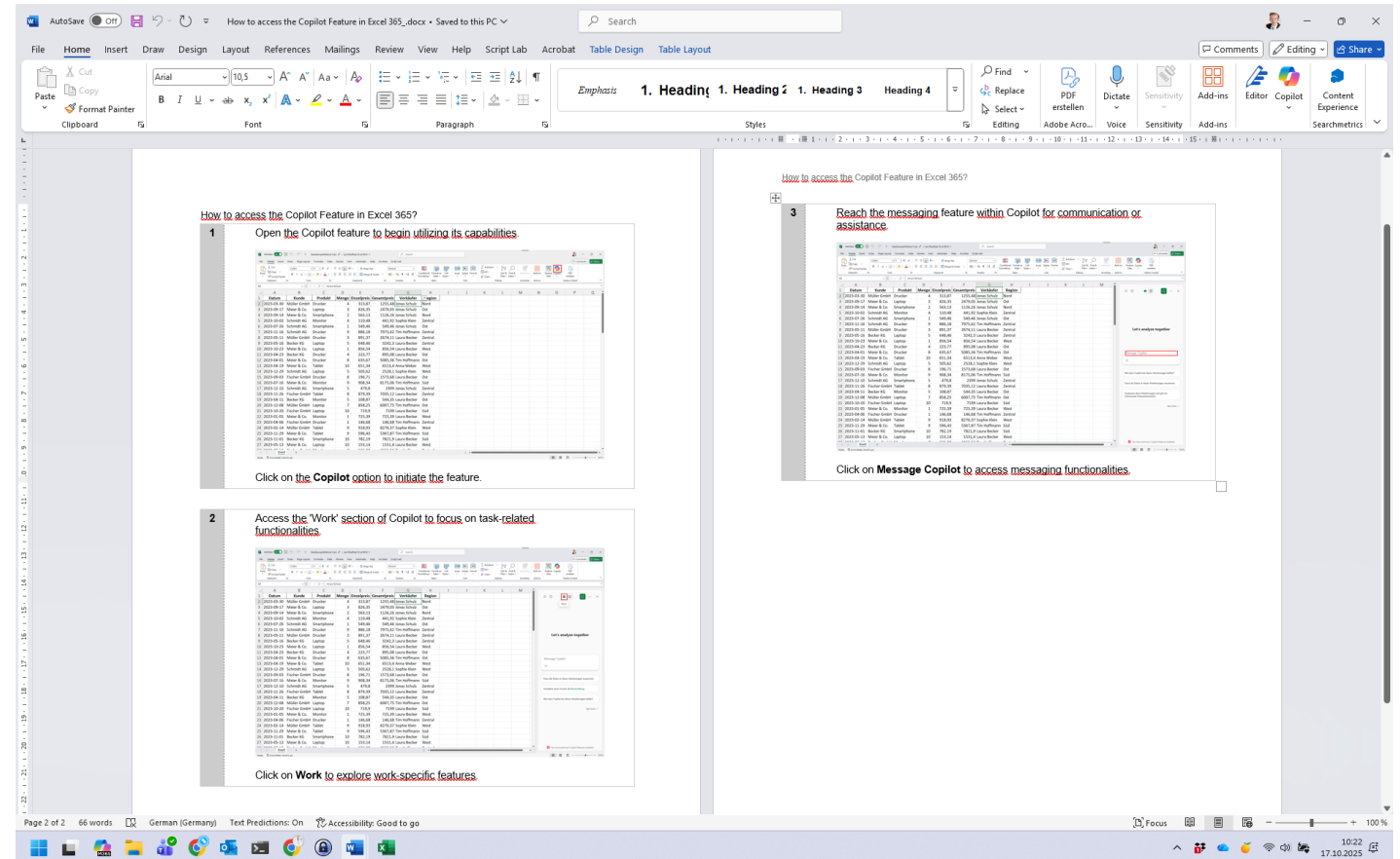
Creator – Export documentation

2025r2

Generate documentation from your e-learning

In Creator you can now export step lists as a Microsoft Word file with one click.

The layout of this documentation is optimized and can be customized. Of course, you can edit the documentation after exporting in Microsoft Word.



Watch a demo of this functionality: [tts performance suite 2025r2](#)

Content Creation

QuickAccess – E-learning with AI

2025r2

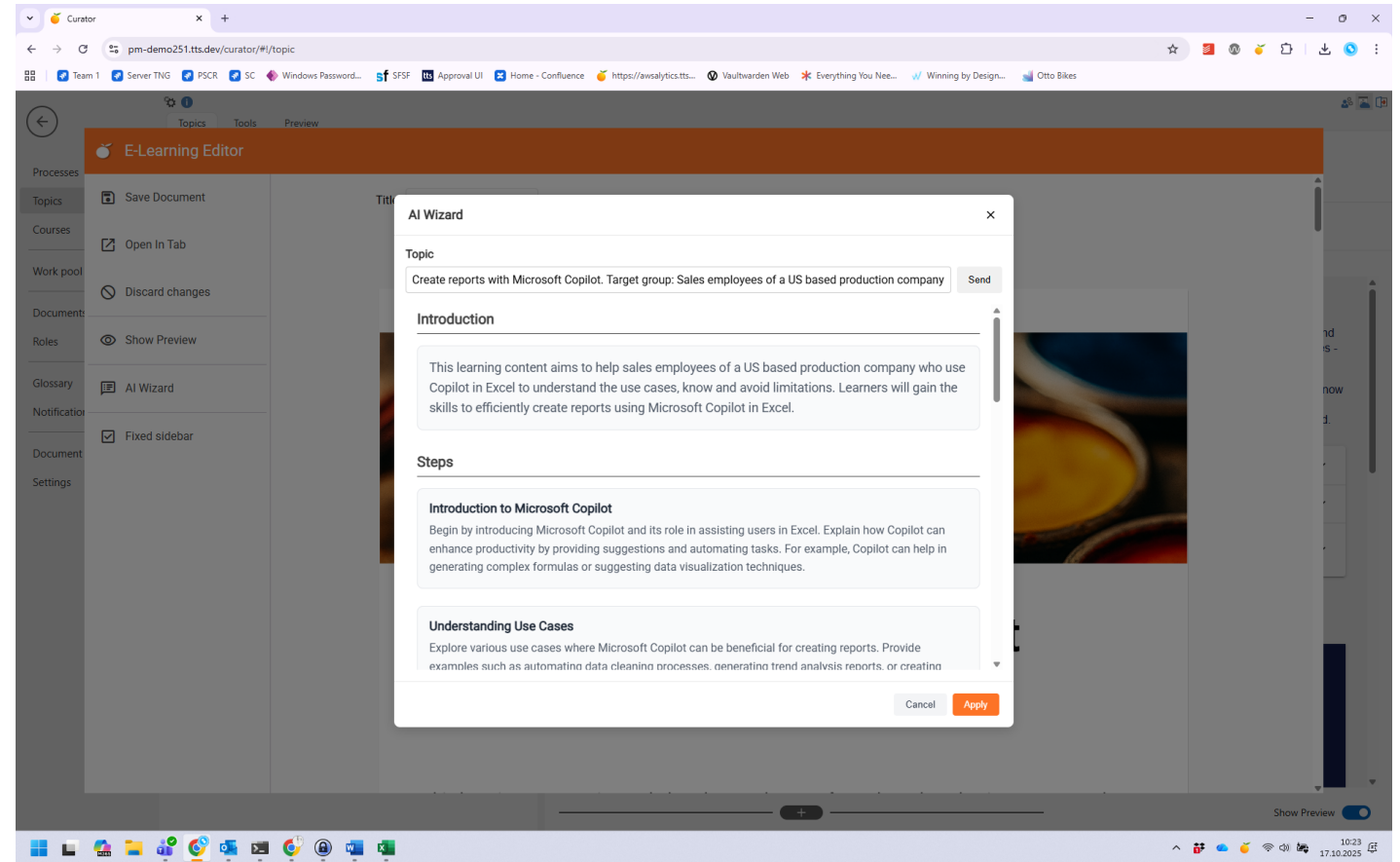
Generate e-learning content with AI

Create blueprints for learning units with just one click.

Based on a topic you briefly describe, the AI Wizard will create an e-learning structure for you, which you can then adapt to your needs.

This e-learning will include an introduction, a couple of steps, test questions with correct and wrong answers and an example design applied. The design can be customized, of course.

It has never been this easy to quickly create an e-learning structure for your learning content which can be refined afterwards.



Watch a demo of this functionality: [tts performance suite 2025r2](#)

Content Creation

Creator – Software recordings in e-learning

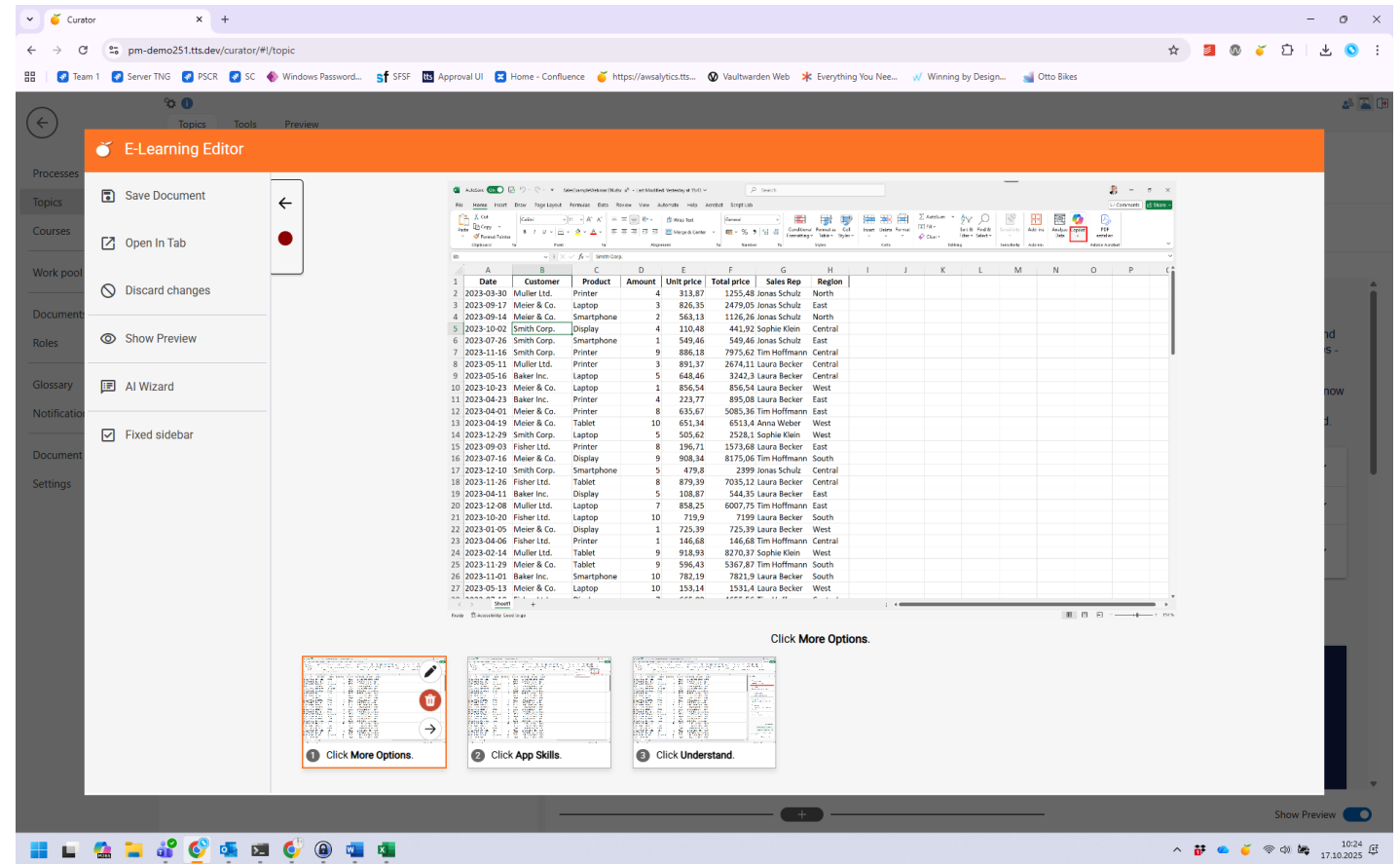
2025r2

Use software recordings in e-learning lessons

Now you can add software recordings to e-learning lessons in Creator.

Just add a new step to an existing e-learning and use the new functionality “Software Recording”. You can add a headline and description and start the screen recording.

The recorded screenshots will be displayed responsively. You will be able to adjust the cutout for each screenshot individually. This allows you to adapt the screenshots for different devices, such as tablets and smartphones.



Watch a demo of this functionality: [tts performance suite 2025r2](#)

Miscellaneous

More improvements in tts performance suite 2025r2

2025r2

- Enrich links in Creator with OpenGraph data and display them attractively in QuickAccess
- Sharing links as „user-generated content“ is now possible from QuickAccess
- Update deep links in transported Creator content
- Paste documents from clipboard in Edit View
- Copy/paste blocks in e-learning template
- Creator template for embedding content from imc Express



Highlights of previous tts performance suite versions

2025 + 2024r2

Performance Support

Push Notifications

Performance Support

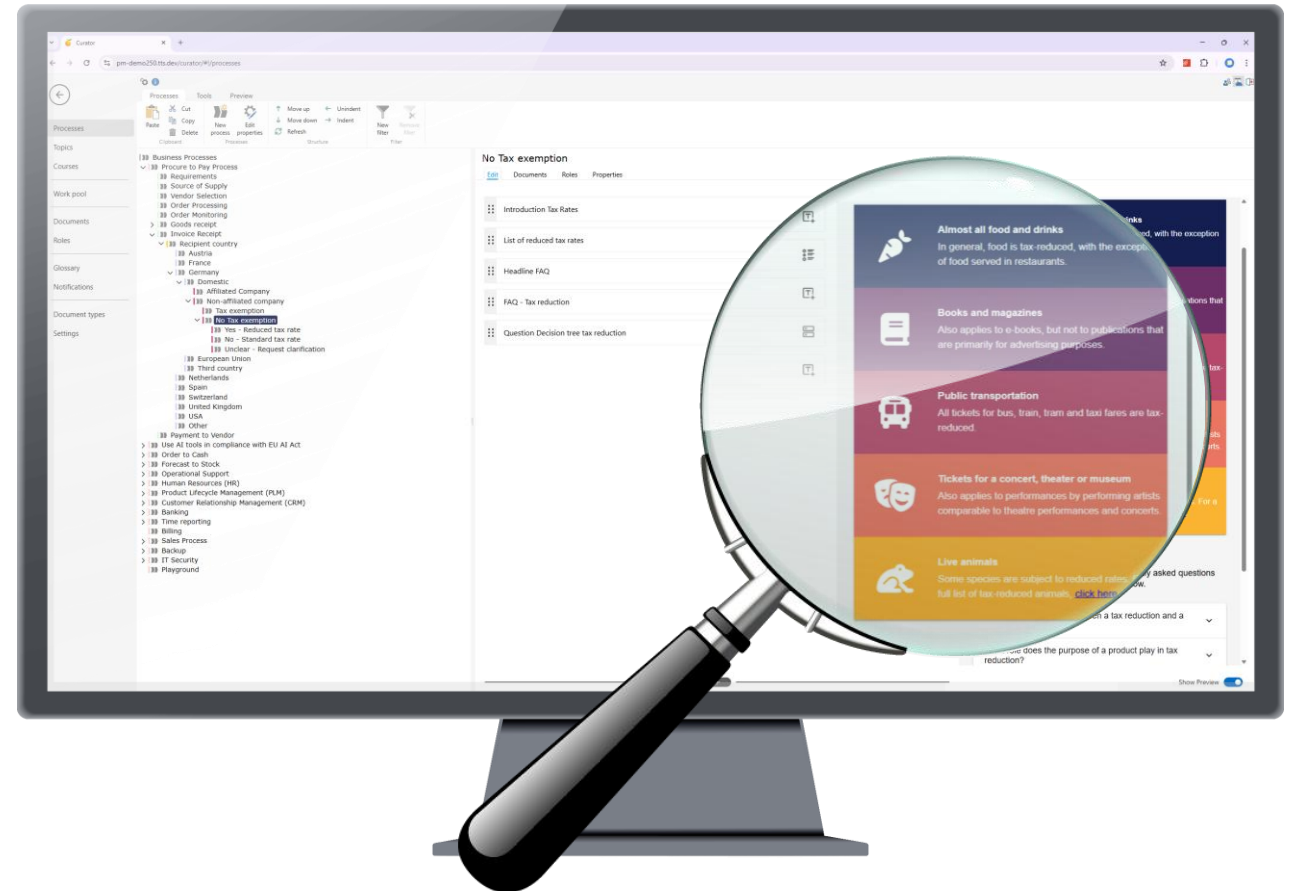
Curator – drag & drop and live preview

2025

Edit topics and processes quickly and easily

You can now simply drag and drop content in Curator to display it in the desired order. An integrated preview now helps you when adding, editing and structuring documents.

These functions are rounded off by a modernised look & feel in Curator for a more pleasant user experience.



Performance Support

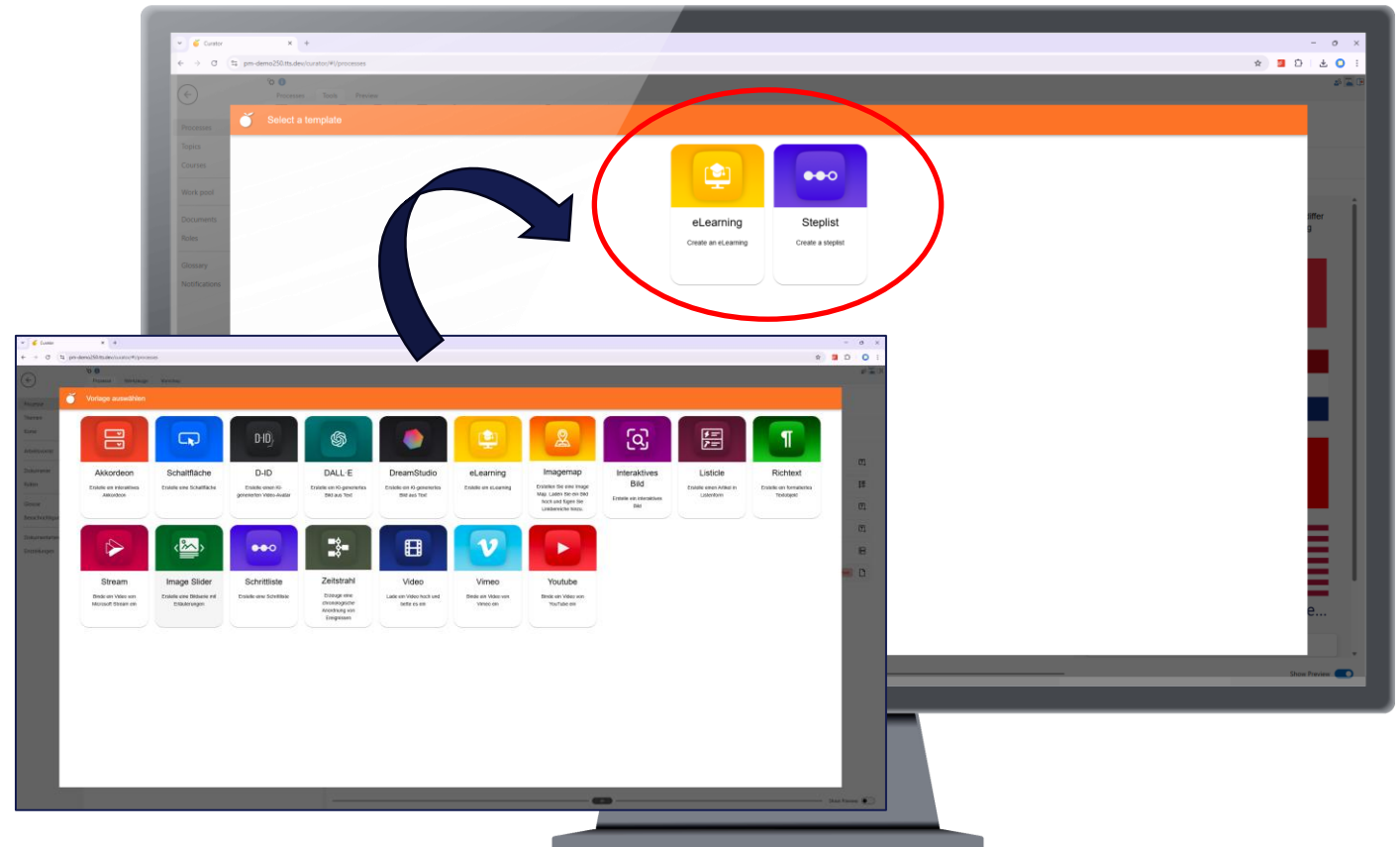
Creator – individual authorisation for Creator templates

2025

Now you can easily define who is authorized to access which Creator templates.

You can define authorization groups per template for your users. This makes it possible to authorize individual users for specific functions, such as the use of AI templates. For example, you can only grant other users access to templates for creating e-learning courses and step lists.

This function makes it easy to customize the content creation options with the Creator to the needs or level of knowledge of your users.



Performance Support

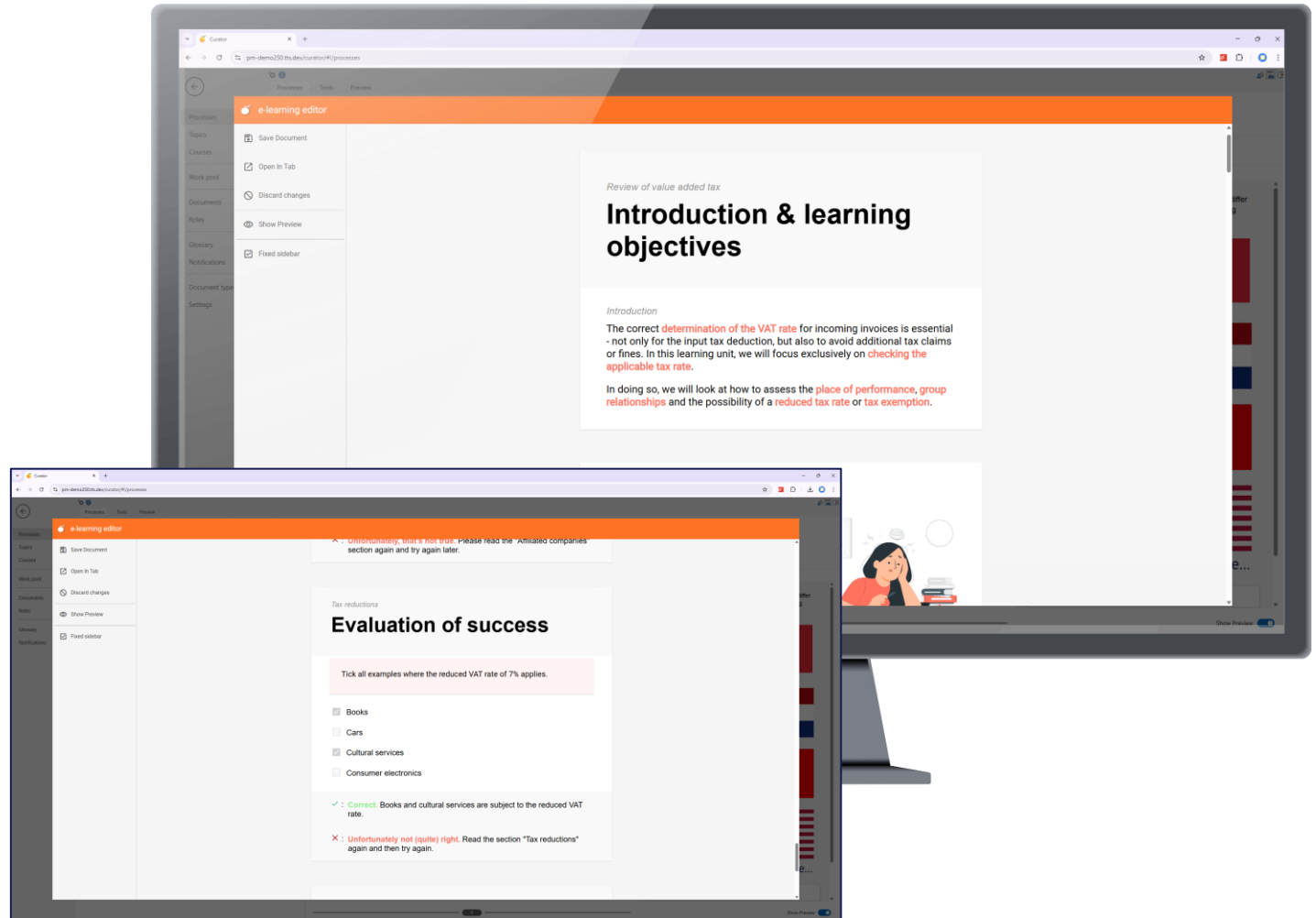
Creator – create and edit learning units directly in the browser

2025

Create entire learning units quickly and efficiently with a single new creator template!

Use predefined blocks such as images, texts and headings to create attractive and standardized e-learning courses. Check the success of your e-learnings with your users with quiz questions.

And best of all, no client installation is required to create and edit these learning units! You can create e-learnings completely in the browser. Of course, the content can be exported in all current formats for your Learning Management System (LMS), e.g. SCORM, xAPI (Tin Can), AICC etc.



Performance Support

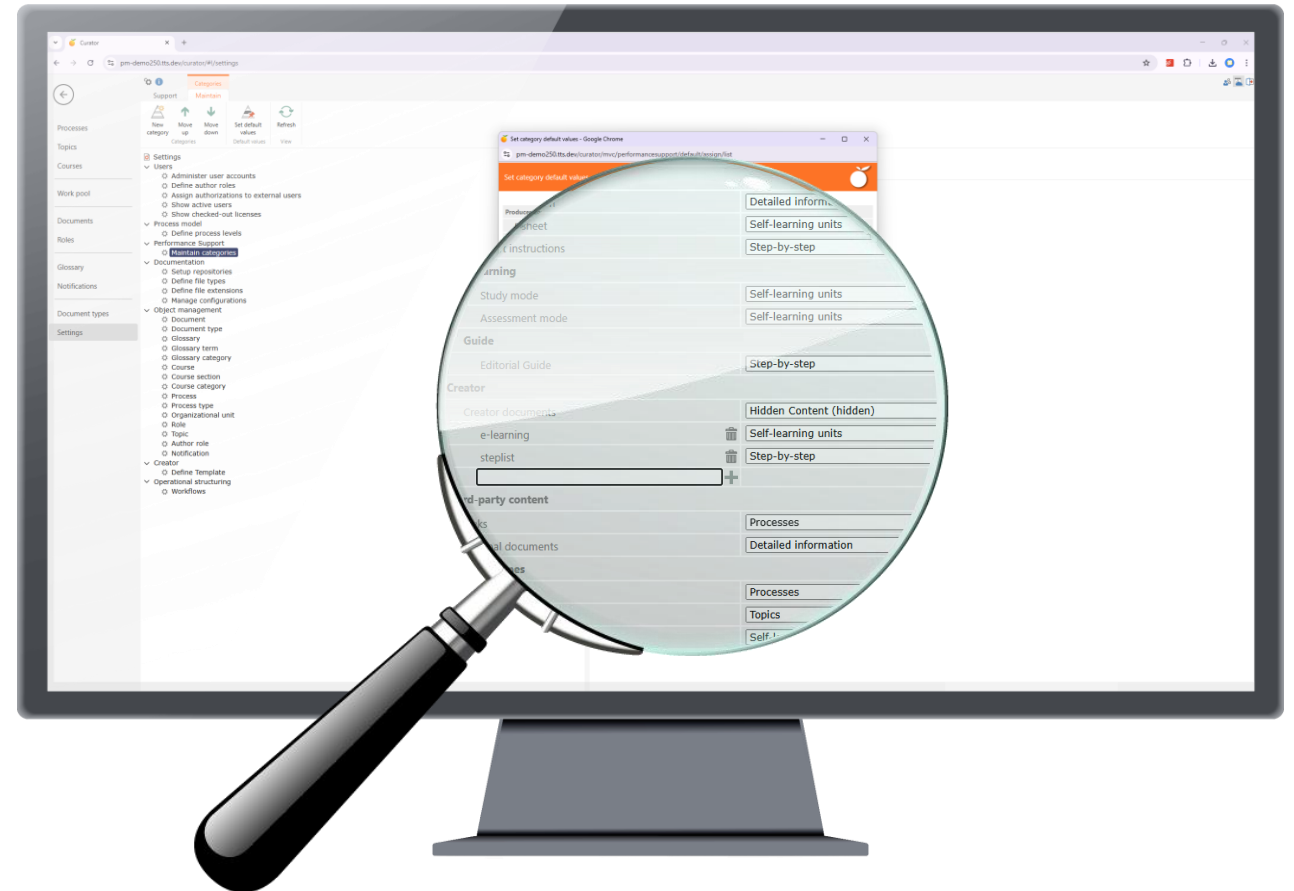
Curator – predefined performance support categories for creator templates

2025

Have your generated documents automatically assigned to a Performance Support category, depending on the content.

Useful default settings allow you to create content more quickly.

Control which documents are displayed to your users in QuickAccess when searching and which they should only see in the context of processes or topics.



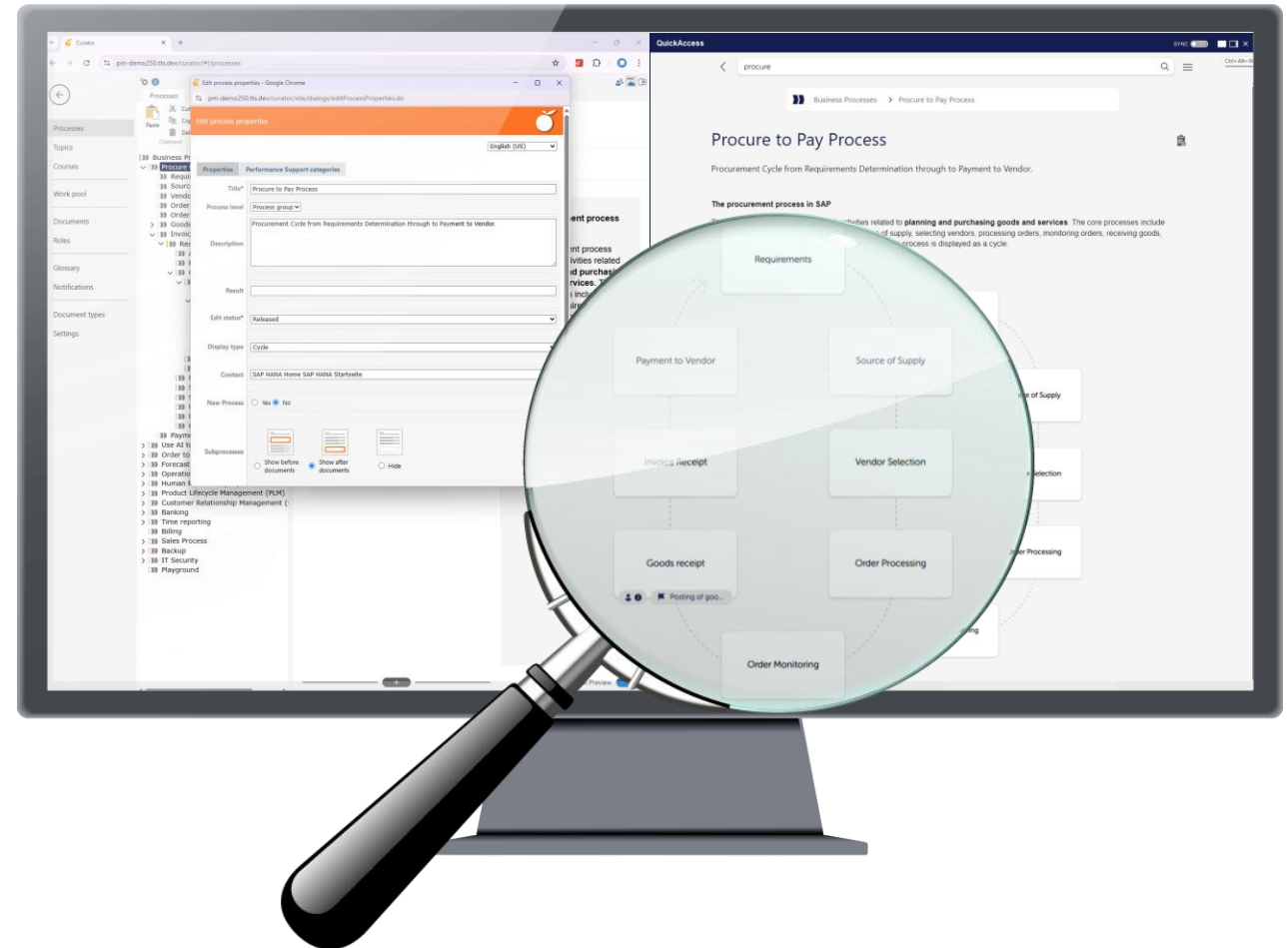
Performance Support

Curator – display cyclical processes

2025

Now you can display processes cyclically.

Use this new display type for cyclical process displays - fully responsive in QuickAccess and WebAccess! You can simply define the display type as 'Cycle' in the process properties.



Performance Support

Creator – provide copyable texts

2025

Define copyable texts that can be pasted from the clipboard.

Text content can now be easily provided as a copy template - with just one click, it is copied directly to the clipboard. This not only saves your users time, especially with frequently used content, but also avoids errors by copying the exact content.

This can be helpful, for example, when it comes to unique identifiers and reference codes that users need to use frequently. Instead of typing these codes manually in the target application, users can simply copy and paste them.

This function is now available in all text-based Creator templates.



Performance Support

Creator – create buttons

2025

Provide your users with additional functions at the click of a button.

Choose between various functions, such as copy text or image, set link or mailto link.

Use “Link” to link internal or external content in an attractive way for your users.

“Copy image/text” helps you to provide your users with content such as reference numbers or an email signature with image for easy copying to the clipboard.

With “Mailto Link” it is possible to create a predefined e-mail template for your users, which can be called up and sent using the button. Of course, you can also choose the colour, text and icon, as well as the size and position of the button.



Performance Support

Creator – create interactive images

2025

Explain details in the context of a larger context simply and clearly with interactive images.

You can choose between a linear sequence or free navigation via hotspots. Simply select the image section you want to describe in the original image and add the descriptive text.

Users can navigate directly to the description with one click via the hotspots (red in the example on the right). For example, business units can be displayed in detail, but also in the context of a larger organization.



Performance Support

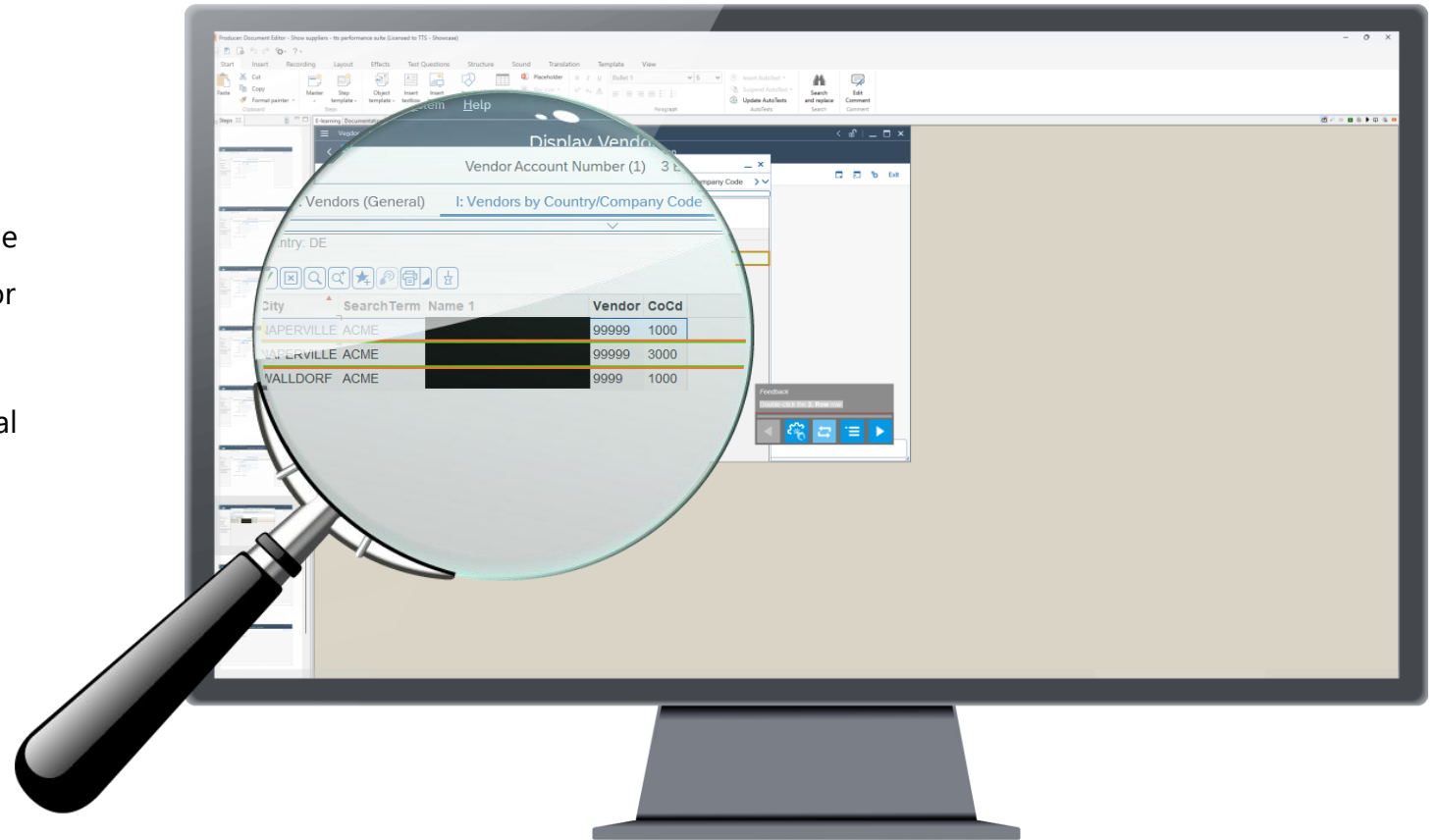
Producer – blacken sensitive content

2025

Make personal and sensitive data in your content unrecognizable.

Blacken allows you to ensure that sensitive information cannot be read by other users. As the author, however, you can also undo or adjust the blackening in your document.

This function is useful if, for example, you want to redact personal data such as names or addresses for your users.



Performance Support

QuickAccess – show related content

2025

Show your users where documents are used in the search results.

Your users can jump directly to related processes, topics and courses and save valuable time when searching for information.

Content can now be opened even more intuitively using the entire click area instead of just the icon.



Performance Support

QuickAccess - a new, intuitive design

2024r2

With the adapted design, you can find relevant content quickly and reduce interruptions in your workflow.

The new burger menu enables a targeted selection of processes, topics and courses. By selecting user roles, the results are additionally filtered to ensure maximum relevance. The menu also offers new buttons for quickly forwarding content.

The QuickAccess search bar is now permanently available for faster navigation in the process and topic view.

Furthermore, content in QuickAccess can now be opened intuitively across the entire click area, providing easy access to relevant information.



Performance Support

QuickAccess - optimized visualization of processes and topics

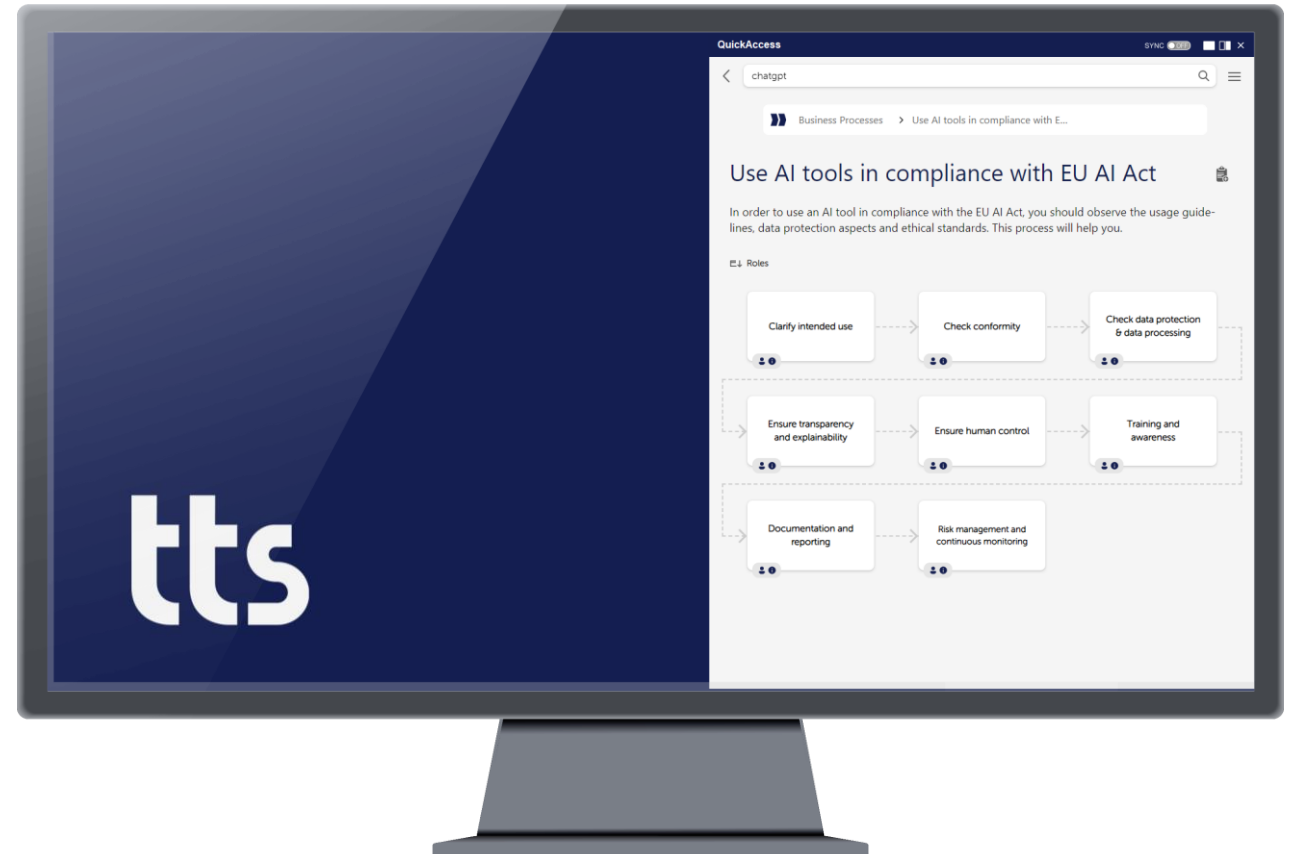
2024r2

The improved navigation allows you to maintain clarity and navigate processes and topics even more efficiently.

The breadcrumb element can be fully expanded in an optimized view on all display widths.

The improved back button also ensures consistent navigation. Regardless of how process or topic steps were called up, this button always takes you back one step.

Within wider process views, multi-step process chains are also transformed into clear workflows..



Content Creation

Creator & Producer

Content Creation

Creator - new Timeline template

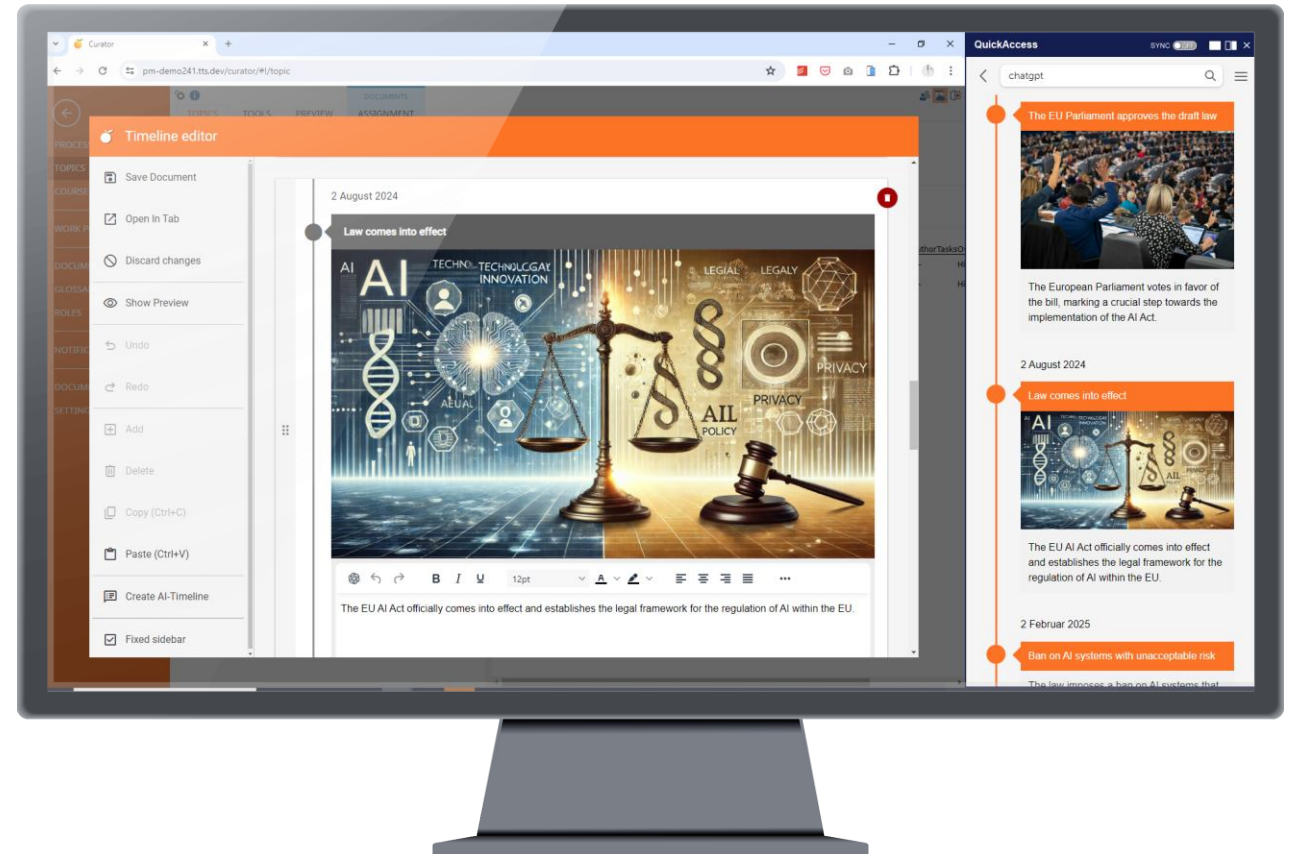
2024r2

Easily create timelines, histories and linear or scheduled processes in a more concise manner.

The timeline template enables you to present timelines and linear processes in an appealing way.

In the step list-like template, you can add time frames, milestones, captions, formatted Rich Text and images.

Additionally, hyperlinks can be inserted within the Rich Text to provide a comprehensive overview.



Content Creation

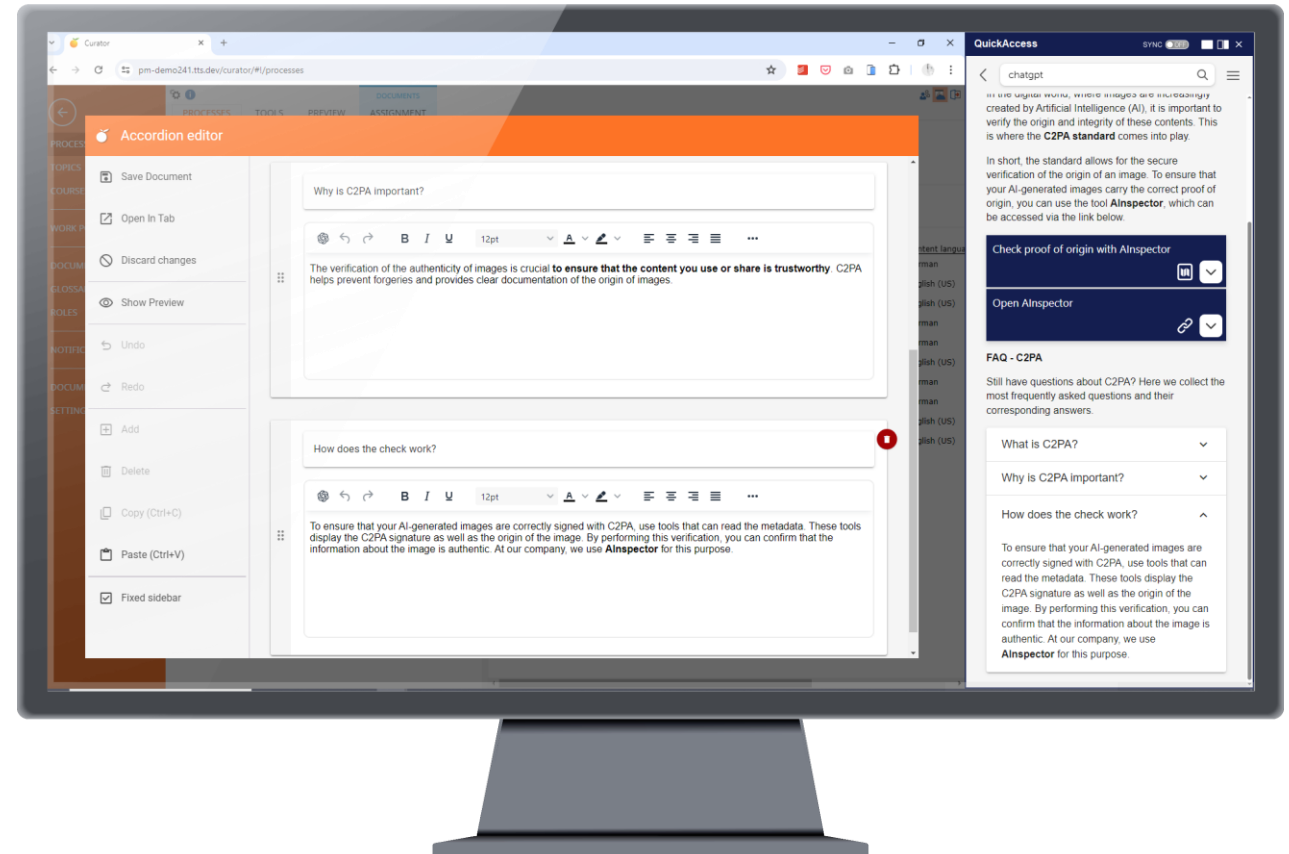
Creator - new Accordion template

2024r2

Create FAQs, definitions and more extensive information in a user-friendly and appealing design.

The accordion template facilitates a compact presentation of texts arranged underneath headings, where content can be expanded and collapsed as required. This feature is particularly useful for the creation of FAQs, as it enables users to access detailed answers to their respective questions.

In addition, the step list-like template provides the option of using Rich Text formatting to organize content under headings in a concise and compelling way.



Content Creation

Creator – new Listicle template

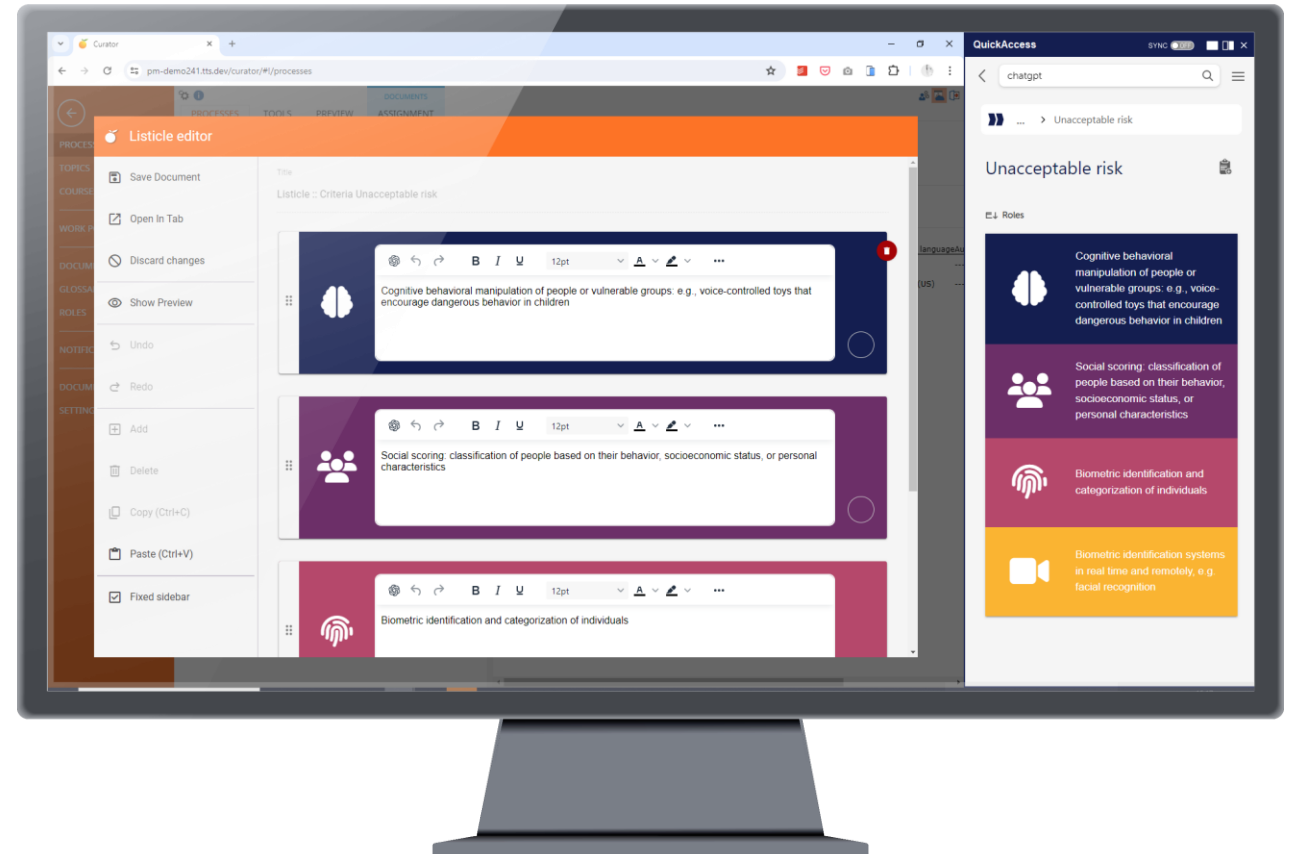
2024r2

Optimize the visual presentation of enumerations to improve user comprehension and retention.

The listicle template helps structure texts and listings using coherent icons.

This ensures that employees grasp complex issues faster and retain information for longer periods of time.

You can utilize colour coding and extensive icon libraries within the step list-like template to make longer bulleted lists visually appealing and easily accessible.



Content Creation

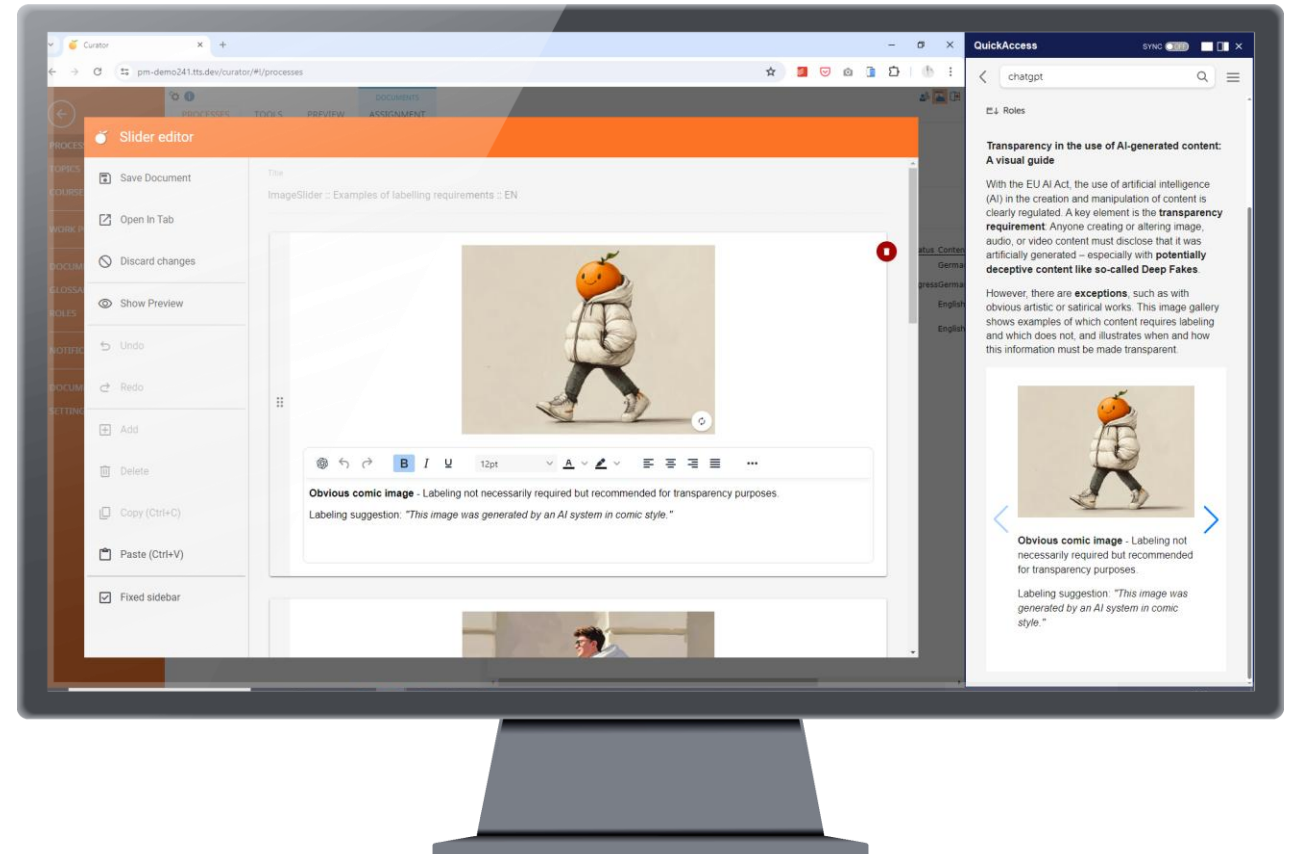
Creator – new Slider template

2024r2

Create illustrative examples of steps and tasks using the Slider template and enable flexible navigation.

The Slider template allows you to display images alongside formatted rich text. This way, you can explain tasks clearly and provide visual examples and links to further topics or processes.

The responsive design ensures that the slider can be optimally displayed and intuitively operated on all devices.



Content Creation

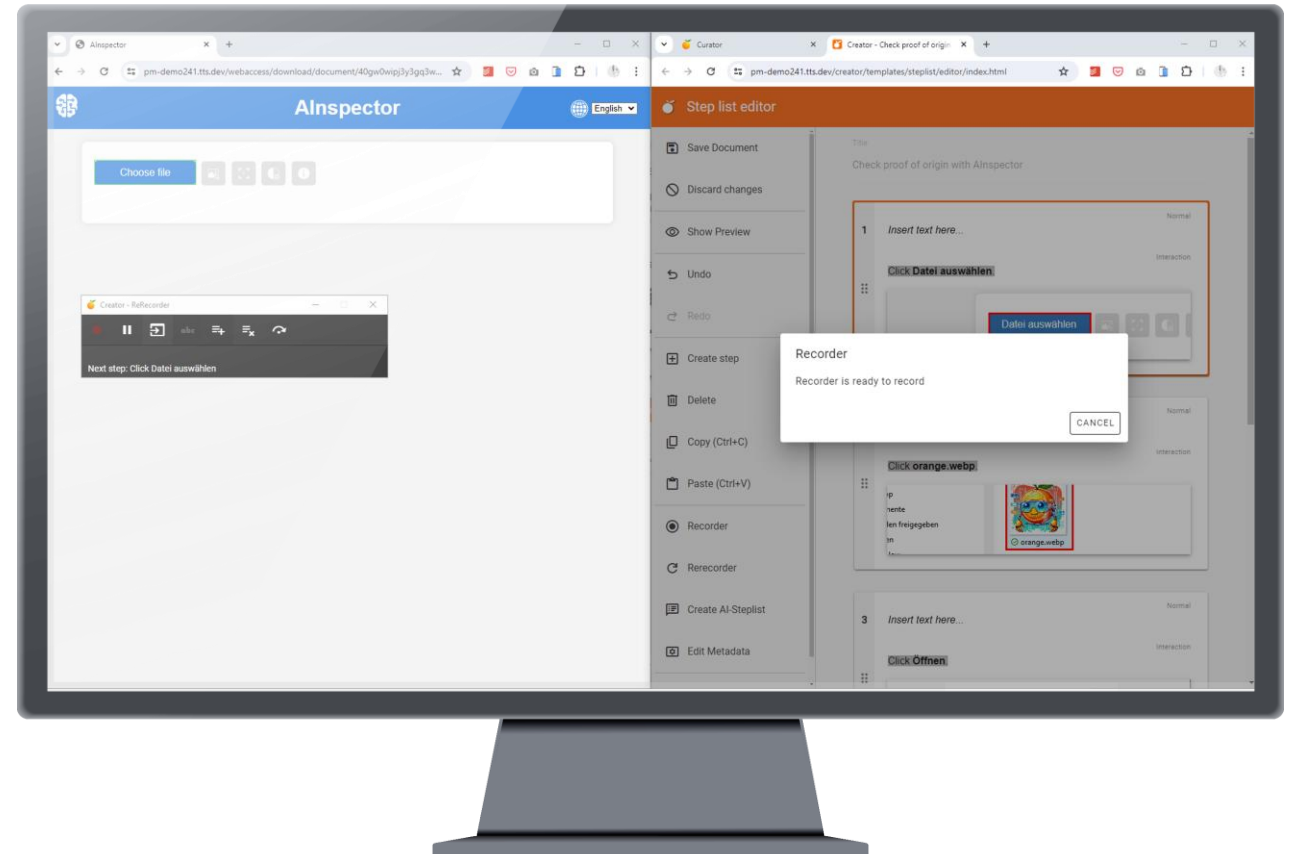
Creator – ReRecording

2024r2

Utilize the ReRecording feature to create linguistic and content-related variants of step lists directly in Creator.

A ReRecording can now be conducted directly in Creator, which facilitates the fast and uncomplicated creation of localized step lists.

The Recorder will guide you through the corresponding application, regardless of the interface language, by highlighting required components. This considerably improves object recognition and accelerates the recording process.



Technical Improvements & Support

Technical Improvements & Support

QuickAccess / WebAccess - uniform hyperlinking

2024r2

New link formats simplify the creation of links and forwarding of information to colleagues.

Hyperlinks are now consistently created in https format throughout the tts performance suite. You will find the corresponding buttons in the new burger menu in QuickAccess.

Hyperlinks to QuickAccess content will automatically open in QuickAccess via redirect after one-time activation. Accessing content in WebAccess remains unchanged.

Employees can now conveniently access the desired content using a smartphone, laptop, PC or handheld device.



Best practice examples from our customers

Business Guidance

Shipment filings

Standard operation procedures (SOPs)
and destination-specific regulations

Customer situation and use case

The customer implemented CargoWise One in October 2021 to support personnel in shipment planning, execution, and tracking.

Employees must enter key shipment details, adhering to customer-specific Standard Operating Procedures (SOPs), such as uploading documents to designated portals or scheduling departures in advance.

Additionally, destination-specific regulations must be followed, e.g. certain documents may need to be submitted to customs before arrival.

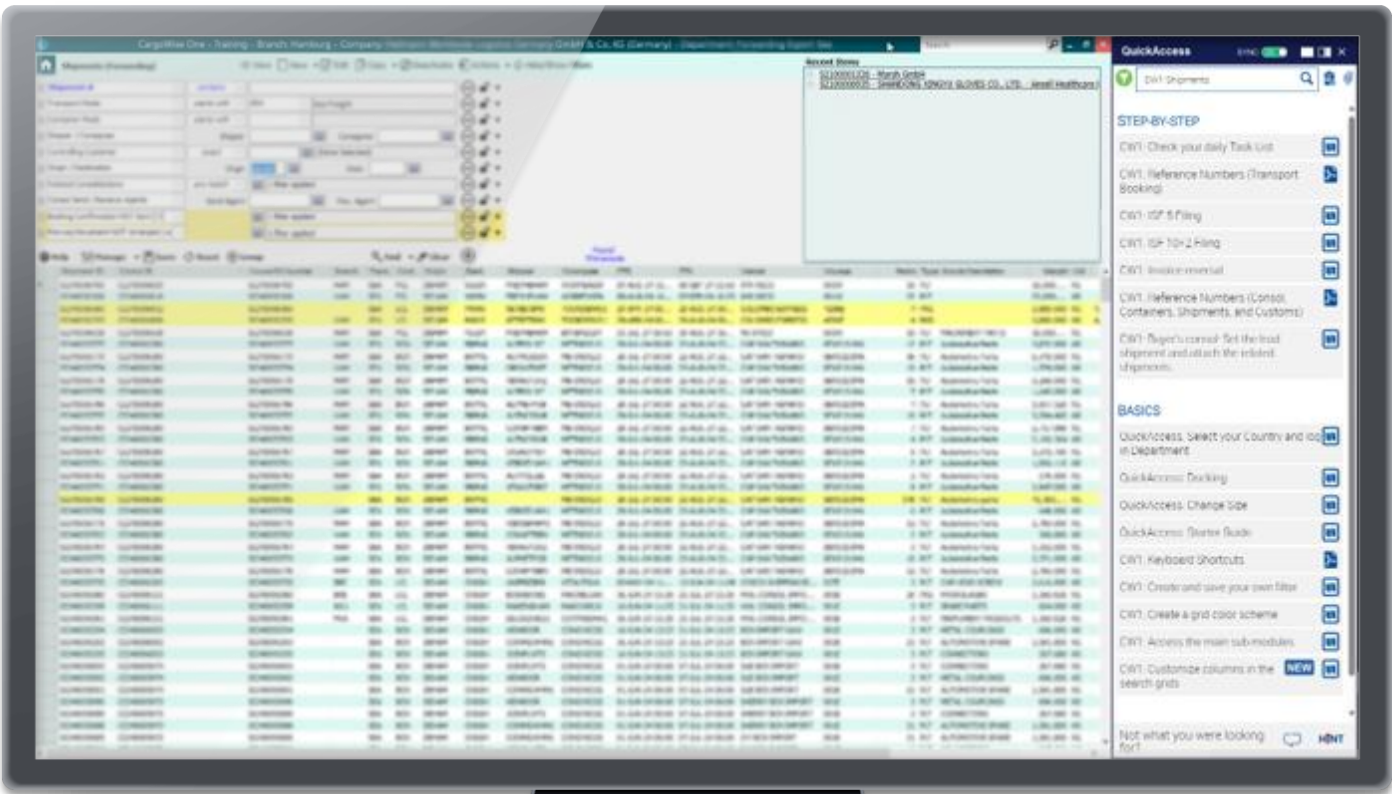
Shipment filings

Starting point

During the initial usage of tts performance suite, they used Performance Support categories to structure nearly 150 guides.

This high number complicated the search for relevant content.

Customer industry	Global transport and logistics
Number of employees	~12.000 employees
Number of end user	2.000 employees

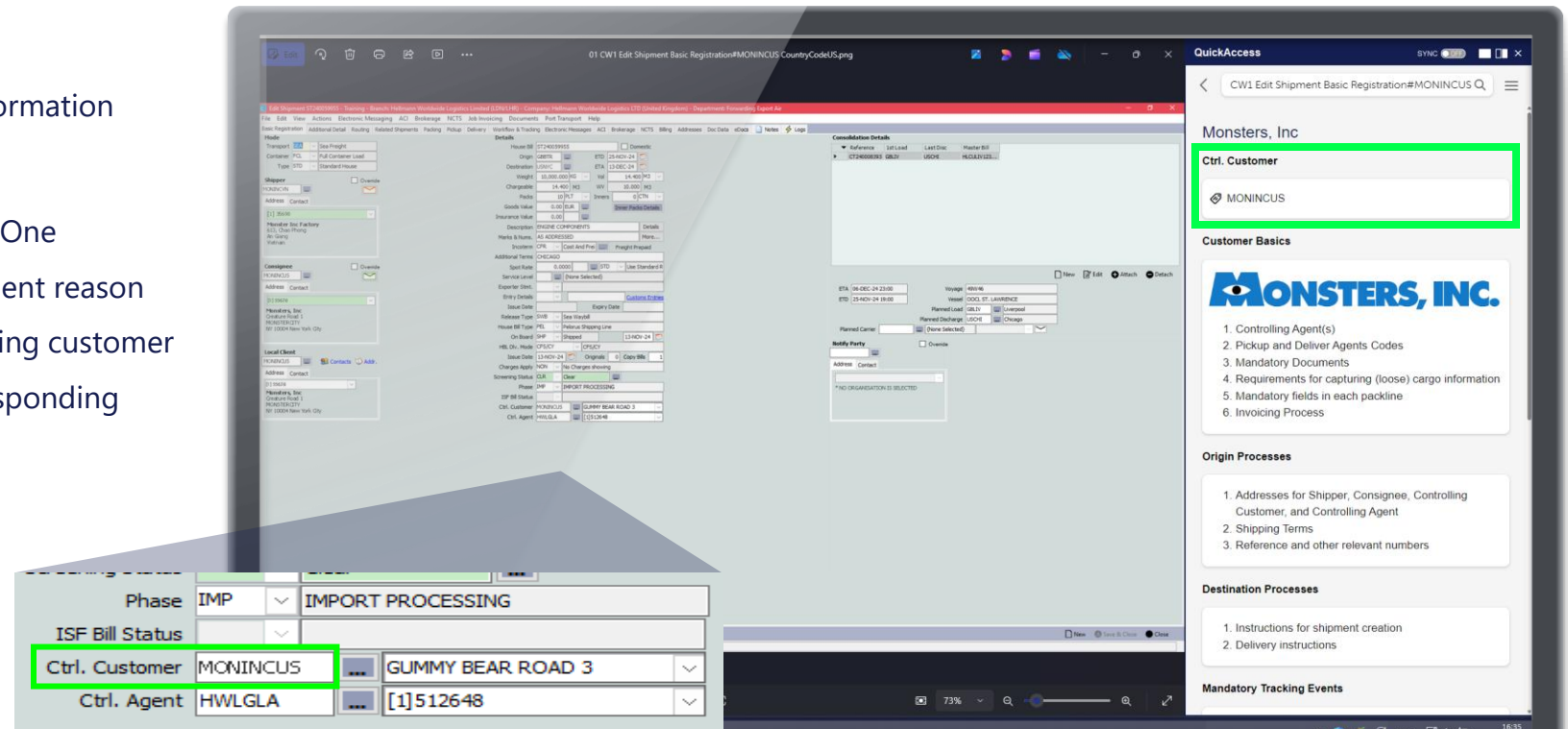


Shipment filings

Outcome: Standard operation procedures (SOPs) and destination-specific regulations

In addition to step-by-step lists, you will find information about the customer and the destination.

QuickAccess not only recognizes the CargoWise One application and the tab for processing the shipment reason registration, but also the information on controlling customer and destination (US) and now displays the corresponding information.



The screenshot displays the CargoWise One application interface. The main window shows the '01 CW1 Edit Shipment Basic Registration#MONINCUS CountryCodeUS.png' form. The 'QuickAccess' sidebar on the right provides a summary of the shipment details and processes.

QuickAccess Summary:

- Monsters, Inc.**
 - Ctrl. Customer:** MONINCUS
- Customer Basics**
 - 1. Controlling Agent(s)
 - 2. Pickup and Deliver Agents Codes
 - 3. Mandatory Documents
 - 4. Requirements for capturing (loose) cargo information
 - 5. Mandatory fields in each packline
 - 6. Invoicing Process
- Origin Processes**
 - 1. Addresses for Shipper, Consignee, Controlling Customer, and Controlling Agent
 - 2. Shipping Terms
 - 3. Reference and other relevant numbers
- Destination Processes**
 - 1. Instructions for shipment creation
 - 2. Delivery instructions
- Mandatory Tracking Events**

Main Form Details:

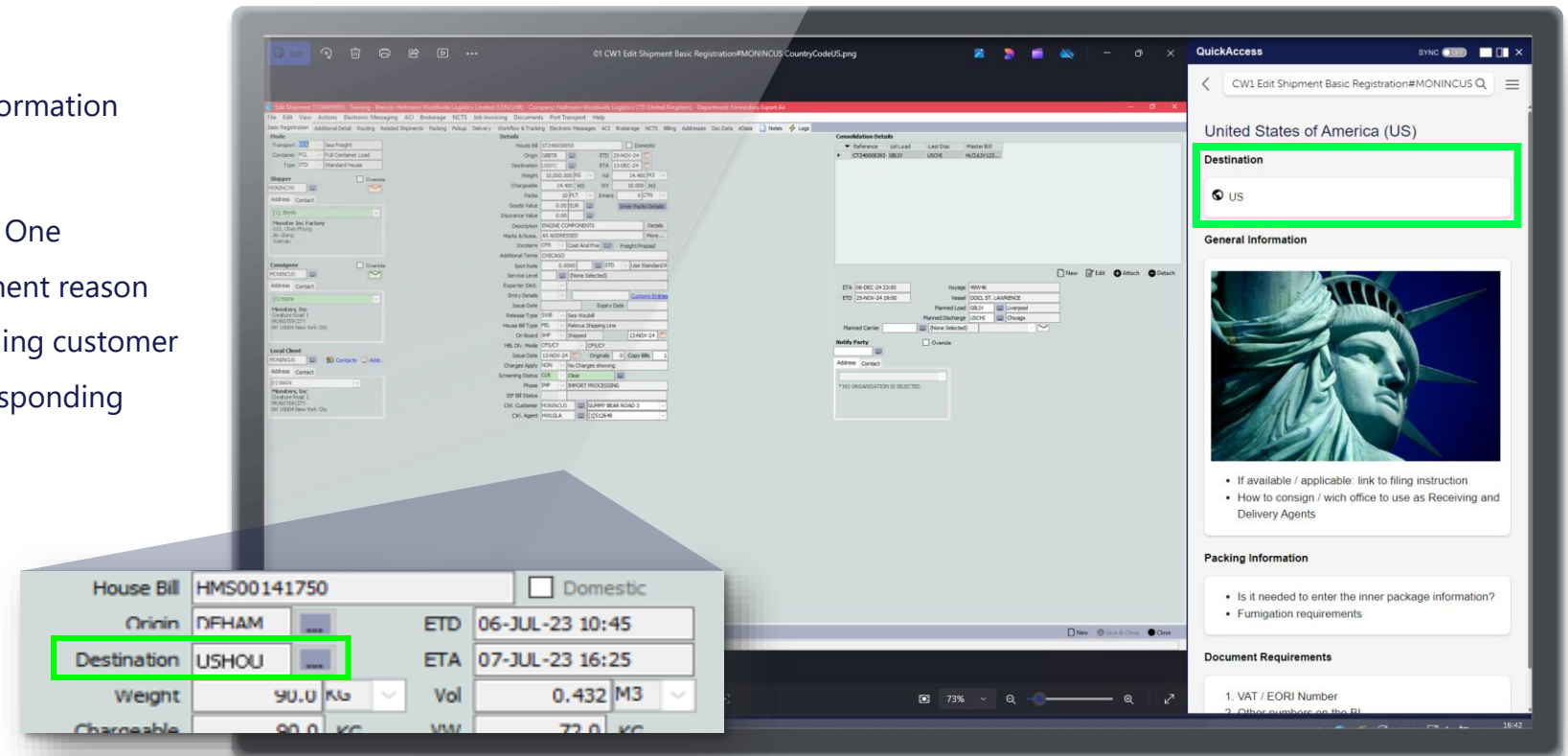
- Phase:** IMP (IMPORT PROCESSING)
- ISF Bill Status:** [Dropdown]
- Ctrl. Customer:** MONINCUS
- Ctrl. Agent:** HWLGLA
- Address:** GUMMY BEAR ROAD 3
- City:** [1] 512648

Shipment filings

Outcome: Standard operation procedures (SOPs) and destination-specific regulations

In addition to step-by-step lists, you will find information about the customer and the destination.

QuickAccess not only recognizes the CargoWise One application and the tab for processing the shipment reason registration, but also the information on controlling customer and destination (US) and now displays the corresponding information.



Shipment filings

Outcome: Standard operation procedures (SOPs) and destination-specific regulations

QuickAccess SYNC OFF

CW1 Edit Shipment Basic Registration#MONINCUS

United States of America (US)

Destination

US

General Information



- If available / applicable: link to filing instruction
- How to consign / wich office to use as Receiving and Delivery Agents

Packing Information

- Is it needed to enter the inner package information?
- Fumigation requirements

Document Requirements

1. VAT / EORI Number

QuickAccess SYNC OFF

CW1 Edit Shipment Basic Registration#MONINCUS

Monsters, Inc

Ctrl. Customer

MONINCUS

Customer Basics



- Controlling Agent(s)
- Pickup and Deliver Agents Codes
- Mandatory Documents
- Requirements for capturing (loose) cargo information
- Mandatory fields in each packline
- Invoicing Process

Origin Processes

- Addresses for Shipper, Consignee, Controlling Customer, and Controlling Agent
- Shipping Terms
- Reference and other relevant numbers

Destination Processes

- Instructions for shipment creation
- Delivery instructions

Mandatory Tracking Events

SOP editor

Title

Monsters, Inc

Ctrl. Customer

MONINCUS

Other codes in use

MONINCVN MONLTDUK

Include all codes that are assigned to this customer that are not the Ctrl. Customer code.

Customer Basics



- Controlling Agent(s)
- Pickup and Deliver Agents Codes
- Mandatory Documents
- Requirements for capturing (loose) cargo information
- Mandatory fields in each packline
- Invoicing Process

Origin Processes

- Addresses for Shipper, Consignee, Controlling Customer, and Controlling Agent
- Shipping Terms
- Reference and other relevant numbers

Upload Document

Language

American English

Title

Monsters, Inc

Description

Author

Keywords

MONINCUS MONINCVN MONLTDUK

Context

CW1 #sop

Configuration

initial

☒ New Document

Workflow action

Cancel Upload

Human Resources

Pregnancy notification and risk
assessment

Customer situation and use case

Some HR processes tend to be extensive, complex, error-prone, and mapped in heterogeneous IT systems. Our customer wanted to develop an efficient solution to support employees in complying with complex HR processes.

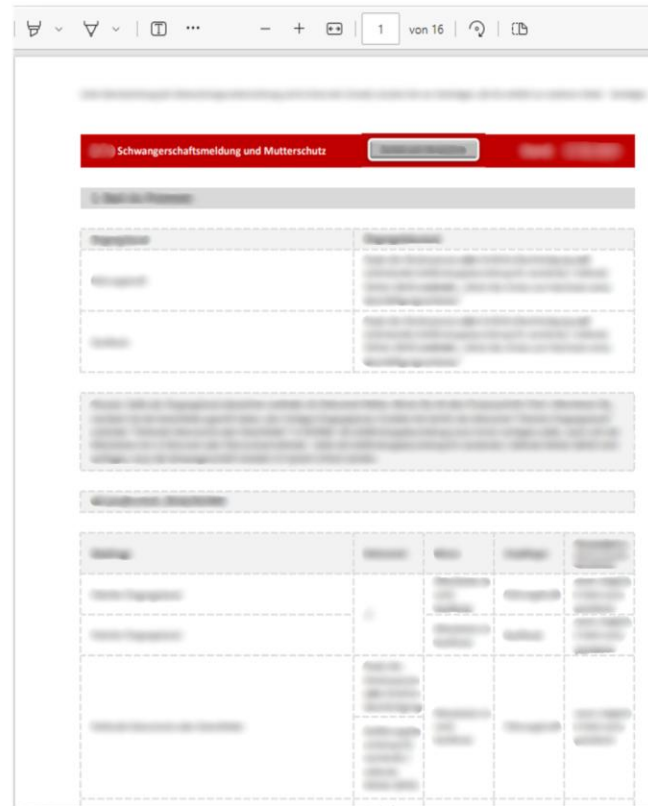
A particularly challenging example is the process for reporting a pregnancy and the subsequent risk assessment.

Human Resources

Starting point

The current resources: A 16-page PDF with little structure and clarity. Important elements such as clearly defined roles, responsibilities and tasks were insufficiently elaborated.

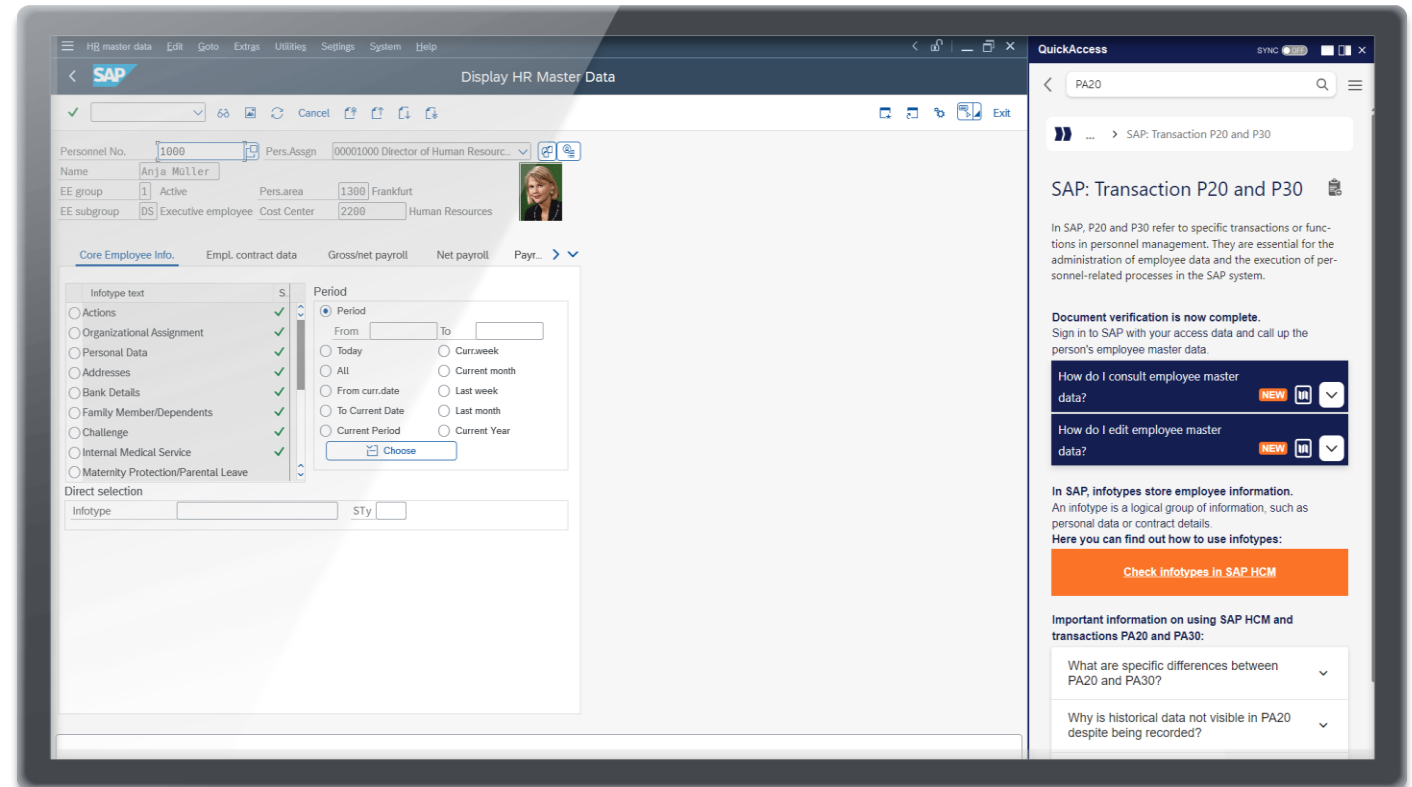
Customer industry	Retail and tourism
Number of employees	~360.000 employees
Number of end user	200.000 employees



Human Resources

Outcome: Pregnancy notification and risk assessment

With the help of Business Guidance, the customer created a clear process overview that serves as a clear guide for employees, managers and HR staff.



Human Resources

Outcome: Pregnancy notification and risk assessment

QuickAccess SYNC OFF

Pregnancy

» ... > Employee announces their pregn...

Employee announces their pregnancy

Notify your supervisor of your pregnancy via email or post.
You require a certificate from your obstetrician or copy of your maternity record.

Guide to Maternity Protection

Why does my employer require these documents?

Which information is required?



Roles

» Submit via e-mail
Send the official proof AND the written notification by e-mail to your supervisor.

» Submit via post
Send the official proof AND the written notification to your manager by post.

QuickAccess SYNC OFF

Pregnancy

» ... > Supervisor receives pregnancy no...

Supervisor receives pregnancy notification

Once you have received required documents, create a risk assessment (BAD).
This ensures workplace and health protection for the employee.
The risk assessment must be available in any case, unless the person is on parental leave.
Complete the entire form below.

Template: Risk assessment

How do I create a risk assessment? NEW

Note the following throughout the entire process...

General Data Protection Regulation (GDPR)
Only collect mandatory data and disclose data only with consent.

What is data protection, and why is it so important? NEW

Obligation to provide information
Inform employees about their rights and protection periods.

Guide to Maternity Protection

Hand over the risk assessment and employee documents to HR.

The supervisor informs HR about the pregnancy

QuickAccess SYNC OFF

Pregnancy

» Notice of pregnancy to HR > Supervisor notifies HR

Supervisor notifies HR

The supervisor submits the notice of pregnancy.
The report must be sent to HR Services with the corresponding documents containing...
...the **surname** and **first name** of the employee,
...valid **personnel number**, and
...the **expected date of delivery**.

Please note: Privacy policy for maternity records

Sections A and B of the maternity pass contain health data of the person in question.
These can be redacted with no reason provided.
Inform the person about this right in accordance with the duty to inform.



The individual risk assessment (BAD) should be submitted as well.
The purpose of the assessment is to make an employee's workplace safe and compliant with legal requirements.

Click [here](#) for more information on preparing the risk assessment.

Roles

QuickAccess SYNC OFF

Pregnancy

» ... > HR reviews the report and emplo...

HR reviews the report and employee master data

Once all data is in order, the subsequent process begins.
Firstly, analyse all documents received.
Secondly, check employee master data in SAP and trigger further processes as necessary.

What should I do if documents are incomplete?



Analyse the individual risk assessment.
In the job designation, look for stock management and transport (logistics) or administrative tasks such as bookkeeping and office organisation (administration).

Is the person employed in logistics or administration?

Yes No

Human Resources

Outcome: Pregnancy notification and risk assessment

QuickAccess SYNC OFF

Pregnancy

SAP: Transaction P20 and P30

SAP: Transaction P20 and P30

In SAP, P20 and P30 refer to specific transactions or functions in personnel management. They are essential for the administration of employee data and the execution of personnel-related processes in the SAP system.

Document verification is now complete.
Sign in to SAP with your access data and call up the person's employee master data.

How do I consult employee master data? **NEW**

How do I edit employee master data? **NEW**

In SAP, infotypes store employee information. An infotype is a logical group of information, such as personal data or contract details. Here you can find out how to use infotypes:

[Check infotypes in SAP HCM](#)

Important information on using SAP HCM and transactions PA20 and PA30:

What are specific differences between PA20 and PA30? ▾

Why is historical data not visible in PA20 despite being recorded? ▾

QuickAccess SYNC OFF

Pregnancy

IT2006: Entitlement to additional leave

IT2006: Entitlement to additional leave

Entitlement to additional leave according to the employment contract or according to company regulations (quota 16) or according to company regulations

Use infotype 2006 to check the entitlement to additional leave.
An entitlement to additional leave can arise from the employment contract or a company regulation (e.g. quota 16).

How do I check entitlement to additional leave? **NEW**



Is there entitlement to additional leave in accordance with the employment contract or company regulations?

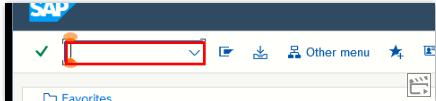
[Yes](#) [No](#)

QuickAccess SYNC OFF

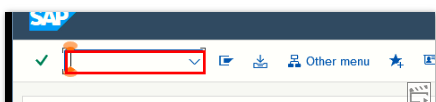
Pregnancy

How do I check entitlement to additional leave?

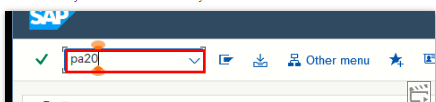
- This guide explains how to check the entitlement to additional leave in the employee master data.
- Log in to the SAP HCM system with your user and password.
Click **Transactioncode**.



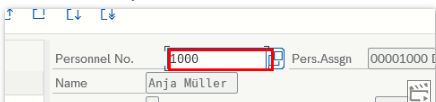
- Enter transaction **PA20** in the text field.



- Click **Enter**.
Alternatively use the **Return** key.



- Please enter the personnel number of the employee. Press the **Return** key.



- Click **Infotype**.
Maternity Protection/Parental Leave
Direct selection
Infotype STY

QuickAccess SYNC OFF

Pregnancy

The Trade Supervisory Office (GAA)

The labour inspectorate also monitors compliance with health and safety laws.

Document 123: Notification of employment of an expectant mother
Create the GAA document and adapt content as required. Attach a copy of the risk assessment to the document.

Trade Supervisory Office North Rhine-Westphalia **NEW**



Use the following template to create a cover letter.
Send a physical copy of all documents to the relevant trade supervisory office.

Template: Cover letter Trade Supervisory Office **NEW**

Roles

Submitting documents via post
Send the prepared documents and, if applicable, the cover letter by registered mail with acknowledgement of receipt.

Production in opencast mining

Carrying out safety inspections and
maintenance for crawler loaders

Customer situation and use case

To ensure safe operation of heavy-duty equipment in opencast mining, our customer developed internal training programs.

However, retirement of experienced colleagues, inadequate driver manuals and incomplete onboarding led to improper operation, causing increased wear and machine downtime.

To improve safety and efficiency, they developed Business Guidance for various machines.

Production in opencast mining

Starting point

The internal training programs include a theory phase with web-based training (WBTs), classroom instruction and an extensive field training phase for each machinery.

The retirement of experienced colleagues, inadequate instruction of new employees and poorly suited driver manuals caused an increase in wear and tear and machine downtime.

Customer industry	Renewable energy
Number of employees	~20.000 employees
Number of end user	1.400 employees



Image was generated using AI

Production in opencast mining

Outcome: Safety instructions and maintenance

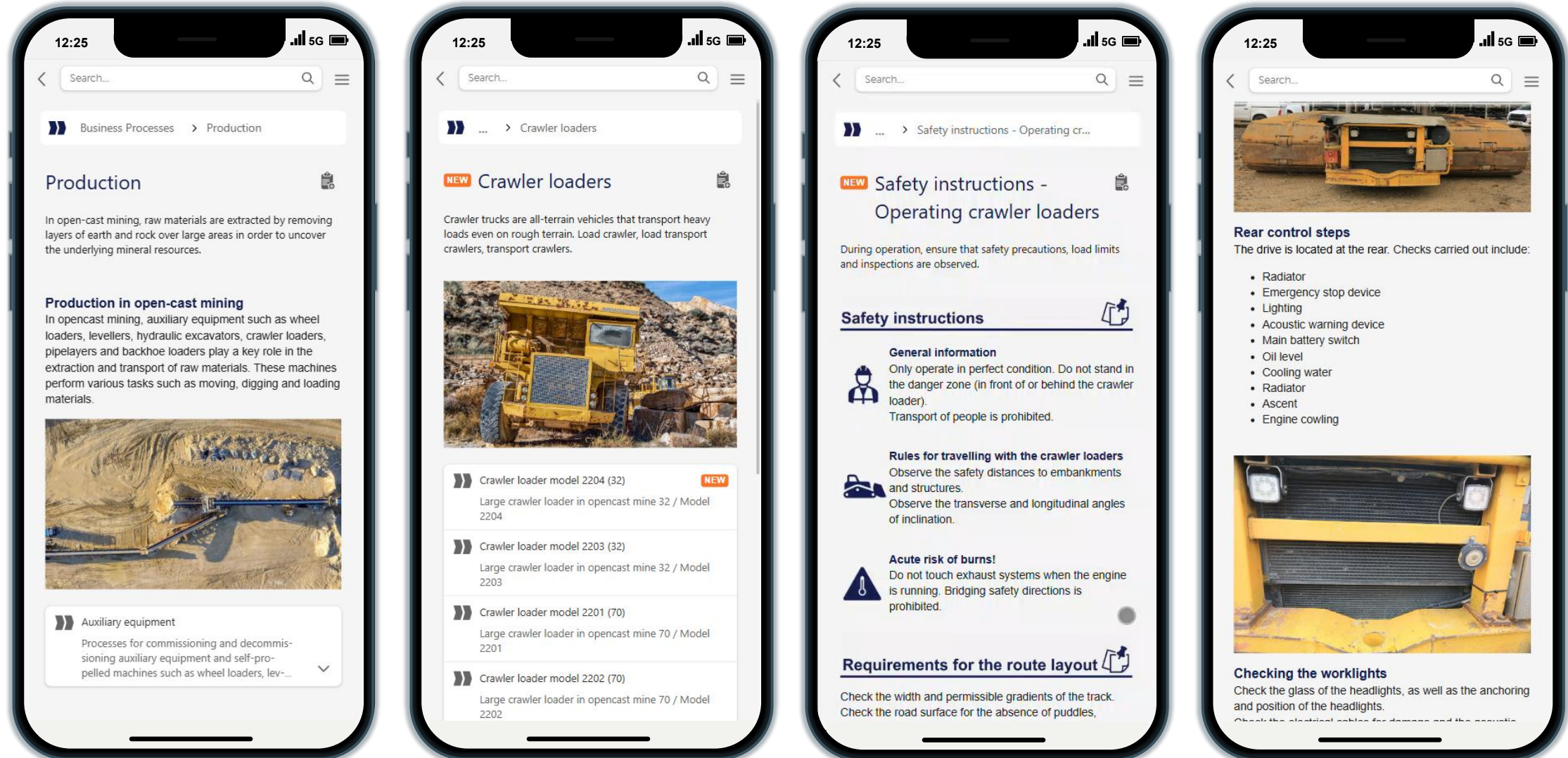
To improve safety and efficiency, our customer developed Business Guidance for various machinery and equipment.

QR codes on critical components provide instant access to relevant content via handheld devices, ensuring safe use and significantly reducing errors.



Production in opencast mining

Outcome: Safety instructions and maintenance



Invoice processing procedure

Determining the correct tax code



Customer situation and use case

The customer is processing invoices in SAP S/4HANA, where the tax code must be manually entered to ensure correct VAT offsetting.

Despite extensive training and documentation, the error rate remains high due to the complexity of applicable tax regulations, especially when multiple countries are involved.

This creates a risk of incorrect tax filings and delays in payments.



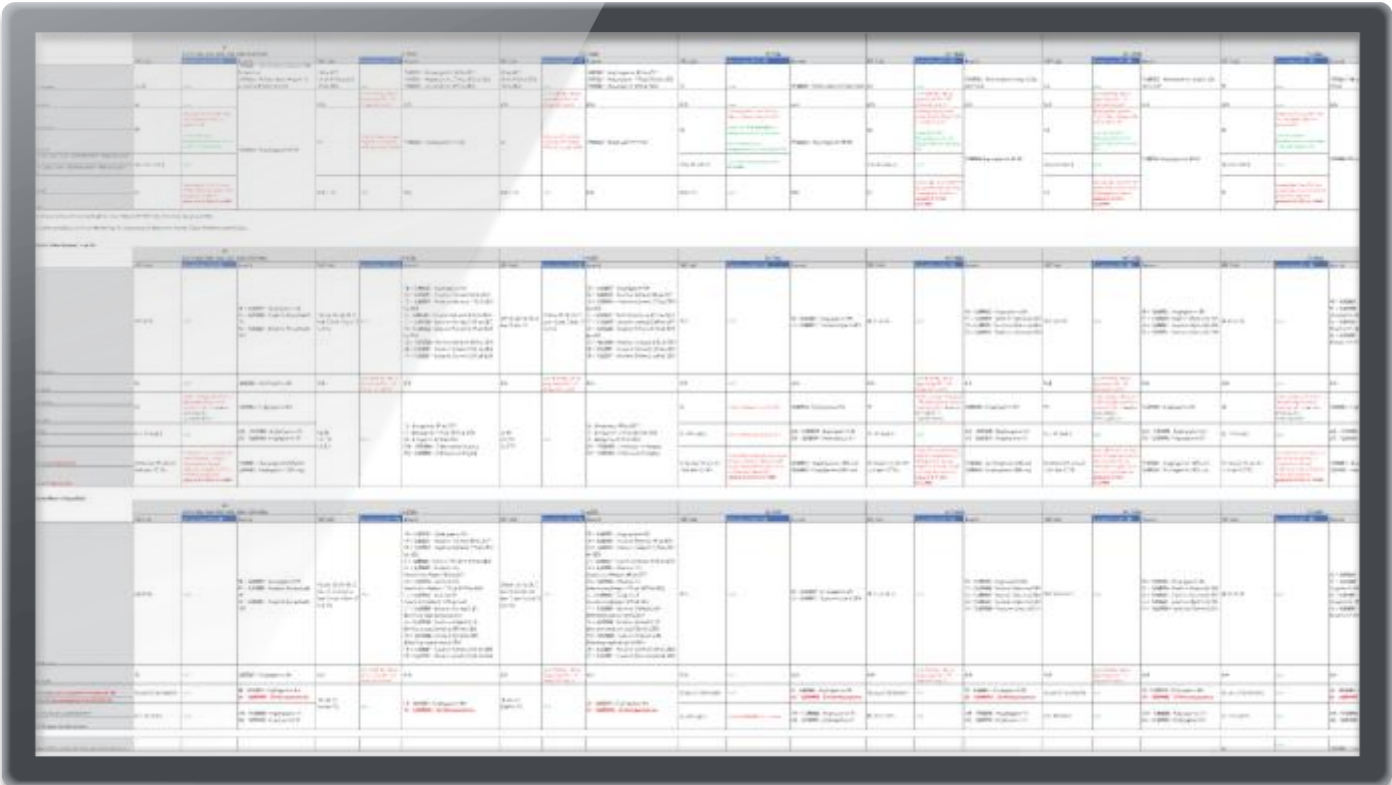
Invoice processing procedure

Starting point

The internal training consist of classroom sessions, as well as detailed manuals and documentations.

However, due to complex regulations, especially across multiple countries, errors in entering the tax code are common. This leads to financial losses, administrative fines and further audits.

Customer industry	Pharmaceuticals
Number of employees	~60.000 employees
Number of end user	~50.000 employees



Invoice processing procedure

Outcome: Determining the correct tax code

Business Guidance ensures that users can efficiently create the supplier invoice in the system, improving processing speed and reducing the risk of mistakes.

Enter Vendor Invoice: Company Code 1005

Transactn: Invoice Bal. 0,00

Basic data: Vendor, Invoice date, Posting Date, Cross-Code No., Amount, Tax Amount, Text, Company Code, Lot No.

0 Items (No entry variant selected)

St.	G/L acct	Short Text	D/C	Amount in doc.curr.	Loc.curr.amount	T. Tax jurisdiction code	V Assignment
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		
		Debit	✓	0,00 VA	0,00 VA		

Specify account number

QuickAccess: SAP FB60

Germany

As a first step the invoice is reviewed to ensure that the VAT amount indicated is correct. This includes checking the applicable VAT rate and verifying the correct tax base calculation.

Then it is determined whether the company is entitled to deduct the VAT as input tax. This requires ensuring that the invoice was properly issued and the VAT deduction is allowed.

To determine the correct values, check which country the biller is based in.

Domestic

European Union

Third country

Invoice processing procedure

Outcome: Determining the correct tax code

QuickAccess SYNC OFF

Create Supplier Invoice

Business Processes > Invoice Receipt

Invoice Receipt

The invoice is received either physically or electronically and registered.

The **invoice processing procedure** and **tax regulations** differ depending on the recipient's country. To get to the according process choose your country:

QuickAccess SYNC OFF

Create Supplier Invoice

... > Non-affiliated company

Non-affiliated company

For some companies or professional groups as well as services and goods are **excluded from VAT**

VAT-free companies and professional groups

- Small companies (previous year's turnover < € 22,000, forecast turnover for the current year does not exceed € 50,000).
- Doctors
- Alternative practitioners
- Midwives
- Psychotherapists
- Financial advisors
- Insurance brokers

VAT-exempt services and goods

- Insurance
- Credit brokerage
- Sea and air transportation
- Intra-Community deliveries
- Foreign deliveries
- Education

Check if one of the above applies, then select the according value.

Tax exemption

No Tax exemption

QuickAccess SYNC OFF

Create Supplier Invoice

No Tax exemption

In the case of no tax exemption VAT is always levied on deliveries (e.g. goods) and other services (e.g. services). For goods listed below, a **reduced tax rate of 7%** is applicable.

Almost all food and drinks
In general, food is tax-reduced, with the exception of food served in restaurants.

Books and magazines
Also applies to e-books, but not to publications that are primarily for advertising purposes.

Public transportation
All tickets for bus, train, tram and taxi fares are tax-reduced.

Tickets for a concert, theater or museum
Also applies to performances by performing artists comparable to theatre performances and concerts.

Live animals
Some species are subject to reduced rates. For a full list of tax-

QuickAccess SYNC OFF

Create Supplier Invoice

... > Yes - Reduced tax rate

Yes - Reduced tax rate

Result: Based on your previous choices this is the correct **VAT Code**:

VAT Code	Account	Percentage	Description
V2	16810000	7%	Input tax (Germany)

Create an invoice receipt (SAP ECC)

Create an invoice receipt (SAP HANA)

Infection guidelines

Diagnosis and treatment for infectious diseases.

Customer situation and use case

Hygiene is of crucial importance in the healthcare sector. Therefore, healthcare management and staff must adhere to strict hygiene standards.

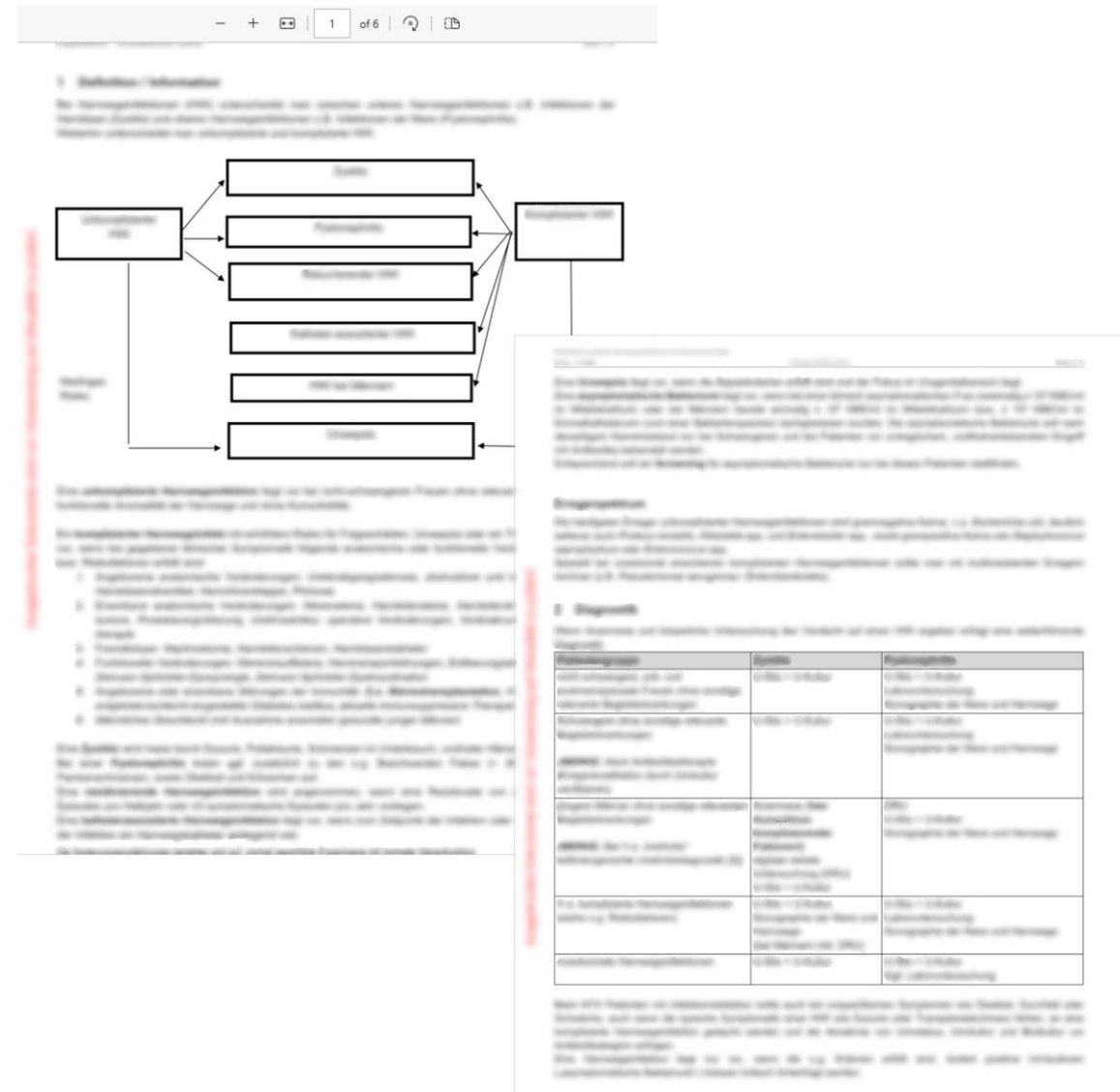
Treating infectious diseases in patients requires following these protocols very closely to prevent cross-contamination and increased risk to staff and patient health.

These guidelines and standards are part of a wide-ranging and complex group of treatment guides in clinics and wards.

Starting point

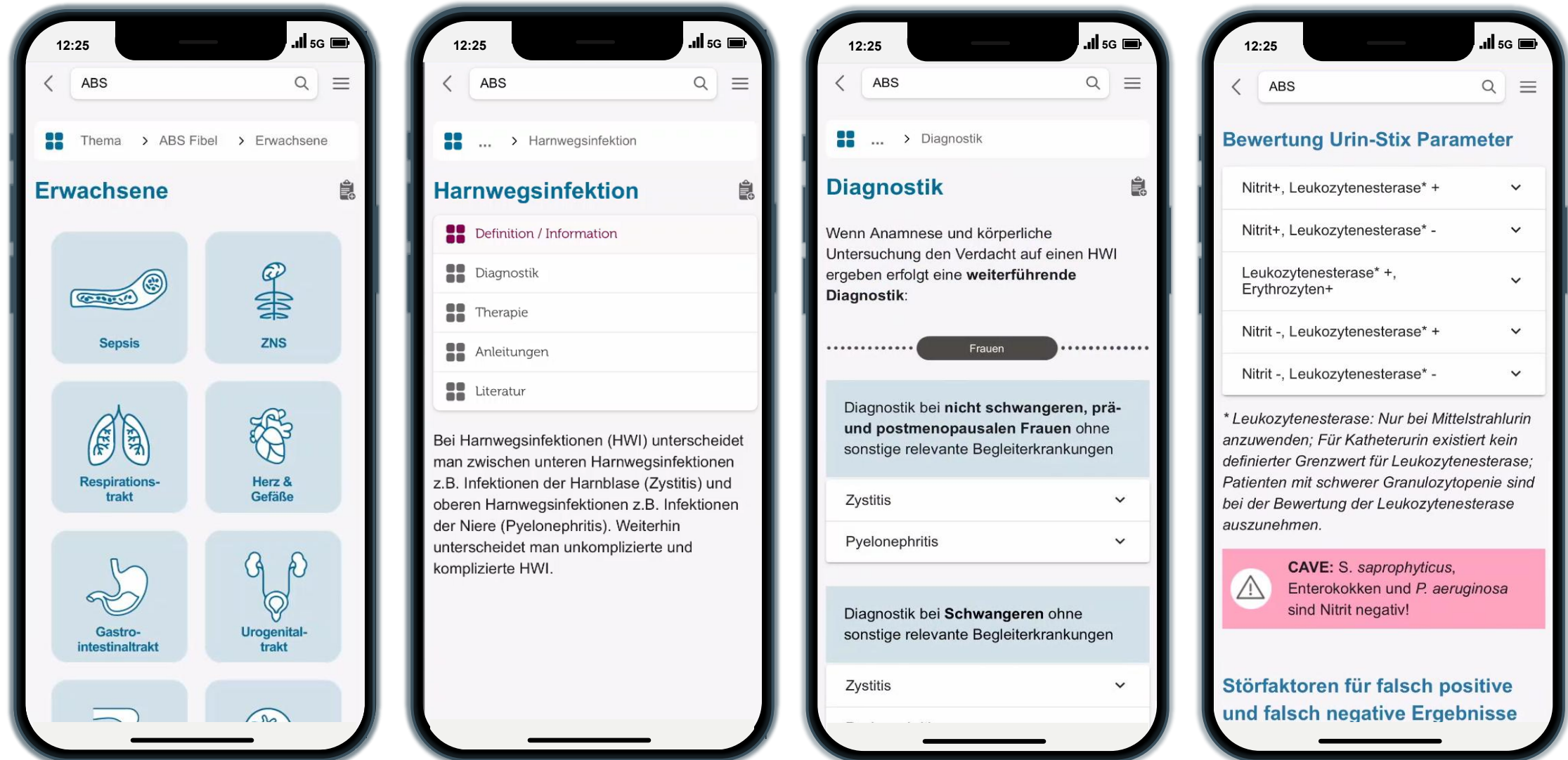
However, the documentations are lengthy and complex, making it difficult for staff to absorb key information effectively. This leads to gaps in knowledge and an increased risk of healthcare-associated infections.

Customer industry	Healthcare
Number of employees	~12.000 employees
Number of end user	8.500 employees



Infection guidelines

Outcome: Diagnosis and treatment for infectious diseases.



Do you have any questions?

Please find all information about tts performance suite 2025r2 [here](#).

If you have any more questions about our tts performance suite 2025r2, please [contact us](#)!





Thank you

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