

FAQ - Questions and Answers

Dear customer, before contacting us we ask you to read these FAQs carefully, because you will surely find the answer to all your questions.

Thanks for the kind cooperation!

- 1. What is on sale what it consists of:**

R. The item for sale is an RT which means "Telematic Recorder" also classified as "state control body";
- 2. It has the regulations on electronic tax homologation:**

R. **Yes**, and the list is available on the Revenue Agency website;
- 3. Is the item new or used?**

R. The object is **new** and will be put into service for the first time with your data;
- 4. We are from: Turin-Rome-Trieste-Catania-Bari, Courmayeur ect ect... can we buy from you?**

R. **Yes**, we would miss him, we sell and assist **throughout Italy including islands**;
- 5. We have the business in Treviso, Udine, Palermo, Naples, Rimini, Genoa ect ect ... but in case of difficulty and we need assistance, who should we contact?**

R. Always to us. Most of the problems are solved by telephone assistance through operations to be done with codes;
- 6. In the case of technical problems that we cannot solve by phone, what do we do?**

R. If a technical problem is encountered for which there is a need for the Telematic RT Recorder to be available in our laboratory, just fill in the **RMA form** that you find on our. Place **www.so2.it** to the voice **ACCESSORIES / SERVICES** and ship the product. After solving the problem, the machine will be sent to the recipient at our care and expense;
- 7. How long does it take after purchase to receive the RT?**

R. Usually 2/3 working days, and they are counted, not from the time of purchase, but since you have completed the mandatory form that you find on the place **www.so2.it** called "**Revenue Agency Form**" (Found at the bottom of our home page);
- 8. How much time does it take for technical intervention at your laboratory?**

R. The time span between your shipping, repair and re-shipping of the machine will take 2/3 days. This space of time is comparable to the classic period of a technician who comes to you and failing to repair the machine must necessarily withdraw it to repair it in the laboratory and then subsequently return it;
- 9. If the RT fails and I have to ship it, can I be left without? and how do I beat the receipts?**

R. **Yes**, may remain without RT, but there is always a legal obligation to immediately use the register of "Failure of the Telematics Recorder" by recording all sales accompanied by date and time, also diversifying the VAT as required by law. Furthermore, it is made known to the shopkeeper that, in addition to being mandatory, the aforementioned register must be obtained regardless of whether the Telematic RT Recorder is working or not because it is subject to control by the competent bodies;
- 10. How come you adopted the policy of collection and delivery by courier and not by technicians?**

R. This type of work used only for areas outside the Campania region or considered distant, to collect and return the machine following an irreparable failure for which we were unable to solve the problem by telephone, well, this job, we leave it do to couriers that are hyper-

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fast today, significantly reducing costs. While as you well know, if the technician comes to you, it bears the fixed call fee and working hours;

11. If I have to send the RT with which courier should I send it?

R. We have no preferences, but the important thing is to spend little and take care of the packaging. The only thing we ask you if possible, that you must always use the original box, otherwise you must use a package suitable for the transport of the RT in order not to cause damage;

12. I have an old MF tax meter I have heard that it can be converted to RT?

R. Those few models that can accept the transformation into Telematic with kits are visible on the site www.so2.it to the voice [accessories / kits for telematic recorders](#);

13. If I decide to buy RT, in summary what should I do?

R. Here are 3 simple steps called by us "**STEPS**"

Phase 1: Purchase the Telematic Recorder you like;

Phase 2: Go to our website www.so2.it e compile the automatic form called "[Revenue Agency Form](#)" That you find below in our. home page;

Phase 3: When the Telematic Recorder RT arrives, the QR CODE must be printed and attached to the machine. To do it the way is simple: you need the accountant or the keys of Fisco On Line.

The summary:

A) enter Fisco On Line with the Fiscal Code, Password and PIN

B) to do the "accreditation"

C) click on search for devices

D) select the proposed serial number and save the QR CODE file on the PC

E) open the QR CODE file and print it with a measurement of 3 x 7 cm if possible.

F) to finish attach it to the machine in a clearly visible position.

Phase ended;

14. How many closings / zeroes does RT perform?

R. Each RT performs **3000 closures** with a max. of **8 years of life** due to the AdE certificate;

15. Is the invoice expected?

R. **YES**, We sell exclusively by invoice only to VAT holders (we do not sell in any way NON-TAX machines);

16. Does the "Telematic Recorder" RT arrive with my personal data?

R. **YES**, It certainly comes taxed and scheduled as you request. When it arrives you just have to insert the plug because it is "ready for use";

17. How do I communicate the data for taxation and for the receipt header?

R. After purchasing the product of interest, you must go to our website www.so2.it and fill in the automatic form called "[Revenue Agency Form](#)" that you find at the bottom of our. home page ([This form must be completed for each RT purchased](#)).

The completed form is valid both for the Inland Revenue and for programming the receipt header (**so you just have to answer the questions on the form ... we will do the rest**).

NB By accepting and sending the aforementioned personal data (taxation and receipt header), you declare that you have received the right information pursuant to art. 13 of Legislative Decree 196/2003 in particular with regard to the rights recognized by the law pursuant to art. 7 Legislative Decree 196/2003, therefore I consent to the processing of personal data with the methods, and for the purposes, of taxation and tax exemption of "[RT Telematic Recorders](#)" To be sent to the Inland Revenue. By submitting the data, you are responsible for their veracity. We are not required in any case to verify the data you

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provide. In addition, this form will be kept in our database for any discrepancies found during the verification by the competent control bodies;

18. So it comes taxed?

R. **Yes**, by law we are obliged to communicate your data electronically to the Inland Revenue and to be more clear: *we do not sell non-taxed RT machines*;

19. I have an old cash register to be de-taxed how does it work? Is shopping included in the price? do you all?

R. **Yes**, by purchasing from us a new RT Telematic Recorder the practice of discontinued use and / or tax exemption is included in the price, therefore just go back to "[Revenue Agency Form](#)" and at the bottom click on "**tax exemption red stamp**".

Cby filling out the form, the system will give a return receipt valid for all intents and purposes as a discontinued use practice (no further copies will be provided by different means, therefore please do not ask for further copies). The practice of tax exemption can be done at any time.

(caution:the practice of tax exemption is included for those who purchase the new RT; otherwise you have to buy the Red Stamp in the section [ACCESSORIES / SERVICES](#) and then perform the practice. The data entered by you are always verified by us, therefore we ask you to avoid transmitting the file without payment because it will not be sent to the AdE in any way);

20. I have heard about Bonus and TAX RELIEF what is it? how do you get it?

R. The tax relief is obtained by receiving the electronic invoice for which the expense of the RT is motivated and the practice must be completed by the accountant. Tax relief is granted both for those who buy new latest generation RT devices and for those who transform old ones (after checking feasibility) to make them suitable for the transmission of fees. The Bonus it is equal, for each instrument, to 50% of the expenditure incurred, for a maximum of 250 euros in the case of purchase while it is 50 euros in the case of adaptation. The credit can be used in compensation by means of the F24 form, exclusively through the electronic Revenue services, starting from the first periodic VAT payment following the month in which the invoice relating to the purchase or adjustment was recorded and was paid. , in traceable mode, the related fee. The benefit is available until the funds for the purpose are exhausted. The credit must be indicated in the tax return of the tax year in which the expense was incurred and in the declaration of the subsequent tax years, until use is terminated. The procedures for the use of the bonus due to retailers or similar operators for the purchase or adaptation of the instruments through which the electronic storage and the electronic transmission of the data of the daily fees to the Revenue Agency have been carried out have been defined with the [provision of 28 February 2019](#), while the [resolution no. 33/2019](#) set up the tax code (6899) to allow the use of the bonus via the F24 form;

21. Is there an obligation for all of the RT Telematic Recorder from 1 January 2020?

R. From 1 January 2020, in fact, merchants will have to store and transmit data on the daily fees to the Agency;

22. It is equipped with a DGFE Memory Card; if YES, how long does it last?

R. **Yes**, all RT "Telematic Recorders" regardless of the brand, are equipped with internal memory called DGFE. The duration and replacement of the DGFE depends on the use in reference to the lines beaten over time (**max. 8 years old** and any memory is never infinite therefore DO NOT ASK US IF IT IS INFINITE);

23. How long does the guarantee last?

R. The guarantee is of **12 months** for European law because a tax invoice is issued;

24. The purchase also includes the Green badge periodic verification as required by law?

R. **Yes**, valid for two years (for us it would be better every year to cut costs in half);

25. Subsequent periodic checks including Green badge how are they performed?

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R. We will notify you of the deadline by email, after which from our. place www.so2.it voice **Accessories / Services** you have to buy the **Green badge** and then you must fill in the form of the "**Periodic verification**" that you find at the bottom of the home page with the green dot symbol (in this Form you must communicate the last fiscal closing number and the relative date). Once we have received everything, it will take 2/3 days to send you: the stamp, the labels to put in the tax book and the check list to be signed and stamped;

26. Can I make a service contract with you?

R. **YES**, of course, we have various types of contracts called "TYPE" and designed according to the different types and needs of the customer but in any case always maintaining the advantageous prices. All contracts are available on our. site sites www.so2.it voice **Accessories / Services**;

27. Is it also approved for street vendors?

R. It depends on the model purchased (such as the Form 100 or the Jsmart "SI" are also enabled for itinerant / itinerant with the possibility depending on the model, to separately purchase the battery for external operation);

28. What is included in the RT box "Recorder or Telematic Printer"?

R. Each box is always accompanied by:

1. Register or Telematic Printer based on the model purchased,
2. Dedicated transformer
3. Power cable for the transformer
4. Fiscal booklet where your vs. tax data
5. Instruction booklet
6. A roll of thermal paper according to the model purchased (57 or 80 mm);

29. Coming with the drawer?

R. **No**, (except for some offers for which the drawer is included in the price, but is always communicated in the offer with the phrase "**including drawer**");

30. Can the RT be connected to the PC?

R. **Yes**, all RT can be connected to the PC via the Ethernet, Serial RS232 and Usb connection, while as regards the communication languages they change according to the Brand: For Olivetti it is Ela / for Epson it is Xon-Xoff / for Custom, System, Italretail, Ditron and Custom DLL - Custom - Xon-Xoff;

31. I have the software Danea, Zucchetti, Bridge, ect ect ... but does it work with this RT "Telematic Recorder"?

R. It is a good rule to always ask the management software company for effective compatibility, the Telematic Recorder is an order performer therefore it has no driver or other, therefore it awaits the command that arrives from the PC / Software;

32. I have heard of ACCREDITATION what's this?

R. The accreditation that in the case of the RT is mandatory, is nothing more than the activation of the data transmission channel between the shopkeeper and the Revenue Agency;

33. Who has the obligation to enable the ACCREDITATION?

R. The owner of the VAT number or the accountant because they are the only ones to have the keys to access Fisco On Line. To enable the service, it is simple that the accountant or the shopkeeper in possession of the three fundamental data "Tax Code Password and PIN" enters Fisco On Line and enables the service to be transmitted electronically in the EXERCISE mode;

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34. I have heard of the fees that must be sent to the Inland Revenue via Internet LAN or via Wifi, how does it happen? are these links already included in the RT?

- R.** The transmission of data to the Revenue Agency takes place in two distinct ways:
1. Via LAN connector "included" as standard in each RT device to be connected directly to the modem router (the ethernet cable is never included);
 2. Via WIFI connection "not included" in the RT. The dedicated USB WIFI dongle can be purchased separately from our place www.so2.it and it can be connected both to the modem / router and through the HOTSPOT of a smartphone (it is known that other USB Dongle-sticks don't work because they are not dedicated);

35. I heard about QR CODE what is it?

- R.** The **QR CODE** is a unique tax identification code, which must be applied on the machine as required by law and contains the tax data of the all-inclusive shopkeeper of the transmitting RT. The control bodies, reading the **QR CODE** through a dedicated APP, they immediately receive from the Revenue Agency all the fiscal data of the shopkeeper and the respective RT device;

36. Who has the obligation to apply the QR CODE on the RT?

- R.** The legal obligation remains with the shopkeeper, but if you have the opportunity to send us the file downloaded by the Inland Revenue after we have completed the "Phase 2", we will provide you free of charge to print and apply the **QR CODE** on the car. Otherwise you must do it when the machine arrives physically using a print format that is readable 5 x 7 cm;

37. How many departments manages RT

- R.** The departments vary with reference to the model chosen (type: Form 100 manages 3 direct departments) but we always recommend checking the characteristics directly from the manufacturer's website, as well as checking the photos and understanding how many departments the machine has;

38. I heard about the "Ticket Lottery" what is it?

- R.** By 31 December 2019, all the models of "RT Electronic Recorders" must allow the transmission of the data necessary for the lottery of the receipts (Law no. 232/2016). In particular, when the operation is carried out, these tools will allow the customer's "lottery code" to be acquired, also by optical reading. The latter is a unique identification code that the end consumer will generate on the "lottery portal". Until 30 June 2020, the fees certified through the electronic recorders of the subjects already required to send the data to the health card system cannot "participate" in the lottery. "Receipts" valid for the lottery - The commercial documents affected by the transmission are only those useful for the lottery. In fact, in order to participate in the draw, at the time of purchase, consumers must communicate their "lottery code" to the operator, thus expressing their will to participate in the competition. During the day and at the time of daily closing, the electronic recorders generate the record made up of all the receipts accompanied by the lottery code of the customers and then transmit it to the Revenue Agency. To date, the provision with which the technical procedures for the extraction operations, entities and numbers of the prizes will still be missing. The RT sold previously if not prepared, can be upgraded with a new firmware to allow the service, while for the current ones they are already enabled and in possession of the requirements required by current legislation; communicate their "lottery code" to the operator, thus expressing their will to participate in the competition. During the day and at the time of daily closing, the electronic recorders generate the record made up of all the receipts accompanied by the lottery code of the customers and then transmit it to the Revenue Agency. To date, the provision with which the technical procedures for the extraction operations, entities and numbers of the prizes will still be missing. The RT

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39. Do you deliver at home?

R. Yes, but with a slight additional cost in reference to the requested area (the service is offered for the areas of: Caserta, Naples, Lower Lazio);

40. Is it possible to pay cash on delivery?

R. No, sorry, cash on delivery is the only method of payment that we do not accept, because being the RT a fiscal organ of the state, it arrives already taxed and put into service; for which this operation of data entry in the fiscal memory is irreversible;

41. Is it ready for use?

R. Yes, you just have to insert the plug... and from our side. "We wish you immense earnings";

42. Are you a dealer?

R. Yes, we are from the following brands: Olivetti, Epson, Custom, System, Italretail, Ditron

43. It is possible to make commercial agreements to sell your products?

R. Yes, we are looking for sellers all over Italy (we do not have a price list but we use coupons with a dedicated discount for our retailers);

44. Can I make my offer?

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R. **No**, "We do not accept offers". The prices are those published on our. place www.so2.it and they are always constantly updated;

45. Why do I have to leave feedback?

R. It is not an obligation indeed we would miss it, but it is good practice to leave feedback on Google Ebay and on our. place www.so2.it because it helps us to be more and more professional towards you;

46. I have found errors or interference can I represent them?

R. **Yes**, we would miss it; So2.it is always careful to listen to its customers therefore if you have corrections to represent us, we will be happy to modify what you have highlighted;

47. I have not found the question of my interest, can I contact you?

R. **Yes**, we would miss him; but given the exceptional period due to the massive change of RT Telematici, we ask you to respect the following channels:

- a. For any "presale" questions and / or information, you must use the e-mail channel only info@so2.it therefore we ask you not to use other means in respect of those shopkeepers who need support for post-sale use and technical assistance;
- b. For "after-sales" and "technical assistance" problems:
 1. **0823.890090**
 2. **3358182047**
 3. **WhatsApp 3358182047**

*With the hope of having done something
welcome, a sincere and due "Thanks" to
all of you.*

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