

homeoffice.lu — Employer area manual

How homeoffice.lu works for HR teams, step by step and with worked examples: from sign-up to the signed annual statement, including alerts, internal rules and billing.

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Chapter 1

Up and running in ten minutes

Sign-up, confirmation and first steps. The 30-day trial is free and needs no payment details.

The screenshot shows the 'Register your company' form on the homeoffice.lu website. The form includes fields for 'COMPANY NAME', 'NAME', 'WORK EMAIL ADDRESS', and 'PASSWORD'. Below the password field, there is a note 'At least 10 characters.' and a checkbox for 'Terms' with a link to 'Legal notice and privacy'. A 'CREATE ACCOUNT' button is at the bottom. A link for 'Already registered? Sign in' is also present. At the very bottom, a small disclaimer states: 'After the trial: €4.00 per active employee per month, minimum €39.00, excluding VAT. Ordered periods renew automatically and can be cancelled with one click.'

The sign-up form.

1. Open the **Employers & public bodies** page on homeoffice.lu and click **Try free for 30 days**.
2. Enter the **Company name**, your **Name** (optional), your **Work email address** and a **Password** of at least **10 characters**.
3. Accept the terms and click **Create account**.
4. Open the email **“Please confirm your account”** and click the link. It is valid for **3 days**. You are then signed in automatically.

The trial lasts **30 days from account creation**, with every feature. It ends by itself: without an order, access becomes read-only and your data is kept. A reminder goes to the billing address 7 days before the trial ends.

The “Getting started” list

On the **Overview**, the **Getting started** card guides you through five steps and disappears once everything is done:

The screenshot shows the 'Overview' dashboard on homeoffice.lu. It features a sidebar with navigation links: Overview, Employees, Billing, and Settings. The main content area displays key figures for 2026: 40 employees, 33 on track, 5 close, 2 exceeded, 6 over quota, and 763 days recorded. Below this is a table of employees with columns for Name, Country, Used, Left, Budget, CCSS, Internal, Used up on, and Status. The table lists several employees, including Hoffmann, Jonas; Lambert, Sophie; Thomas, Camille; Claes, Noah; Keller, Thomas; Moreau, Clara; and Dubois, Antoine. Each row has a status indicator (e.g., 'EXCEEDED', 'INTERNAL', 'CLOSE') and a corresponding button.

NAME	COUNTRY	USED	LEFT	BUDGET	CCSS	INTERNAL	USED UP ON	STATUS
Hoffmann, Jonas Ventes - E016	DE	38	+4	32 / 114	1 wk over	-		EXCEEDED EXTERNAL
Lambert, Sophie Ventes - E003	BE	36	+2	32 / 114	1 wk over	-		EXCEEDED INTERNAL
Thomas, Camille Juridique - E009	FR	33	1 / 34	29 / 114	0 wk over	21 Oct 2026		CLOSE
Claes, Noah IT - E028	BE	32	2 / 34	28 / 114	0 wk over	24 Oct 2026		CLOSE
Keller, Thomas IT - E002	DE	31	3 / 34	27 / 114	1 wk over	28 Oct 2026		CLOSE INTERNAL
Moreau, Clara Marketing - E019	FR	30	4 / 34	26 / 114	0 wk over	31 Oct 2026		CLOSE
Dubois, Antoine	FR	29	5 / 34	24 / 114	0 wk over	4 Nov 2026		CLOSE

The overview with “Getting started” and the key figures.

1. **Complete company details:** billing address and VAT number (chapter 3).
2. **Add employees:** one by one or by CSV from payroll (chapter 4).
3. **Record the first days:** in the calendar, or a pattern such as “every Friday” (chapter 5).
4. **Bring employees on board:** send the personal links so everyone records their own days (chapter 6).
5. **Set the rules:** internal quota, alert threshold and weekly report (chapter 3).

Want to see the tool filled in first? On the employer page, **See the live demo** opens a fictitious company with 40 employees, no sign-up needed. It is deleted after 24 hours and sends no emails.

Signing in, forgotten password

The **Log in** link is at the top of every page of homeoffice.lu. Forgot your password: **Forgot your password?**
› enter your address › the link is valid for **2 hours**. For security, the reply is the same whether or not the address exists.

Chapter 2

How homeoffice.lu calculates

The three counters (tax threshold, social security, internal rule), the statuses and the projection. Read it once: everything else follows from it.

Each recorded day is **one working day outside Luxembourg**. There are four types: **Home office** (HO), **Business trip** (BT), **Training** (TR) and **Other work abroad** (OT). Days in Luxembourg, holidays and sick days are not recorded: they stay empty.

Counter	Who	What counts	Limit
Tax threshold	Residents of FR, BE, DE	All 4 types	34 days × working time × share of the year employed, rounded down
Social security (CCSS)	All non-residents	Home office only	49.9 % of working days (230 by default > 114 days)
Internal rule	If you set one	Home office only	Your quota in %, per week, month or year

The tax threshold, with examples

Employee	Calculation	Threshold
France, 100 %, whole year	$34 \times 100 \%$	34
Belgium, 80 %	$34 \times 0.8 = 27.2$	27
Germany, 100 %, joined 1 July	$34 \times 184/365 = 17.1$	17
France, 80 %, left 30 June	$34 \times 0.8 \times 181/365 = 13.49$	13
Luxembourg resident	—	no threshold

The **start and leaving dates** in the employee record reduce the threshold and working days automatically. Future days already recorded (a planned business trip, for instance) count too: the counter shows what will really be left.

Social security

Only **home office** counts. The limit is 49.9 % of the employee's working days: the company value (230 by default), pro rata for a mid-year start or leaving date, or an individual value in the employee record.

EXAMPLE

Pierre (Belgium, 100 %) has 30 home office days and 8 business trip days. Tax threshold: 38 days out of 34, **exceeded by 4**. Social security: 30 out of 114, **no problem**. The two counters are independent.

The internal rule (home office quota)

Many employers cap home office, for example at **60 % of working time** as in the public sector. Set the

quota under **Settings > Rules and alerts** and choose the period: **per week**, **per month (average)** or **per year (average)**. An individual quota in the employee record replaces the company one.

Per week or month, homeoffice.lu compares each period with the **Luxembourg working days** in that period, multiplied by working time and quota:

Case (60 % per week rule)	Allowed	Recorded	Result
Full-time, 5-day week	$5 \times 60 \% = 3$	3 HO	compliant
Full-time, 5-day week	3	4 HO	1 week over
Full-time, week with a public holiday	$4 \times 60 \% = 2.4$	3 HO	1 week over
Part-time 80 %, 5-day week	$5 \times 0.8 \times 0.6 = 2.4$	2 HO	compliant

The internal rule does not change the tax status; it adds the **INTERNAL** label and the “x wk over” figure in the overview.

The statuses

Status	Meaning
On track	More days left than the alert threshold (5 by default).
Close	5 days or fewer left (alert threshold adjustable from 0 to 20).
Limit reached	Exactly 0 days left: the next day outside Luxembourg means going over.
Exceeded	Tax threshold exceeded, or social security limit exceeded.
No threshold	Luxembourg resident: neither tax threshold nor CCSS limit.

The “Used up on” projection

For the current year, homeoffice.lu estimates the date on which the employee will have used up their threshold, based on their **Planned home office days per week** (employee record, 1 by default).

EXAMPLE

Camille has 4 days left and works from home 1 day a week. Projection: about **4 weeks** later. If the date falls in the following year, nothing is shown: the budget is enough.

Luxembourg public holidays (including 9 May and 26 December) are marked in the calendars and excluded from working days.

Chapter 3

Setting up the company and rules

Billing details, internal quota, alerts and weekly report.

Settings › Company

Company

COMPANY NAME	RCS NUMBER	VAT NUMBER
Logistique Exemple S.A.	B123456	LU12345678

Billing address *

STREET AND NUMBER

POSTCODE	TOWN	COUNTRY
3895	Foetz	Luxembourg

On the invoice: 12, rue de la D mo
L-1234 Luxembourg

INVOICE RECIPIENT	EMAIL INVOICES TO
	compta@example.lu

Empty = company name.

☐ We are a public body (ministry, administration, municipality, public institution) — invoices also as e-invoices (Peppol)

ORDER / BUYER REFERENCE	RECIPIENT PEPPOL ID
	0000:XXXXXXXX

Shown on every invoice. Public buyers usually require it.

Format scheme: identifier, as provided by your accounts team.

Company details and billing address.

- **Company name, RCS number, VAT number.**
- **Billing address: required to place an order.** The street must include a number; the postcode is checked by country (4 digits in Luxembourg and Belgium, 5 in France and Germany). A preview “On the invoice” shows the result.
- **Invoice recipient** (empty = company name) and **Email invoices to** (for example your accounts team).
- For **public bodies**: tick the Peppol box and enter the **Order / buyer reference** and the **Recipient Peppol ID**. Every invoice is then also available as XML (Peppol BIS Billing 3.0).

Settings › Rules and alerts

Rules and alerts

REMOTE-WORK CAP IN % OF WORKING TIME

60

0 = none. For example 60, as in the law for the civil service (bill 8121). Applies in addition to the tax and social security thresholds; an individual approved quota can be set per employee.

REFERENCE PERIOD FOR THE CAP

per week

As in bill 8121 for the civil service: the quota applies per week or as an average over a longer period. Home office days are compared with the working days of the period, pro rata to the contract.

ALERT FROM ... DAYS LEFT

5

Below this many days, an employee counts as "close" and you get an email.

WORKING DAYS PER YEAR (DEFAULT)

230

Basis for the social security threshold. Around 230 days for full time.

SEND ALERTS TO

rh@example.lu

For example your HR team's address. Empty = account owner.

☐ Also send alerts to the employee concerned

☒ Weekly report every Monday to the alert address (who is close, who is over, whose budget runs out within six weeks)

☒ Allow personal links (employees record their own days)

SAVE

Internal rules, alerts and options.

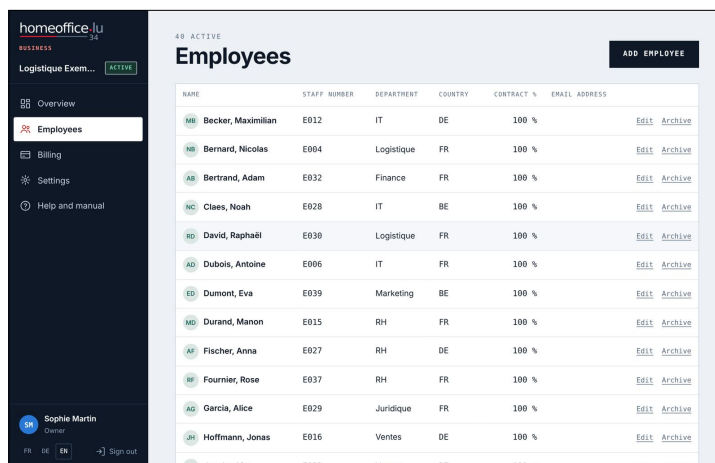
Setting	Effect	Default
Remote-work cap in % of working time	Internal quota (0 = no rule).	0
Reference period for the cap	Per week, per month (average) or per year (average).	week
Alert from ... days left	Threshold for the "Close" status and for alerts (0 to 20).	5
Working days per year (default)	Basis for social security and the internal rule.	230
Send alerts to	Address for alerts and the report. Empty: alerts to the owner, report to the billing address.	sign-up address
Also send alerts to the employee concerned	The employee gets a copy of their own alerts.	no
Weekly report every Monday	Summary by email on Monday morning.	yes
Allow personal links	Employees record their own days (link, QR code, app).	yes

Unticking **Allow personal links** immediately blocks all links, the app and the employees' PDF. Days already recorded stay intact.

Chapter 4

Managing employees

Add, import from payroll, edit, archive and delete.

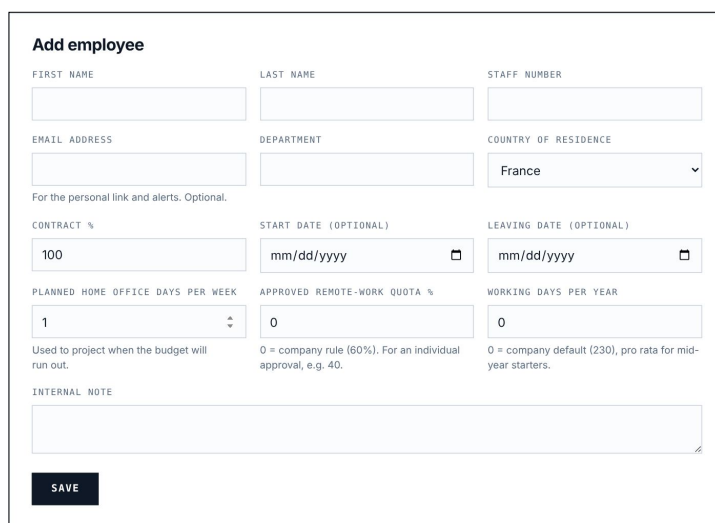


NAME	STAFF NUMBER	DEPARTMENT	COUNTRY	CONTRACT %	EMAIL ADDRESS
MB Becker, Maximilian	E012	IT	DE	100 %	Edit Archive
MB Bernard, Nicolas	E004	Logistique	FR	100 %	Edit Archive
AB Bertrand, Adam	E032	Finance	FR	100 %	Edit Archive
NC Claes, Noah	E028	IT	BE	100 %	Edit Archive
RD David, Raphaël	E030	Logistique	FR	100 %	Edit Archive
AD Dubois, Antoine	E006	IT	FR	100 %	Edit Archive
ED Dumont, Eva	E039	Marketing	BE	100 %	Edit Archive
MD Durand, Manon	E015	RH	FR	100 %	Edit Archive
AF Fischer, Anna	E027	RH	DE	100 %	Edit Archive
RF Fournier, Rose	E037	RH	FR	100 %	Edit Archive
AG Garcia, Alice	E029	Juridique	FR	100 %	Edit Archive
PH Hoffmann, Jonas	E016	Ventes	DE	100 %	Edit Archive
LV Jacobs, Lina	E023	Ventes	BE	100 %	Edit Archive

The employee list.

Adding an employee

Menu **Employees** > **Add employee**. Only first name and last name are required.



Add employee

FIRST NAME

LAST NAME

STAFF NUMBER

EMAIL ADDRESS

DEPARTMENT

COUNTRY OF RESIDENCE

For the personal link and alerts. Optional.

CONTRACT %

START DATE (OPTIONAL)

LEAVING DATE (OPTIONAL)

PLANNED HOME OFFICE DAYS PER WEEK

APPROVED REMOTE-WORK QUOTA %

WORKING DAYS PER YEAR

Used to project when the budget will run out. 0 = company rule (60%). For an individual approval, e.g. 40. 0 = company default (230), pro rata for mid-year starters.

INTERNAL NOTE

SAVE

The employee form.

Field	What it is for
Staff number	Your payroll number. Also used to recognise the employee on import.
Email address	Optional. Needed to send the personal link and alerts to the employee.
Department	To filter the overview (Sales, IT...).
Country of residence	France, Belgium, Germany, Luxembourg, other country. Sets the thresholds.

Contract %	Contractual working time, 1 to 100. Reduces every threshold.
Start date / Leaving date	Optional. Reduce the thresholds pro rata and block days outside employment.
Planned home office days per week	0 to 5, in half days. Used for the “Used up on” projection.
Approved remote-work quota %	Individual quota (0 = company rule).
Working days per year	Individual value (0 = company value, pro rata).
Internal note	Visible to HR only.

Importing from payroll (CSV)

Import CSV

First row with column names, separated by semicolons or commas. Only first and last name are required. Existing employees are matched by staff number or email and updated. Dates as YYYY-MM-DD or DD.MM.YYYY, country of residence as FR, BE, DE, LU or XX (other country). Columns missing from the file leave existing records unchanged.

first_name;last_name;email;ref;department;residence;contract_pct;start_date;end_date;policy_pct

Choose File

No file chosen

IMPORT

[Download template](#)

The CSV import.

1. Click **Download template** to get a file with two sample rows.
2. Export the list from your payroll software or fill in the template. Semicolon or comma separator; UTF-8 or Windows (Excel); 2 MB at most.
3. Choose the file and click **Import**. The result is shown: new, updated, skipped.

The first row must contain the column names. Only **first_name** and **last_name** are required:

SAMPLE FILE

```
first_name;last_name;email;ref;department;residence;contract_pct;start_date;end_date;policy_pct
Julie;Muller;julie.muller@example.lu;E101;Sales;FR;100;2024-03-01;;
Lucas;Peeters;;E102;IT;BE;80;01.07.2026;;40
```

- **residence**: FR, BE, DE, LU or XX (other country); three-letter codes (FRA, BEL, DEU, LUX) are also recognised. A row with an unknown country is skipped. **Dates**: YYYY-MM-DD or DD.MM.YYYY.
- An existing employee is recognised by **staff number**, otherwise by **email**, and updated rather than duplicated. Only the columns present in the file are updated: a missing column leaves the record unchanged. So you can re-import every month.
- Incomplete rows are skipped and counted as “skipped”.

Leaving, archiving, deleting

- An employee leaves during the year: enter the **Leaving date**. Their thresholds are reduced pro rata and their history stays complete. The leaving date alone does not stop billing: archive them once the year is closed.
- **Archive**: the employee disappears from the overview and exports, **is no longer billed**, and their personal link stops working. Their days are kept. **Reactivate** brings them back.

- An archived employee's calendar can no longer be edited: reactivate them to correct a day.
- **Delete** only appears after archiving and permanently removes the employee, their days and photo.

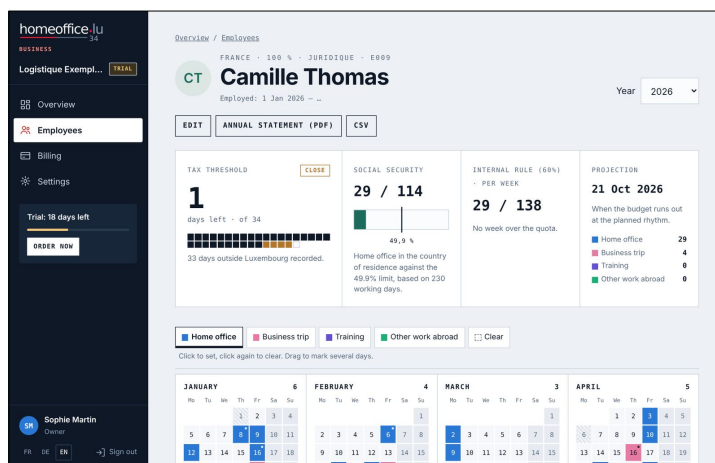
Archive rather than delete: in a tax audit you still have the history, and an archived employee costs nothing.
Note: archived employees no longer appear in the overview or its exports, even for past years. Close the year before archiving, or reactivate them for the export. Their annual statement stays available from their record.

Chapter 5

Recording days

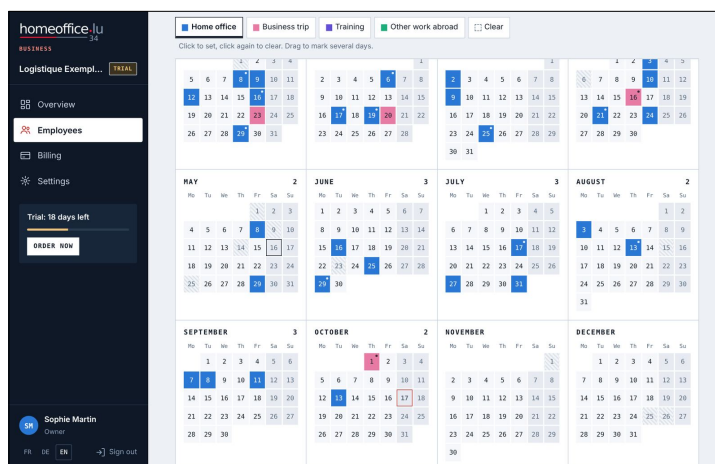
The year calendar, recording by click or drag, and regular patterns.

Click a name in the overview or the employee list: the record opens with the counters and the year calendar.



An employee record: tax threshold, social security, internal rule and projection.

The calendar



The year calendar. Days recorded by the employee carry a dot.

1. Choose the **Type of day** in the palette: **Home office**, **Business trip**, **Training**, **Other work abroad** or **Clear**.
 2. Click a day to mark it, click again to clear it. **Drag** across several days to mark them in one go. With the keyboard: Enter or Space.
 3. Saving is automatic; “Saved” appears. The counters update immediately.
- Weekends and Luxembourg public holidays are greyed out (the holiday's name appears on hover), but can still be recorded if someone really worked that day.
 - Days before the start date or after the leaving date are blocked.
 - Each month shows its total.
 - A **dot** on a day means it was recorded by the employee (personal link or app).

Recording a regular pattern

— Enter recurring days in one go

For example every Monday and Friday until the end of the year. Weekends and Luxembourg public holidays are skipped.

Mo

Tu

We

Th

Fr

FROM

TO

TYPE

☐ OVERWRITE EXISTING ENTRIES

10/17/2026

12/31/2026

Home office

APPLY

Future days count straight away — so you can see whether a rhythm lasts until December.

Enter recurring days in one go.

EXAMPLE

An agreement provides home office **every Monday and Friday** for Julie from 1 September to 31 December. Open **Enter recurring days in one go**, tick Mon and Fri, **From** 01.09 **To** 31.12, **Type** Home office, then **Apply**. Result: 33 days marked, without public holidays.

On Friday 13 November Julie goes on a business trip to Paris after all: choose **Business trip** and click that day. The type changes.

- Without **Overwrite existing entries**, only empty days are filled. Tick the box to overwrite.
- With the **Clear** type, the period is emptied (for example to cancel a planned pattern).

Who recorded what

Each day keeps its source: **HR** (employer area), **employee** (personal link) or **app**, with author and time. **HR entries take precedence**: an employee cannot change or delete a day entered by HR, neither in the app nor through their link. HR, on the other hand, can correct every day.

Once the company's access has expired, the calendar is read-only. The data remains visible and exportable.

Chapter 6

Bringing employees on board

Personal link, QR code and app: everyone records their own days, HR stays in control.

Each employee has a **personal link** that opens their own calendar, **with no account or password**. The same code also links the free **homeoffice.lu – 34 days** app to your company.

Personal link

With this personal link, the employee records their own days — no account, no password. They only see their own calendar. Days they entered themselves are marked with a dot.

<https://homeoffice.lu/app/me.php?t=c035f5968b5075f5ed7ffba928df0885>

COPY



Scan with the phone camera to open personal entry. In the homeoffice.lu app, the same code links the counter to the company.

EMAIL THE LINK

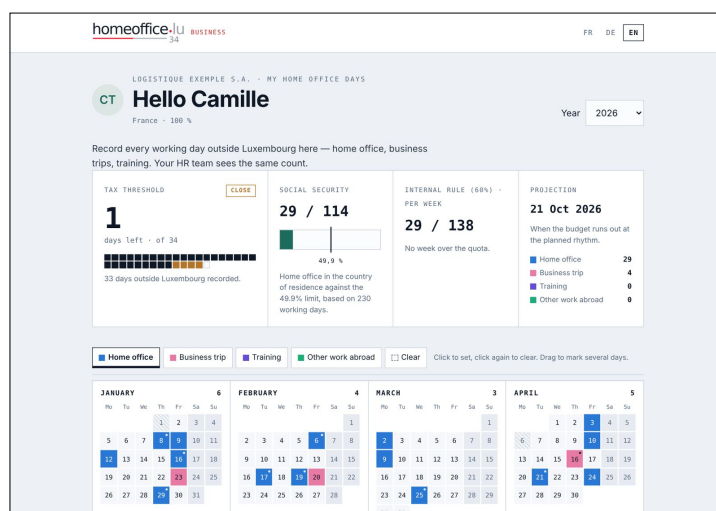
CREATE NEW LINK

The personal link and its QR code in the employee record.

Sending the links

- **To everyone at once:** Employees > **Send links to everyone**. Every employee with an email address gets their link.
- **To one person:** employee record > **Email the link**, or **Copy** and send it from your own mailbox.
- **In person:** show the **QR code**; the employee scans it with their phone camera or in the app.

What the employee sees



The employee's page: the same counters as HR, for them alone.

- Their counters: tax threshold, social security, internal rule.
- Their calendar, where they record their days (including a regular pattern).
- Their **Annual statement (PDF)**.
- They see neither other employees nor payroll data, and cannot change their record.

The app

With the app, the employee answers a notification every evening; their confirmed days reach you automatically (date and type, never location). HR entries take precedence: in a conflict, the app takes HR's version. Days recorded through the app also carry a dot in your calendar.

Link lost or passed on

Employee record › **Create new link**. The old one stops working **immediately** (including in the app, which has to be linked again). Links don't expire on their own; they stop working if the employee is archived or if you turn off personal links.

EXAMPLE ROLL-OUT

Monday: CSV import of 120 employees with their emails, then **Send links to everyone**.

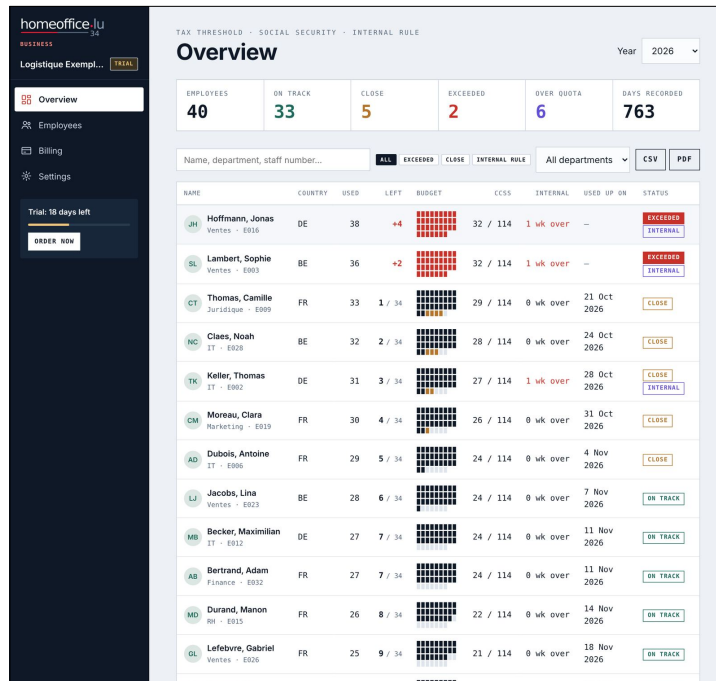
Tuesday: short internal note "install the app and scan the QR code in the email".

The following Monday: the weekly report shows how many employees recorded their own days that week.

Chapter 7

Overview, alerts and report

See at a glance who is getting close to the threshold, and get warned in time.



The overview, sorted by urgency.

The key figures

- Active **Employees**; **On track**; **Close** (5 days or fewer, or limit reached); **Exceeded**.
- **Over quota**: employees with at least one period above the internal rule (if you have one).
- **Days recorded**: all days of the year, including future ones.

The table

Sorted by urgency: exceeded first, then limit reached, close, on track. Columns: **Used** (of which planned), **Left** (red "+4" if exceeded), **Budget** (one box per day, the last 5 in alert colour), **CCSS**, **Internal**, **Used up on** and **Status**.

Filter with the search box (name, department, staff number), the **Exceeded**, **Close** and **Internal rule** buttons and the department list. Change the year at the top right.

The charts



Days outside Luxembourg per month and home office by weekday.

Useful for management meetings: breakdown by month and type, and the most popular home office days. Each chart can be downloaded as SVG and also shown as a table.

Instant alerts

As soon as an entry (HR, link or app) crosses a line, an email “**Home office threshold: ...**” goes to the alert address:

Alert	When
Only X days left	The employee has 5 days or fewer left (alert threshold). If the same entry goes straight over, only the exceeded alert is sent.
Tax threshold exceeded	The employee goes over their threshold.
Social security	Home office exceeds the 49.9 % limit.
Quota exceeded	A period goes over the internal rule.

Each alert is sent **only once per employee per year**; if the counter drops again (day deleted), it can be sent again later. If you turned it on, the employee gets a copy.

Alerts are triggered when a day is recorded. A change to the record (working time, dates, country), to the rules or an import does not trigger an alert on its own: it will go out with the next day recorded. The overview and the Monday report are always up to date.

The weekly report

Every **Monday morning**, a summary: employees over the threshold, close, **budget used up within six weeks**, over the internal rule, and how many employees recorded their own days. Otherwise: “Everything is on track”. Can be turned off in the settings. It is not sent when access has expired or there are no active employees.

EXAMPLE

On Monday the report shows that Thomas will use up his budget on 28.10. HR talks to his manager: Thomas swaps two home office days for office days and stays under 34 days.

Chapter 8

Exports and records

For payroll, the tax authorities and your archive. Exports remain available even after the subscription ends.

Export	Where	Contents
Overview CSV	Overview › CSV	One row per active employee: threshold, used, left, breakdown by type, CCSS, internal, projection, status. For Excel (semicolon separator).
Overview PDF	Overview › PDF	Dated landscape table, overruns in red. For management or the file.
Annual statement PDF	Employee record › Annual statement (PDF)	Statement for the year: personal threshold, days per month with their type, social security, and two signature lines (employee and employer).
Days CSV	Employee record › CSV	Every day with type, source, author and time recorded.
All days CSV	Settings › Delete account › Back up all days as CSV	All years, all employees, archived ones included (owner only).
Charts SVG	Below each chart	For a presentation.

EXAMPLE: CLOSING THE YEAR

In January, choose the past year at the top of the overview.

Download the **overview PDF** for management and the **CSV** for payroll.

For each employee concerned, print the **annual statement**, have it signed by the employee and the employer, and file it: that is your record if the authorities ask.

Only then archive the employees who have left: once archived, they disappear from the overview, including for the past year.

Chapter 9

Users, permissions and log

Several people from HR, payroll or management can work together at no extra cost.

Users

EMAIL ADDRESS	NAME	ROLE	LAST SIGN-IN
rh@exemple.lu	Sophie Martin	Owner	17 Oct 2026
paul.weber@exemple.lu	Paul Weber	Manager	17 Oct 2026 Remove
direction@exemple.lu	Anne Schmit	Read only	– Remove

Invite a colleague

EMAIL ADDRESS

NAME

ROLE

Manager

Managers can edit employees and days, invite users and pay. Read-only users see everything and change nothing.

SEND INVITATION

The users and inviting a colleague.

Role	Can
Owner	Everything, including deleting the account. This is the person who created the account.
Manager	Edit employees and days, rules and company details, invite and remove users, order and pay.
Read only	See and export everything, change nothing. Doesn't see billing. Ideal for management or an accountant.

1. **Settings > Users > Invite a colleague.**

2. Enter the email address, name and role, then **Send invitation**.

3. The colleague receives an email valid for **7 days**, chooses a password and gets access.

- The number of users is unlimited and doesn't affect the price.
- An email address can only belong to one company account.
- An invitation not yet accepted can be sent again; **Remove** withdraws a user's access (except the owner).
- **My account**: everyone changes their own name and password here.

The log

Log

The last 100 changes. Useful to show who recorded what and when.

WHEN	WHO	WHAT
2026-10-16 14:05	rh@example.lu	Employee archived — Marc Simon
2026-10-15 10:22	paul.weber@example.lu	Days changed — Jonas Hoffmann: 3 (2026)
2026-10-14 19:03	system	Alert sent — Camille Thomas: warn
2026-10-14 19:03	app:Noah Claes	Days changed — Noah Claes: 1 (2026)
2026-10-12 18:41	self:Camille Thomas	Days changed — Camille Thomas: 4 (2026)
2026-10-12 07:10	system	Weekly report sent — rh@example.lu
2026-10-07 08:30	rh@example.lu	Personal links sent — 36
2026-10-06 11:15	paul.weber@example.lu	Invitation accepted
2026-10-06 10:02	rh@example.lu	User invited — paul.weber@example.lu
2026-10-06 09:40	rh@example.lu	Rules changed
2026-10-06 09:31	rh@example.lu	CSV import — +40 -0 -0

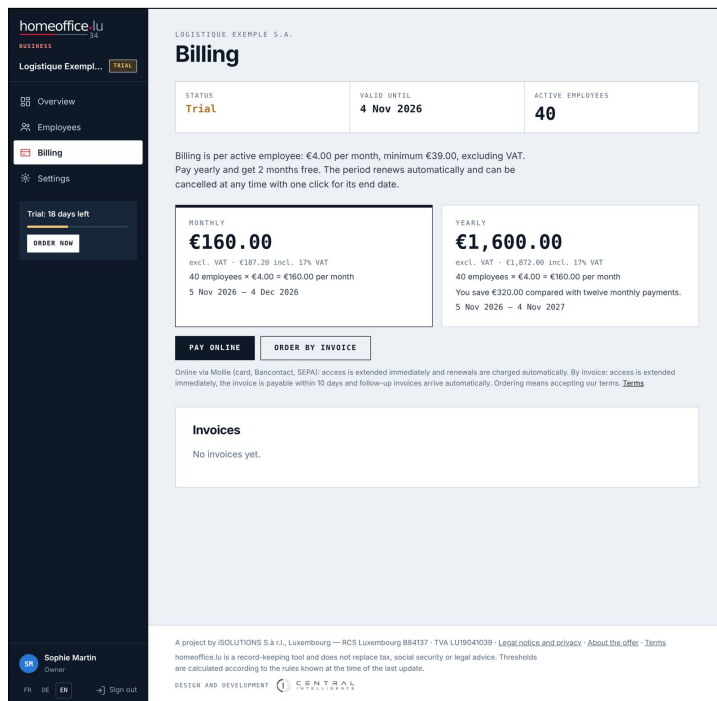
The change log.

The last 100 changes with date, author and action: employees added, days changed (by HR, by the employee as “self:” or by the app as “app:”), links sent, alerts, payments... Useful to establish who recorded what and when.

Chapter 10

Subscription and billing

Prices, ordering online or by invoice, automatic renewal and one-click cancellation.



The Billing page during the trial.

The price

€4.00 per active employee per month, minimum €39.00 per month, plus VAT (17 %). The minimum covers up to 9 employees. With **yearly payment, 2 months are free** (you pay for 10). Archived employees are not billed; HR users are unlimited.

Active employees	Monthly excl. VAT	Monthly incl. VAT	Yearly excl. VAT	Yearly incl. VAT
5	€39.00	€45.63	€390.00	€456.30
25	€100.00	€117.00	€1,000.00	€1,170.00
40	€160.00	€187.20	€1,600.00	€1,872.00
120	€480.00	€561.60	€4,800.00	€5,616.00

Active employees are counted **on the day of the order or renewal**.

Ordering

1. Check the billing address (**Settings > Company**): without it, ordering is blocked.
2. **Billing**: choose **Monthly** or **Yearly**.
3. Click **Pay online** (card, Bancontact... via Mollie) or **Order by invoice**.

- **Online:** access is extended as soon as the payment is confirmed. The payment method is stored for renewals.
- **By invoice:** access is extended immediately; the invoice arrives by email and is payable within **10 days** by bank transfer.
- The new period starts the day after the end of the trial or paid period: ordering early loses you no days. You can order at the earliest 31 days before expiry.

Automatic renewal and cancellation

Unless you act, the subscription renews for the same length. You receive a **notice** 30 days before expiry (yearly payment) or 10 days before (monthly), with the amount. You can **cancel in one click** up to **3 days before the end** of the period, that day included.

EXAMPLE (MONTHLY PAYMENT)

Paid period: 1 to 30 November.

20 November: renewal notice by email.

Up to and including **27 November**: **Cancel automatic renewal** is possible (and reversible with **Turn renewal back on**).

28 November: December is charged (online) or invoiced (bank transfer).

If you cancelled: a reminder arrives 7 days before the end, then access ends on the evening of 30 November; the data stays visible.

Under **Next period** you can switch from monthly to yearly (or the other way round) for the next renewal, up to the cancellation deadline. While renewal is active, the order buttons are hidden: there is nothing to order.

If the charge fails

If the stored payment method is no longer valid, the next period is automatically invoiced for bank transfer. If the bank declines the charge, you receive the email **"Payment failed"**: access then runs until the end of the paid period; order again under **Billing** to extend it. While a charge is still being processed, access stays open for up to 10 days after expiry.

When access ends

If the trial or paid period ends without an order, the account becomes **read-only**: you can see and export everything but can no longer make changes; employees can no longer record days through links or the app. **Nothing is deleted**. An order restores everything immediately.

Invoices

The **Invoices** list shows number, date, period, amount incl. VAT and status (open or paid), with the PDF; for public bodies also the Peppol XML file. Each invoice is emailed to the **Email invoices to** address (empty = owner).

Chapter 11

Data, security and deletion

Who sees what, what is stored and how to delete everything.

- **No location** is ever sent: only the date and type of days (and an optional note in the app).
- Each company sees only its own data; employees see only their own.
- Passwords are stored encrypted; single-use access links (confirmation, password, invitation) expire.
- Employee photos are optional, visible only to the company's users and to the employee, who can also add or remove it. Only add one with their consent.
- A data processing agreement (Article 28 GDPR) is available on request at hello@homeoffice.lu.

Deleting the account

1. Owner only: **Settings > Delete account**.
2. First use **Back up all days as CSV**.
3. Type the company name to confirm, then **Delete permanently**.

Employees with their days and photos, users and the log are deleted. If invoices have been issued, they are kept together with the company details, as the law requires.

Chapter 12

Frequently asked questions

Do holidays and office days need to be recorded?

No. Only working days outside Luxembourg are recorded. Anything not recorded does not count towards the threshold.

An employee recorded a wrong day. What now?

Correct it in their record: HR can change every day. Your entry then becomes an HR entry, which the employee can no longer change.

Can the employee change a day entered by HR?

No, neither through their link nor in the app. HR entries take precedence; the employee sees the day but has to ask you for a correction.

An employee goes from 100 % to 80 % during the year.

The threshold is calculated from the working time in the record, for the whole year. Enter the average working time for the year (for example 90 %) or follow your tax adviser's guidance, and note it in the internal note. Note: the record applies to all years; changing the working time also changes past years' figures. Export the statements concerned first.

What about an employee living in Luxembourg?

They have neither a tax threshold nor a CCSS limit (status "No threshold"). The internal rule does apply to them, though.

An employee joined during the year.

Enter the start date: threshold and working days are reduced pro rata, and days before the start are blocked.

What does a leaving employee cost?

Nothing once archived. Keep them archived rather than deleted so the history is kept.

Can homeoffice.lu connect to our payroll software?

Through files: CSV import of employees from payroll, CSV export of days and the overview to payroll or Excel. There is no public programming interface at the moment.

We are a public body.

Tick "public body" in the company settings: every invoice is then also available as Peppol XML, with your purchase reference. For purchase orders or tenders, write to us.

The trial is ending. Will we lose our data?

No. Without an order, the account becomes read-only; everything stays visible and exportable. An order restores full access immediately.

Can't find the answer?

Write to us at hello@homeoffice.lu. We reply in English, French, German and Luxembourgish, usually the same day.

hello@homeoffice.lu