



Cloud Service Documentation

Cloud Service: (1.) SAP Business Network Commerce
Automation
(2.) SAP Business Network Supplier Portal,
upgrade option

Revision Date: September 2024

I DEFINITIONS

- “Cloud Service” – If not otherwise defined in a governing master agreement, means any distinct, subscription-based, hosted, supported, and operated on-demand solution provided by SAP under an Order Form. Cloud Services are sometimes also referred to as “Solutions” or the “Service” in SAP contracts and Documentation. As used herein, “Cloud Service” refers specifically to the supplier enablement services for SAP Business Network, formerly referred to as “SAP Ariba Supplier Enablement Cloud Service”.
- “cXML” – Commerce XML (eXtensible Markup Language), a protocol created by SAP, intended for the communication of business documents among procurement applications, e-commerce hubs and suppliers.
- “CSV” – Comma Separated Value file format.
- “Deployment Kick-Off” or “Kick-Off” – The date on which the SAP and Customer core project teams convene to align the entire project team on the goals, scope and approach defined during the Prepare phase.
- “EDI” – Electronic Data Interchange.
- “Enterprise Account” – An SAP Business Network supplier account type that provides full functionality to suppliers and can be subject to supplier fees.
- “Enterprise Enablement” – A supplier onboarding approach driven by the Trading Relationship Request Letter that allows supplier to enter a trading relationship with Customer using an Enterprise Account.
- “Go Live” – The date on which live transactions are entered into one single production system.
- “Identified Suppliers” – Suppliers targeted for enablement via either the Enterprise Enablement methodology or the Standard Enablement methodology (as determined by SAP), for whom Customer has provided all required information as described below and approved by SAP through the strategy and wave plan process.
- “Integrated Supplier” – Supplier transacting with Customer on the SAP Business Network via machine-to-machine integration (EDI, cXML, etc.).
- “KPI” – Key Performance Indicator.
- “Non-compliant Supplier” – Supplier who has not started transacting with the Customer on the SAP Business Network after SAP has completed supplier follow up efforts.
- “PO” – Purchase Order.
- “SAP Ariba” or “Ariba” or “SAP” – Means the SAP entity identified in the applicable Order Form.
- “SAP Business Network” – Means the SAP B2B collaboration platform where companies connect, transact, and partner on shared processes and information. In the context of these Services, SAP Business Network refers to SAP Business Network for Procurement.
- “Standard Account” – A completely free SAP Business Network supplier account type that has limited functionality relative to an Enterprise Account.
- “Standard Enablement” – A supplier onboarding approach primarily driven by transaction-based registration invitations (e.g., purchase orders, carbon copy invoices, etc.), that allows suppliers to enter a trading relationship with Customer with either a Standard Account or an Enterprise Account.
- “Supplier backend to backend (B2B) integration program” – Services to assist suppliers in transacting with Customer on the SAP Business Network via machine-to-machine integration (EDI, cXML, etc.).
- “Supplier Relationship” – The connection between a Supplier account (for example identified with a specific SAP Business Network Identification Number and the specific SAP Business Network account (identified with a specific SAP Business Network identification number) through which Customer or a specific division, department, or business unit within Customer’s organization may transact over the SAP Business Network.
- “Trading Relationship Request Letter” – An SAP Business Network -generated email that can be sent by or on behalf of Customer to initiate a trading relationship with a supplier.
- “Vendor Collection Template” – Used to gather Customer’s suppliers’ data for strategy, wave planning, and to collect supplier contact information from Customers to invite suppliers to register and to establish trading relationships with the Customer on the SAP Business Network.

II INTRODUCTION

This Cloud Service Documentation is meant to provide a high-level overview of the Subscription Services (i.e., the subscribed services as defined herein) that comprise this Cloud Service. Capitalized terms not defined in this Cloud Service Documentation will have the meaning given in the contract between SAP and Customer, or, if not defined in the contract, are names of specific features or functions of the regional Network, or SAP internal teams.

III SUBSCRIPTION SERVICES OVERVIEW

III.A SCOPE OF SUBSCRIPTION SERVICES

SAP will provide the following Enablement Services as part of the Cloud Service to Customer during the Subscription Term in support of the Customer's overall supplier enablement initiative ("Program") for Identified Suppliers, subject to the assumptions and Customer's fulfillment of its responsibilities, as set forth below.

SAP shall determine, in its sole discretion using reasonable judgment based on its experience in providing Subscription Services, the method of enablement that it will use for each Identified Supplier and the SAP resources assigned to provide such Subscription Services.

SAP will perform the Supplier Enablement Services as defined herein to facilitate the transmission of purchase orders and/or invoices with Identified Suppliers on the SAP Business Network.

Customer's failure to fulfill its obligations and responsibilities may result in a program delay or unsatisfactory results and shall relieve SAP of the portion of its performance obligations hereunder to the extent such failure negatively impacts SAP's ability to perform.

III.B SAP SUPPLIER ENABLEMENT TEAM

The SAP Supplier Enablement team operates as a shared services model to execute Subscription Services on behalf of SAP Customers. This team is comprised of the following:

- **Supplier Enablement Project Manager:** This person reaches out to SAP resources deployed in different regions across the globe and builds/follows a project plan to facilitate execution of the Customer's objectives.
- **Members of SAP's team:** Specialized employees execute enablement projects out of shared services hubs globally and are exclusively focused on execution services.

III.C ASSUMPTIONS FOR SUPPLIER ENABLEMENT SUBSCRIPTION SERVICES

KEY ASSUMPTIONS:

- SAP will perform the activities and deliverables as detailed herein during the subscription term to facilitate the electronic transmission of business documents with Identified Suppliers on the SAP Business Network.
- The services associated with this Cloud Service are available in English, French, German, Spanish, Italian, Brazilian Portuguese, Chinese, Japanese and Thai unless otherwise stated in the Documentation.
- If the requisite Customer resources outlined in this document are unavailable, SAP reserves the right to suspend provision of the Cloud Service until such required resources are confirmed and provided by Customer.
- SAP will begin performing the services associated with this Cloud Service after Customer's Cloud Service Program Manager responsible for the overall Supplier Enablement Cloud Service (including the deployment process), as described in "Customer Program Sponsors and Business Stakeholder Responsibilities" below, is identified and available.
- Changes to the SAP Business Network document transaction types and syntax after Customer Go Live with the Cloud Service may impact the Supplier Enablement services and deliverables defined herein and may be subject to additional fees.
- Change to Customer SAP Business Network ID / site will result in additional fees.
- Change to customer ERP connection to SAP Business Network will result in additional fees.
- After completion of a supplier Go Live, SAP delivery team will disengage from supplier and hand over to SAP Global Support as follows:
 - In the case of Enterprise Account Non-Integrated Suppliers: after completion of the push to transact (PTT) campaign. This campaign consists in reaching out to the supplier upon receipt of purchase orders in production to check if they need any assistance with creating other transactions (order response, invoice, etc.).
 - In the case of Integrated Suppliers: two (2) weeks after first transaction in production.
 - For any issues after Go Live, Customer and supplier have the option to contact SAP Global Support for resolution.

GENERAL ASSUMPTIONS:

- For clarity, any version of this or any other Documentation attached to the Order Form represents the version of such document that is current as of the Order Form Effective Date and is subject to change by SAP. For purposes of the applicable warranty, the then-current version of such Documentation shall apply unless explicitly stated otherwise in the Order Form.
- Prior to commencement of the project, Customer will have prepared and installed all prerequisite database software, personal computer hardware and software, server hardware and software, communications equipment, operating systems, and intranet proxy infrastructure.
- Customer will be responsible for establishing and maintaining Customer’s telecommunications links (if deemed necessary) as well as local area networks, and the security of its network and related systems. SAP assumes the hardware and third-party software not licensed from SAP will function according to our expectations and will not present quality, capacity, timing, or performance problems that would adversely impact the project's overall progress. SAP will not be responsible for the performance, reliability, availability or security of the Internet or any third-party system or hardware which is not within the scope of the SAP responsibilities or the control of SAP.
- No license of, or grant to the use of, SAP Confidential Information and/or Cloud Materials to create derivative works thereof is provided hereunder. Customer is responsible for all travel expenses related to the on-site Kick-Off meeting and any other portion of the Supplier Enablement Cloud Service performed on-site at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.

III.D CUSTOMER PROGRAM SPONSORS AND BUSINESS STAKEHOLDER RESPONSIBILITIES

Role	Customer Responsibilities	Commitment
Program Sponsor	Participate in regular Program governance meetings. Responsible for establishing and communicating Program vision and targets. Resolution of Program escalations related to Customer resources, supplier or stakeholder lack of Program participation and Customer technical design or implementation issues. Mandate internal change management Program across leadership and all affected departments; Procurement, IT, AP, help desk, corporate training. <ul style="list-style-type: none"> ▪ Enforce compliance to overall Program messaging and goals via internal campaign. ▪ Document business process changes for ERP processes. 	5-10%
Cloud Service Program Manager	Owner of overall Customer Cloud Service. Assign all resources prior to Deployment Kick-Off and ensure their availability. Single point of contact for overall Cloud Service and deployment process. Manage Cloud Service timeline and ensure schedule adherence. Provide business and technical guidance. Facilitate rapid completion of scoping and requirements gathering. Provide timely resolution of any Cloud Service issues. Manage communication plan development and Cloud Service-wide communications to key stakeholders. Provide/coordinate signoff on all deliverables. Provide SAP with all data reasonably required by SAP to enable Identified Suppliers. Participate in supplier enablement training webinars to educate Identified Suppliers on the Cloud Service. Ensure Customer resource training needs are addressed, and any issues or gaps are escalated to SAP Cloud Service lead. Support the internal change management program.	60-100 % based on the size of the enablement Cloud Service. Involvement during ongoing registration activities will vary.

<p>Supplier Enablement Lead</p>	<p>Serve as primary contact for the Cloud Service. Coordinating Identified Supplier data collection. Ensure accurate data from Identified Supplier data collection. Create and approve Identified Supplier communications and education content. Support Identified Supplier training sessions. Reinforce Cloud Service compliance with Identified Supplier and internal department stakeholders as part of change management program. Participate in user acceptance testing. Conduct enablement related cutover activities. Execute internal change management program coordinating training across all internal departments. Create generic email box and/ or 800# for business questions from Identified Suppliers. Act as primary point of contact to monitor the generic Customer email inbox used to receive and reply to Program related questions. Coordinate with Functional Lead(s) if testing of integrated suppliers is too slow to support optimal project timelines or if functional questions need resolution to move forward. Coordinate with Technical Team Lead(s) if technical issues from integration supplier testing require troubleshooting. Coordinate with Customer’s purchasing department to address integrated suppliers that are not following agreed upon integration timelines.</p>	<p>60-100 % based on the size of the enablement Program. Involvement during ongoing registration activities will vary.</p>
<p>Functional Lead Accounts payable Procurement Finance Information technology</p>	<p>Each functional lead serves as the champion for the Program within their respective business unit. Participate in requirements gathering and configuration workshops. Provide process documentation for “as is” state and support to create the “to be” process. Plan, manage, and conduct user acceptance testing. Support of cXML/EDI Identified Supplier testing (functionally relevant to outbound message (PO) and validating inbound messages in ERP (OC, ASN, INVOICE, etc.)). Identify power users within each business unit to act as “expert” aiding peers and input to overall process. Execute internal change management program coordinating training across their respective department. Act as point of escalation for issues related to processes or Identified Supplier – both during Program and ongoing.</p>	<p>10-40% primarily during the Configuration and Design Phases.</p>
<p>Accounts Payable</p>	<p>Mandate Identified Supplier participation in the supplier enablement process and implement business process changes to reject paper invoices once Identified Supplier are technically ready to transact electronically. Monitoring Identified Supplier compliance with the Program to ensure paper (non-electronic) invoices are not accepted after an Identified Supplier has been classified as e-invoice ready by the Program team. Provide SAP with non-compliance supplier communication. Maintenance of vendor master data information. Development and execution of functional change management plan for Accounts Payable processes, roles, and responsibilities. Conduct integration testing with all cXML/EDI suppliers.</p>	<p>10-40%</p>

	<p>Validation of buyer specific project documentation to be used by integrated supplier.</p> <p>Attend status calls with integrated suppliers and SAP.</p>	
Information Technology	<p>Provide the technical resources to assist in developing and testing the data mappings and configuration.</p> <p>Provide the resources in support of the planning, sizing, and configuration of the hardware platforms for development, QA, and production environments.</p> <p>Provide the connection parameters to the ERP systems.</p> <p>Manage all move-to-production activities related to the technical Cloud Service within the Customer environment.</p> <p>Participation in the development of cXML/EDI requirements for Identified Suppliers who desire to transact through B2B integration with Customer using these formats.</p> <p>Support of cXML/EDI Identified Supplier testing of ERP routing, ERP functionalities related to inbound and outbound acquisition to SAP Business Network, connectivity to SAP Business Network, Master Data and participation as needed in Identified Supplier technical training sessions.</p> <p>Customer will update necessary enablement Identified Supplier data in their ERP system to facilitate the execution of transactions. Responsible for master data file extracts and loads from/ to ERP.</p>	10-40%
Procurement	<p>Complete data collection for missing or inaccurate data records that are required for the enablement Cloud Service.</p> <p>Approve supplier profiles for new and existing SAP Business Network Supplier accounts.</p> <p>Participate in e-invoice Cloud Service training.</p> <p>Support e-invoice Cloud Service compliance and enforces mandate with Identified Suppliers.</p> <p>Approves Identified Supplier communications and education materials.</p> <p>Implements e-invoice leading practices for Identified Supplier enablement, including but not limited to the implementation of e-invoice Cloud Service participation requirements in new contracts.</p> <p>Supports Identified Supplier escalations related to Non-compliant Suppliers.</p> <p>Development and execution of functional change management plan for Procurement processes, roles, and responsibilities.</p> <p>Conduct integration testing with all cXML/EDI suppliers.</p> <p>Validation of buyer specific project documentation to be used by integrated supplier.</p> <p>Attend status calls with integrated suppliers and SAP.</p>	10-40%
Technical Team Lead (Required during technical setup)	<p>Single Technical point of contact for all interaction and coordination.</p> <p>Participate in requirements gathering workshops, and responsible to bring necessary resources to represent all source systems.</p> <p>Plan, manage, and conduct system testing.</p> <p>Oversee interface/integration development.</p> <p>Oversee unit testing, integration testing and issue resolution.</p> <p>Coordinate user acceptance testing with Program Manager, knowledge, and power users.</p> <p>Manage technical workstream timeline in conjunction with other work streams.</p>	80%

	<p>Coordinate communication with Identified Supplier Integration Team.</p> <p>Interface with ERP team ensuring capture of all requirements. Extract and format master data from ERP systems to load into SAP Cloud Services.</p> <p>Load master data.</p> <p>Issue investigation and resolution.</p> <p>Install, configure, and test client data upload tool.</p> <p>Define scheduling scripts for automatic upload/download of data.</p> <p>Setup email notifications.</p> <p>Secure additional technical resources as necessary.</p> <p>Conduct cutover activities.</p>	
Internal Training Lead	<p>Overall responsibility for coordinating all training activity for end-users on the SAP Business Network, SAP Cloud Services, and Customer internal systems.</p> <p>Ensure training needs are addressed/issues escalated appropriately.</p> <p>Develop training approach w/ SAP supplier enablement lead.</p> <p>Review and approve training documentation leveraging, Identified Supplier educations materials created by SAP and generic SAP training materials.</p> <p>Ensure training plan is in sync with overall Program goals and timeline.</p>	10-20%
Administrator	<p>Customer technical expert on SAP platform.</p> <p>Administer users, groups, approval rules, invoice exception types.</p> <p>Submit and track technical issues.</p> <p>Main contact to SAP Customer Support after deployment.</p>	5-15%
Power Users	<p>Provide input to Configuration workshops.</p> <p>Provide input to test case development.</p> <p>Participate in user acceptance testing.</p> <p>Support Identified Supplier enablement activities.</p> <p>Support/conduct cutover activities.</p> <p>Act as knowledge expert on SAP Business Network and SAP Cloud Services ongoing.</p>	20-40%

IV SUBSCRIPTION SERVICES DETAILED DESCRIPTION

IV.A PROJECT MANAGEMENT

SAP KEY ACTIVITIES:

- Coordination of SAP resources designated to provide the Cloud Service conducted within the scope of this engagement.
- Assist with coordination of Cloud Service elements and manage timely execution.
 - Facilitating Deployment Kick-Off workstream and subsequent status meetings with Customer team.
 - Reporting of results, progress tracking, and other key metrics.
 - Cloud Service quality control and escalation.
- Support Supplier Enablement Cloud Service governance by participating in steering committee sessions with key Customer stakeholders.

- Frequency of Cloud Service management related activities will be adjusted over the course of the Subscription Term according to the number of Identified Suppliers for a given period.

CUSTOMER KEY ACTIVITIES:

- Assign all resources prior to Deployment Kick-Off and maintain throughout the Cloud Service.
- Participation in Kick-Off meeting, regular Cloud Service governance meetings and steering committee meetings.
- Responsible for monthly review of Cloud Service progress reports.
- Responsible for setting Program vision and targets.
- Resolution of Program escalations related to Customer resources, supplier or stakeholder lack of Program participation, Customer technical design or implementation issues.
- Responsible for communication of Program vision and targets to Customer teams in Accounts Payable, IT and Procurement. Includes leadership of change management required within the Customer organization to support the Program.
- Mandate internal change management program across all affected departments; Procurement, IT, AP, Help Desk, Corporate Training.
- Enforce compliance to overall Program messaging and goals via internal campaign.
- Document Customer's backend system related business process changes required due to new Supplier integration introduced through the SAP Cloud Service.

IV.B. PRE- KICK-OFF PHASE

SAP KEY ACTIVITIES:

- Identify SAP project resources ready to support the Service.
- Provide Vendor Collection Template to Customer.

CUSTOMER KEY ACTIVITIES:

- Assign all applicable internal team members and ensures that these resources have a complete understanding of the current scope and timeline of the Supplier Enablement Cloud Service.
- Provide SAP with contact details for the assigned resources.
- Arrange for all core and extended team members to be available and prepared for the Kick-Off meeting.
- Begin to gather trailing twelve (12) months active transacting vendors' data to be delivered to SAP in the Vendor Collection Template for strategy and wave planning.
- Ensure Customer resources from all applicable teams are identified and available for requirement gathering sessions beginning the first or second week from the Deployment Kick-Off.

IV.C. DEPLOYMENT KICK-OFF PHASE

SAP KEY ACTIVITIES:

- Prepare and deliver Kick-Off presentation materials.
- Participate in the Kick-Off meeting on site or remotely.

CUSTOMER KEY ACTIVITIES:

- Participate in the Kick-Off meeting to confirm scope of the Cloud Service, goals/objectives, and high-level timeline.
- Sponsor to deliver message of Supplier Enablement Cloud Service to internal stakeholders supporting the Supplier Enablement Cloud Service.

JOINT KEY ACTIVITIES:

- Agree on service plan, timeline, and milestones.
- Review key success factors for the Supplier Enablement Cloud Service.
- Initiate governance structure and approach.

IV.D DESIGN, SETUP & CONFIGURATION (ONE TIME ACTIVITIES)

IV.D.1 INITIAL SUPPLIER ENABLEMENT STRATEGY

SAP will provide the following assistance to Customer to develop an initial strategy to support the Customer's deployment of the Cloud Service. The strategy will consist of high-level goals, objectives, and timeline for the Cloud Service. During this phase, the Identified Suppliers will be targeted for either Standard Enablement or Enterprise Enablement services (as determined by SAP).

SAP KEY ACTIVITIES:

- Develop supplier enablement strategy to support the Supplier Enablement Cloud Service.
- Conduct meeting with Customer team to review business goals and objectives, strategy process, Customer requirements and Supplier Enablement Cloud Service timeline.
- Present Customer with leading practices on supplier transacting methods on the SAP Business Network.

CUSTOMER KEY ACTIVITIES:

- Provide SAP with the required supplier data not delivered prior to the pre-Kick-Off which is required for strategy.
- Supplier data must be provided to SAP in the Vendor Collection Template. SAP will work with Customer if there is data quality issue such as missing required fields. Supplier data must be cleansed (no generic phone numbers, no generic email, no duplicate entries). Failure to provide accurate and relevant supplier data will adversely impact success of supplier enablement.
- Sign off on the final strategy and wave planning prior to each supplier registration phase.

JOINT KEY ACTIVITIES:

- Jointly review the Customer's expectations regarding the contracted scope of:
 - Supplier B2B integration.
 - Business document processes like the exchange of purchase orders / e-Invoicing / reconciliation / payment.
- Jointly work on goal setting and key performance indicators (KPI) development based upon the agreed strategy.
- Finalize an appropriate strategy to meet the goals of the Program and lead supplier adoption.
- Jointly develop a wave plan to include recommended enablement waves for Identified Suppliers, recommended enablement method per Identified Supplier, and recommended timeline.
- Jointly develop a supplier communication plan.
- Jointly develop a supplier training plan.

IV.D.2 SETUP

SAP KEY ACTIVITIES:

- Document and manage the Subscription Services as part of the Supplier Enablement Cloud Service scope.
- Manage the SAP resources.
- Lead and facilitate requirements gathering sessions for the Supplier Enablement Cloud Service.
- Provide templates, such as programs Cloud Service notification letter, welcome letter, Go Live letter, and paper invoice rejection letter.

CUSTOMER KEY ACTIVITIES:

- Participate in requirements gathering session(s) and ensure support from functional stakeholders as outlined under Customer Program Sponsors and Business Stakeholder Responsibilities.
- Approve the content for the supplier information portal.

JOINT KEY ACTIVITIES:

- Create and manage Supplier Enablement Cloud Service project plan.
- Sign off on final design and configuration for all Identified Suppliers.
- Track, manage and resolve issues with clearly defined escalation processes, see Escalation Process Requirements.
- Develop communication plan for Customer's internal stakeholders and suppliers.

- Develop supplier communication materials based on standard network-based education and training materials for all Identified Suppliers.
- Develop training plan and materials for Identified Suppliers and Customer stakeholders.
- Participate in Supplier Enablement Cloud Service meetings. Meeting frequency to be scheduled as needed based on coordination with Customer and Supplier Enablement Cloud Service phase.

IV.D.3 CUSTOMER EDUCATION SETUP

SAP KEY ACTIVITIES:

- Facilitate leading practice sharing with Customer.
- Offer Supplier Enablement training to key stakeholders.

CUSTOMER KEY ACTIVITIES:

- Identify and provide a resource(s) to be trained on SAP's Supplier Enablement leading practices and methodology.

IV.D.4 NETWORK ACCOUNT SETUP

SAP KEY ACTIVITIES:

- Assist Customer in configuring the SAP Business Network Buyer account such as transaction rules or custom content for SAP Business Network relationship request letters based on Customer's requirements and SAP's leading practices. The customizations defined below are not applicable for all regional Networks.
- SAP Business Network user interface related customization: The following list specifies available customizations to selected standard user interface SAP Business Network fields. Customer can pick a total of five (5) fields for customization as part of the Supplier Enablement Cloud Service. The customization does not affect Integrated Suppliers.
 - Hide a field
 - Default a field value
 - Change a field label (user interface impact only, the field name sent in cXML persists the field name in the cXML DTD)
 - Display field selection values as a Customer defined value list
 - Change optional entry field to be mandatory
 - Set a required length of a field
 - Restrict length of a field
 - Change defaulted user input fields to be read only

CUSTOMER KEY ACTIVITIES:

- Customer will be responsible for configuring the SAP Business Network Buyer account based on requirements and SAP's leading practices.

IV.D.5 SUPPLIER EDUCATION SETUP

SAP KEY ACTIVITIES:

- In addition to the standard network-based education, host Customer-specific education and training materials via SAP Business Network Customer supplier information portal. Education and training materials can be added in multiple languages if translations are provided by the Customer.
- Set up SAP Business Network education and training (in English) based on standard materials to educate and train Identified Suppliers, if applicable, in the following areas, as applicable to the process of:
 - Account setup and maintenance
 - Purchase order receipt
 - Fulfillment status submission (order confirmation, advanced ship notices, order status)
 - Invoice submission
 - Payment details receipt / receipt of remittance advice

- SAP provides speakers in following languages to host supplier summit: English, French, German, Spanish, Italian, Brazilian Portuguese, Chinese, Japanese and Thai. Other language support depends on resource availability and will result in additional fees

CUSTOMER KEY ACTIVITIES:

- Customer to produce and maintain any customer-specific material (this includes introduction to the session with suppliers, functional training deviating from SAP standard content).
- Each supplier summit must be attended by Customer resource who speaks the appropriate language (for instance if hosting a summit in German, Customer speaker should be German speaker).

JOINT KEY ACTIVITIES:

- All written supplier communication materials must be mutually agreed to and approved by Customer and SAP three (3) weeks prior to the scheduled date of the first supplier summit.

IV.D.6 SUPPLIER B2B INTEGRATION PROGRAM SETUP

SAP will provide the following services to assist Integrated Suppliers in transacting with Customer on the SAP Business Network via machine-to-machine integration (EDI, cXML, etc.). This service is provided in English only and is applicable to the SAP Business Network.

SAP KEY ACTIVITIES:

- Collection of Customer-specific transaction enablement requirements Integrated Suppliers.
- Provide a supplier implementation guide based on Customer specific requirements, on Customer's educational portal for all Integrated Suppliers. Suppliers will also have access to standard technical mapping specifications via the SAP Business Network.
- Create Customer-specific technical specifications for transacting on the SAP Business Network.
- Support Integrated Suppliers with SAP Business Network account configuration.
- Initiate tracking and reporting to Customer on the key integration milestones and suppliers' progress.

CUSTOMER KEY ACTIVITIES:

- Scope suppliers for B2B integration: define list of suppliers and business processes applying to each supplier.
- Review and sign off buyer-specific project documentation, produced by SAP, to be used by Integrated Suppliers.
- Complete setup in test to support solution and user acceptance testing with each supplier in scope. This should include setup of master data to support testing such as supplier master and item master setup.
- When purchase orders are in scope for supplier, produce test transactions in test site to support unit and user acceptance testing.
- Analyze test results in test site for test transactions in all systems where inbound transactions from supplier will be integrated. This could include, if in scope: SAP Ariba Buying and Invoicing, invoice/tax reconciliation middleware, ERP.
- Cutover to production communication to suppliers and internal customer stakeholders impacted.
- Cutover to production setup in all impacted system. This could include, if in scope: SAP Ariba Buying and Invoicing, invoice/tax reconciliation middleware, ERP.
- Additional set-up services for Integrated Suppliers beyond the scope set forth in the supplier B2B integration Program above are Customer's responsibility.

JOINT KEY ACTIVITIES:

- Develop a jointly agreed upon test plan for the Integrated Suppliers, based on Customer requirements and SAP recommended leading practice.

IV.D.7 CSV INVOICE SETUP

SAP KEY ACTIVITIES:

- SAP will configure the SAP Business Network for the Customer account to allow Customer's Identified Suppliers to upload invoices in a comma-separated-value (CSV) format. A single CSV Invoice format will be configured to support all invoicing scenarios. This service is provided in English only.
- Document the approach based on the Customer's requirements.

- Develop the CSV template for the invoice data.
- Develop the XSL mapping required to convert the CSV Invoice file into cXML invoices.
- Deploy the XSL mapping in the Customer’s test account on the SAP Business Network.
- Publish maps to Customer’s production SAP Business Network for Procurement account after Customer sign-off on the test system.
- Provide instructions on the process to enable and publish the CSV template to Customer’s suppliers.
- Provide documentation for:
 - Requirements/Design – mapping document showing prototype cXML output to corresponding CSV input.
 - Testing – suggested test plans for system test and matrix for documenting test results.
 - Deployment – use of the tool for the suppliers’ education.

CUSTOMER KEY ACTIVITIES:

- Provide Invoice requirements for the single CSV Invoice format.
- Provide a pilot supplier to provide input into the requirements/design process.
- Conduct system testing according to Customer defined test plan and sign off on testing.
- Enable and publish the CSV template to suppliers.
- Educate and support the CSV Invoice suppliers.

JOINT KEY ACTIVITIES:

- Unit testing on the SAP Business Network using the Customer’s test supplier account and one of SAP’s test supplier accounts.

IV.E SUPPLIER SUPPORT AND REQUIREMENTS FOR ENABLEMENT SERVICES

IV.E.1 KEY ASSUMPTIONS

- All use of the SAP Business Network by suppliers shall be subject to suppliers’ acceptance of and ongoing compliance with the SAP Business Network terms of use, including applicable supplier fees. For more information on SAP Business Network Accounts and Pricing, reference <http://www.ariba.com/suppliemembership>.
- SAP will establish the technology and process to allow a supplier to submit and receive electronic commerce documents via the SAP Business Network but does not guarantee that they will transact.
- SAP will provide a maximum of eight (8) web-based buyer training sessions to educate Customer’s team on the Supplier Enablement Cloud Service.
- SAP and Customer will review and reassess the enablement wave plan every six (6) months during the duration of the Subscription Term.

IV.E.2 SUPPLIER OUTREACH

SAP KEY ACTIVITIES:

- For Identified Suppliers targeted for Enterprise Enablement services, for which Customer has provided required information as defined in Vendor Collection Template, SAP will:
 - a. Match supplier data provided by the customer against SAP Business Network public supplier data (private profile are excluded). Result of match may be used by Customer to contact matched suppliers.
 - b. Attempt outreach with the provided supplier contact data and return to Customer for additional contact details if outreach is unsuccessful.
 - c. Provide a status summary report.

CUSTOMER KEY ACTIVITIES:

- Ensure Customer currently has a business relationship with all the Identified Suppliers.
- Responsible for providing the required supplier details (no generic phone numbers, no generic email, no duplicate entries).
- Provide direction or strategy for Identified Suppliers who could not be contacted. This may include providing corrected supplier contact data, but also defining which department from the customer organization will follow up with non-responsive suppliers.
- Provide clarification on Identified Suppliers details that are deemed to be incorrect, inappropriate, or insufficient.

- Follow up with Identified Suppliers who could not be contacted.

IV.E.3 3. BASE LEVEL SUPPLIER REGISTRATION, EDUCATION, TESTING AND SUPPORT

SAP KEY ACTIVITIES:

- Provide campaign strategy addressing communication, timing, and leading practices for Supplier Enablement Cloud Service.
- Manage supplier progress and provide summary reports to track the supplier relationship status.
- Support Customer in resolving Non-Compliant Suppliers.
- Provide SAP led web-based and recorded supplier trainings as part of the Supplier Enablement Cloud Service communication plan.
- Any general SAP Business Network related materials will be available to all Identified Suppliers through the standard SAP Business web based and recorded trainings.

CUSTOMER KEY ACTIVITIES:

- Support the supplier enablement campaign strategy recommended by SAP.
- Send all project related communication letters (i.e., Project notification letter (PNL), Go Live letter) to Identified Suppliers.
- Facilitate testing with Identified Suppliers.
- Follow up with Identified Suppliers determined by SAP to be non-compliant within thirty (30) days of notice.
- Allow SAP members to call Identified Suppliers and represent themselves as authorized Customer representatives.
- Update ERP system, e.g., flag Identified Suppliers as e-enabled to receive PO's and invoices.
- Ensure change management has been rolled out to affected stakeholders.
- Confirm Identified Suppliers' attendance to supplier summit(s) and training.
- Monitor supplier attendance to supplier summit(s) and training.

JOINT KEY ACTIVITIES:

- Jointly develop a welcome (Supplier Enablement Cloud Service introduction) letter which will be faxed or emailed by Customer to all Identified Suppliers targeted for enablement.
- Customer to define and maintain Customer specific education content and provide SAP for loading on the supplier information portal.

IV.E.4 SUPPLIER B2B INTEGRATION PROGRAM EDUCATION AND TESTING

SAP will provide the following services to assist Integrated Suppliers. This Subscription Service is provided in English only.

SAP KEY ACTIVITIES:

- Supplier technical session provided as a live web-based session or via recorded session for Integrated Suppliers.
- Provide SAP standard test scripts and support Integrated Suppliers during testing phase.
- Support Integrated Suppliers in development and testing of their transactions.
- Support the Integrated Suppliers in development and testing of their transactions.
- Provide reports to the Customer on testing status for Integrated Suppliers as part of the key integration milestones tracking.

CUSTOMER KEY ACTIVITIES:

- Support supplier integration testing, including all troubleshooting, generating test POs, and reconciling and approving all inbound test transactions.
- Participate on scoping and status calls for each integration project.
- Customer will act as escalation point to assist in resolving any resistance SAP experiences throughout the technical integration work with Integrated Suppliers.

IV.E.5 INBOUND SUPPLIER SUPPORT

SAP KEY ACTIVITIES:

- SAP will provide inbound supplier support via webform for Identified Suppliers during the Subscription Term.

- Basic supplier support typically includes questions regarding the following: supplier registration, ID, basic account configuration, SAP Business Network “How To” Navigation, administrative changes, and account consolidation.
- Assist with initial password creation. Note, any password reset must be requested by supplier via SAP support as SAP delivery team is not entitled to reset passwords. SAP delivery team can guide the supplier through opening the SAP support ticket, if necessary.
- SAP will provide this support during the Subscription Term. Thereafter, this support will be the Customer's responsibility.
- SAP will forward any questions related to Customer internal processes to the Customer for resolution directly with the Identified Supplier.

CUSTOMER KEY ACTIVITIES:

- Address any specific questions related to Customer internal processes and business-related questions.

IV.E.6 OVERALL CUSTOMER RESPONSIBILITIES SUMMARY

Customer shall:

- Fulfill all Customer obligations and responsibilities set forth in this document and the Order Form.
- Make timely decisions throughout the execution of this engagement. Customer Program management will make reasonable efforts to resolve all issues raised from the Program teams as defined in the agreed to escalation plan, see Escalation Process Requirements.
- Make available to the SAP engagement team all appropriate documentation and necessary reports required to provide the Cloud Service.
- Utilize SAP leading practice communications in managing Cloud Service notification to both internal stakeholders and external Identified Supplier contacts to accelerate and maximize Identified Supplier e-invoice adoption and compliance.
- Create an enforcement process to ensure all invoices that are submitted by suppliers outside of the SAP Business Network are rejected once a supplier is classified as ready to transact e-invoices. Customer agrees to notify SAP of any supplier actions taken because of supplier non-conformance with the electronic invoicing requirements. Customer will notify SAP of any suppliers that have contacted them directly in attempt to negotiate a separate invoicing arrangement or otherwise circumvent SAP's efforts to enable them on the SAP Business Network.
- Update necessary Identified Supplier enablement data in Customer ERP system to facilitate the execution of transactions (i.e., PO routing setup, invoicing routing). Complete all master data file extracts and loads from/to ERP.
- For Standard Account Enablement, Customer is responsible for onboarding suppliers.

IV.E.7 ESCALATION PROCESS REQUIREMENTS

- All Identified Supplier data that is either incomplete, inappropriate (i.e., Customer employees as supplier contacts, etc.) or requires clarification and is needed for enablement will be returned to Customer for resolution as defined in the agreed to escalation plan for resolution within the 3-5 days' period. Customer will be responsible for updating or correcting any Identified Supplier contact information that is deemed to be incorrect as part of our enablement activities. This may include incorrect phone numbers, contact names, e-mail addresses or Identified Supplier that cannot be contacted as part of SAP's enablement activities.
- Customers will follow up with non-compliant Identified Suppliers within thirty (30) days from receipt of the non-compliant Identified Supplier list.
- Customer Program Manager will make reasonable efforts to resolve all issues raised from the Supplier Enablement Cloud Service teams as defined in the agreed to escalation plan within two (2) business days of notification.
- SAP Team will escalate a supplier to a customer two (2) times only. If escalation does not resolve after these two (2) attempts, supplier will be moved to Standard account.

V GENERAL ASSUMPTIONS

- For clarity, any version of this or any other SAP Supplier Enablement Cloud Service Documentation attached to the Order Form represents the version of such SAP Supplier Enablement Cloud Service Documentation that is current as of the Order Form effective date, and for purposes of the Cloud Service warranty applicable to the Cloud Service purchased by Customer, the then-current version of the SAP Supplier Enablement Cloud Service Documentation shall apply unless explicitly stated otherwise in the Order Form.
- Prior to commencement of the project, Customer will have prepared and installed all prerequisite database software, personal computer hardware and software, server hardware and software, communications equipment, operating systems, and intranet proxy infrastructure.

- Customer will be responsible for establishing and maintaining Customer’s telecommunications links (if deemed necessary) as well as local area networks, and the security of its network and related systems. SAP assumes the hardware and third-party software not licensed from SAP will function according to our expectations and will not present quality, capacity, timing, or performance problems that would adversely impact the project's overall progress. SAP will not be responsible for the performance, reliability, availability or security of the Internet or any third-party system or hardware which is not within the scope of the SAP responsibilities or the control of SAP.
- No license of, or grant to the use of, SAP Confidential Information and/or Cloud Materials to create derivative works thereof is provided hereunder. Customer is responsible for all travel expenses related to the onsite Deployment Kick-Off meeting and any other portion of the SAP Supplier Enablement performed on-site at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.

VI CUSTOMER SUPPORT SERVICES

The Customer will have access to the SAP Business Network Helpdesk. Additional information is available at:
<https://knowledge.ariba.com/KAA ASN Contact Us>

VII NOTES

Items listed as “optional” or “add-on” are not included within the Cloud Service, but rather may be added to customer’s subscription to the Cloud Service for an additional fee at SAP’s then current rate.

VIII SE CLOUD SERVICE FOR MULTI-ERP EDITIONS

In addition to the services defined above, below are the key assumptions for the services delivered with the standard SAP Ariba Buying Editions Deployment Description. Anything in addition to the base package will require custom scoping.

VIII.A.1 SUPPLIER EDUCATION SETUP

SAP KEY ACTIVITIES

- One education portal will be launched to support all child sites.

VIII.A.2 SUPPLIER B2B INTEGRATION PROGRAM SETUP

SAP KEY ACTIVITIES

- Create one set of technical specs for all child sites.
- Develop a test plan for the Integrated Suppliers, based on Customer requirements as communicated to SAP by customer and SAP recommended practice to be used for all child sites.
- This service is provided in English only.

VIII.A.3 SUPPLIER ENABLEMENT

- Supplier relationships will be created at the parent site level.

VIII.A.4 OVERALL CUSTOMER OBLIGATIONS SUMMARY

- SAP assumes installation and configuration of standardized invoicing requirements across each child site deployed.

IX SE CLOUD SERVICE RENEWAL

IX.A ASSUMPTIONS

- Customer Program Sponsors and Business Stakeholder Responsibilities described earlier in the documentation for the Cloud Service is meant to provide guidance regarding typical roles and responsibilities for a new Program. Therefore, the parties acknowledge and agree that those roles and the estimated percentage of involvement may vary based on the Customer’s Program having been in place prior to the renewal agreement’s Effective Date.