Cloud Service Documentation

This document describes the SAP Ariba Catalog Subscription Services ("Enablement Services") for

the following SAP Cloud Services

Cloud Service: (1.) SAP Ariba Buying
                   (2.) SAP Ariba Buying and Invoicing
                   (3.) SAP Ariba Buying, multi-ERP edition
                   (4.) SAP Ariba Buying and Invoicing, multi-ERP edition
                   (5.) SAP Ariba Catalog

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I. DEFINITIONS AND INTRODUCTION

- "Basic Catalog Validation & Management" – Content validation that occurs on the SAP Business Network. (Note: Content cleansing services may be available as an optional add on service via a custom scope of work for additional fees.)

- "BMECat" - A format for catalog data created by BME (the German association for materials management, purchasing and logistics). BMECat requires the enablement of CMS.

- "CIF" – Catalog Interchange Format.

- "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 in this Document, "Cloud Service" refers specifically to SAP Ariba Buying; SAP Ariba Buying and Invoicing; SAP Ariba Buying, multi-ERP edition; SAP Ariba Buying and Invoicing, multi-ERP edition; SAP Ariba Catalog .

- "CMS" or "Content Management System" – An optional self-service feature within the SAP Ariba Catalog Cloud Service that allows customers to validate, cleanse and enrich catalog data.

- "cXML" – Commerce XML.

- "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.

- "Deployment Services" – Means the routinized Consulting Services provided to Customer concurrently with the initial purchase of a subscription to the Cloud Service to Customer to assist with the initial set-up, configuration, and deployment of such Cloud Service. Deployment Services are delivered remotely by resources that support multiple customer engagements concurrently.

- "Enhanced CIF" – A CIF Catalog using non-standard, enhanced fields. Enhanced CIF requires the enablement of CMS.

- "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 Catalog Suppliers" – Enterprise Account suppliers on the SAP Business Network identified by Customer, for whom Customer has provided all required information as described below and approved by SAP through the strategy and flight plan process, including the method of enablement.

- "Level 1 PunchOut" – The ability to access supplier-hosted catalogs from within Customer's e-procurement solution. Experienced Level 1 PunchOuts are defined as PunchOut suppliers having experience doing PunchOut on the SAP Business Network. New Level 1 PunchOuts are defined as PunchOut suppliers that do not have experience doing PunchOut on the SAP Business Network.

- "Level 2 PunchOut" – The ability to access supplier-hosted Catalogs at the Aisle, Shelf or Product level from within Customer's e-procurement solution. "Experienced Level 2 PunchOuts" are defined as PunchOut suppliers having experience doing Level 2 PunchOut on the SAP Business Network. "New Level 2 PunchOuts" are defined as PunchOut suppliers that do not have experience doing Level 2 PunchOut on the SAP Business Network.

- "Maintenance" – Catalog Maintenance is the status level wherein the ongoing support of Catalogs after the initial Go Live in continued. This includes refreshes of the catalog content. Catalogs will move to Maintenance after a period of stabilization after Go Live and will be different for each project.

- "SAP Ariba" or "Ariba" or "SAP" – Means the SAP entity identified in the applicable Order Form.

- "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.

- "Static Catalogs" – CIF, cXML or BMECat format catalogs that are loaded into the SAP Business Network.

- "UNSPSC" – United Nations Standard Products and Services Code.

- "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.

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 SAP Business Network, or SAP internal teams.

II. SUBSCRIPTION SERVICES

SCOPE OF SERVICES

SAP will provide the following SAP Ariba Catalog Subscription Services ("Enablement Services") to Customer during the Subscription Term in support of the Customer's catalog program initiative ("Program") for Identified Catalog Suppliers, subject to the assumptions and Customer's fulfillment of its responsibilities, as set forth below. The SAP Ariba Catalog Subscription Services may not be provided in countries in which the SAP Cloud Service is not compliant with all applicable local laws and/or in which support is not available.

For avoidance of doubt, SAP Ariba Catalog Subscription Services are available to Customers that license the following Cloud Services:

- SAP Ariba Buying
- SAP Ariba Buying and Invoicing
- SAP Ariba Buying, multi-ERP edition
- SAP Ariba Buying and Invoicing, multi-ERP edition
- SAP Ariba Catalog

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.

CATALOG PROJECT MANAGEMENT

SAP KEY ACTIVITIES:

Activities below are provided in English only, unless otherwise noted in the Order Form:
- Assist customer in creating a catalog strategy for the engagement.
- Coordination of SAP resources designated to provide the Enablement Services conducted within the scope of this engagement.
- Assist with coordination of Enablement Services elements and manage timely execution.
    - Facilitating Enablement Services Kick-Off workstream and subsequent status meetings with Customer team.
    - Reporting of results, progress tracking, and other key metrics.
    - Enablement Services quality control and escalation. Support supplier enablement service governance by participating in steering committee sessions with key Customer stakeholders.
    - Frequency of Enablement Services management related activities will be adjusted over the course of the Subscription Term according to the number of Identified Catalog Suppliers for a given period.
- Confirm with Customer the catalogs specifications (i.e., taxonomy, field specifications, item photo/info requirements, filtering rules, etc.) for each supplier catalog type (Static or PunchOut) and level (i.e., supplier, aisle, shelf, or item) for each catalog.

CUSTOMER KEY ACTIVITIES:

- Assign all resources prior to Enablement Services Kick-Off and maintain throughout the Enablement Services.
- Participation in Kick-Off meeting, regular Cloud Service governance meetings and steering committee meetings.
- Responsible for setting Enablement Services vision and targets.
- Resolve Enablement Services escalations related to Customer resources, supplier or stakeholder lack of Cloud Service participation, Customer technical design or implementation issues.

- Responsible for communication of Enablement Services vision and targets to Customer teams in Customer's accounts payable, IT and procurement departments; Includes leadership of change management required within the Customer organization to support the Cloud Service.
- Mandate Enablement Services related internal change management across all affected departments: procurement, IT, AP, help desk, corporate training.
- Enforce compliance to overall Enablement Services messaging and goals via internal campaign. Define the catalog specifications (i.e., taxonomy, field specifications, item photo/info requirements, filtering rules, etc.) for each supplier catalog type (Static or PunchOut) and level (i.e., supplier, aisle, shelf, or item) for each catalog.
- Definition and implementation of catalog master data structure, content, and load mechanism from backend: supplier, commodity code, unit of measure, user data, purchasing organizations.
- Definition and implementation of Catalog upload validation: validation workflows.
- Definition and implementation of catalog end user access: views, user groups definition and identification criteria.
- Definition and documentation of catalog maintenance process.
- Align with every supplier regarding the catalog type (Static/PunchOut), content (including commodity code and UOM taxonomy), and scope (such as additional parametric data).

STATIC CATALOG ENABLEMENT

Catalog enablement is the process of enabling electronic catalogs for all new Identified Catalog Suppliers. SAP and Customer will agree on the languages for catalog enablement support of Identified Catalog Suppliers based upon availability of SAP internal resources as well as the completion of the supplier flight plan. These Excel/CXML/BMECat* catalog Enablement Services are offered in English, French, German, Spanish, Brazilian Portuguese, Japanese, Thai, Chinese Mandarin, Italian unless otherwise noted in the Order Form.

*BMECat requires the enablement of Content Management System (CMS). Deployment Services related to CMS are limited to basic configuration of CMS functionality to support enabling the upload of BMECat and extended CIF catalogs as part of the Catalog Subscription Services. BME Cat and CMS may need to be activated for both Excel and cXML catalogs. Additional services to support the full configuration of CMS (setup of validation, enrichment, and cleansing rules) will be custom scoped and subject to an additional Statement of Work and additional fees.

PARAMETRIC TYPE CONFIGURATION SERVICES

SAP will configure one (1) pack of five (5) parametric types for Customer; these parametric type configuration services are provided in English only unless otherwise noted in the Order Form.

As part of the parametric type configuration Services:
- SAP will educate the Customer on using parametric types within items and the functionality.
- SAP will support the suppliers on how to use parametric types after discussions with the Customer.
- SAP will work with Customer to define requirements.
- Customer will complete the "parametric name value" template in Excel (each parametric type may have up to ten (10) field names (attributes) per parametric type and cannot exceed thirty (30) field names in total, each of the parametric types may have a maximum of twenty-five (25) enumerations).
- Customer will be responsible for providing any language translations prior to the creation of the custom fields.
- Upon receipt of the completed "parametric name value" template from Customer, SAP will create the XML code and load the parametric types for use.
- SAP will work with Customer to load, test, and demonstrate the functionality of items using parametric types with or without parametric data.
- Once the Customer's Solution is Live, the Customer, using the agreed template, will provide an overview of how they would like their parametric data to be updated at the end of every quarter. For quarterly maintenance:
    o Customer cannot exceed the amount of their available types, attributes and enumerations based on what has been purchased to date (a Customer has 5 parametric types, 30 attributes, and supporting enumerations as part of their subscription, this will be multiplied by the number of packs purchased)
    o Customer is responsible to provide a correct template containing all their current parametric data (including both the parametric data that will need updating and that which needs to remain the same) within 5 days prior to the last Friday of the quarter.
- Upon completion of the initial or the quarterly load and subsequent testing, Customer may make one (1) set of edits to the requirements/design file. This means the Customer can provide one version to be uploaded and has (1) subsequent opportunity to make edits.
- Whilst parametric data is mapped automatically by the system to the solution's purchase requisition/purchase order in the case of SAP Ariba Buying and SAP Ariba Buying & Invoicing, this is not the case for SAP Ariba Catalog, where a technical resource will need to be

engaged to support any needed mapping to the shopping cart/payload, which would require custom scoping and may be subject to additional fees.

SAP KEY ACTIVITIES:

- Brand supplier training materials to support Customer's electronic catalog specification.
- Educate and train suppliers on content/catalog management.
- Educate the Customer on how to manage Standard Account catalogs. Limited to supporting 5 Standard Account catalog suppliers.
- Provide catalog creation and publication support to suppliers.
- Establish and test supplier connectivity for catalog content.
- Confirm taxonomy used by customer for commodity code (UNSPSC, eClass, custom) and for Unit of Measure (UNUOM or any other taxonomy).
- Confirm master data for commodity code and UOM have been populated by Customer.
- Once initial commodity code and UOM taxonomy setup is completed, customer oversees maintaining these master data. In the event of a taxonomy change over the project lifecycle, customer should notify SAP to amend catalog documentation.
- Confirm catalog validation rules and catalog synchronization is set to work in test and production.
- Teach customer users how to use catalog approval workflow.
- Validate, load and test supplier submitted catalogs to determine if catalog items are visible. Access to the Customer's test and production sites will be required.
- Confirm catalog approval workflow in place and operational.
- Coordinate with customer cutover to production of external catalogs tested with suppliers.

CUSTOMER KEY ACTIVITIES:

- Provide supplier key point of contact for each catalog implementation.
- Define catalog content (items, prices, taxonomy such as commodity, UOM classification and parametric data if applicable to be used) and customer end user access with each supplier.
- Load supplier master data with Network IDs in test and production.
- Test catalog transactions with suppliers.
- Provide timely approval for uploaded catalog content.
- Cutover to production upon testing finalization with each supplier.
- Act as point of escalation for supplier non-responsiveness, compliance, etc.

CATALOG CUSTOM FIELD CONFIGURATION SERVICES

SAP will configure one (1) pack of five (5) catalog custom fields for the Customer; these catalogue custom field services are provided in English only unless otherwise noted in the Order Form.

As part of the custom field type configuration Services:

- SAP will educate the Customer on using the catalog custom field types within items and the functionality.
- SAP will support the suppliers with the technical aspect of how to use the catalog custom field within the context of their catalog upload.
- SAP will work with Customer to define requirements.
- Customer will complete the "custom field template" template in Excel.
- Customer will be responsible for providing any language translations prior to the creation of the custom fields.
- Upon receipt of the completed "custom field template" template from Customer, SAP will create the XML code and load the catalog custom field types for use.
- SAP will work with the Customer to load, test, and demonstrate the functionality of items using the catalog custom fields.
- Upon completion of the initial load and testing, Customer may make one (1) set of edits to the requirements/design file.
- Whilst the Catalog Resource is supporting the creation of custom fields at the catalogue/user Interface level, if the Customer needs this data mapped to the purchasing requisition/purchasing order/shopping cart, a technical resource will need to be engaged to support any needed mapping, this may require custom scoping and may be subject to additional fees.

LEVEL 1 & LEVEL 2 PUNCHOUT CATALOG ENABLEMENT

The L1 PunchOut catalog enablement consists of coordinating the deployment of the catalog between the customer and its PunchOut suppliers. This includes helping the supplier to troubleshoot connectivity and requisition creation in Customer system. This does not include defining the catalog content which is driven solely by Customer and supplier.

The Level 2 PunchOut catalog enablement process consists of driving the enablement of supplier Level 2 PunchOut catalogs from the initial enablement of the supplier, through educating the supplier in index file content configuration and implementation. Note: Suppliers will need to provide minimum required information as well as technical supports for Level 2 PunchOut functionality (e.g., configuration) as required by SAP.

SAP and Customer will agree on the languages for Level 1 & Level 2 PunchOut catalog enablement support of Identified Catalog Suppliers based upon availability of SAP internal resources as well as the completion of the supplier flight plan. These PunchOut catalog Enablement Services are delivered in English. These languages may be accommodated in some instances with prior mutual agreement between SAP and Customer: French, German, Spanish, Brazilian Portuguese, Japanese, Thai, Chinese Mandarin, Italian based on resource availability unless otherwise noted in the Order Form.

SAP KEY ACTIVITIES:

- Confirm that PunchOut suppliers implement their catalog according to the Customer purchase requisition specifications.
- Brand supplier training materials to support Customer's PunchOut specifications.
- Provide access to standard SAP education materials, as well as Customer-specific PunchOut specifications and SAP leading practices.
- Provide PunchOut index file creation and publication support to suppliers.
- Provide supplier support with establishing and testing connectivity for PunchOut according to Customer purchase requisition specifications and SAP protocols.

CUSTOMER KEY ACTIVITIES:

- Provide supplier key point of contact for each catalog implementation.
- Define catalog content (items, prices, taxonomy such as commodity and UOM) and customer end user access with each supplier.
- Hold the PunchOut supplier accountable to connect and implement the PunchOut Catalog.
- Test catalog transactions with suppliers.
- Provide timely approval for uploaded catalog content.
- Cutover to production upon testing finalization with each supplier.
- Act as point of escalation for supplier non-responsiveness, compliance, etc.

ENTERPRISE ACCOUNT STATIC/PUNCHOUT CATALOG MAINTENANCE

SAP will assist suppliers with technical support if they face error when updating the content of their catalog through the lifecycle of the subscription. This service is delivered in English. These languages may be accommodated in some instances with prior mutual agreement between SAP and Customer: French, German, Spanish, Brazilian Portuguese, Japanese, Thai, Chinese Mandarin, Italian based on resource availability unless otherwise noted in the Order Form.

SAP KEY ACTIVITIES:

- Help Customer and supplier when catalog updates require technical implementation support.
- All updated catalogs will be submitted to Customer for approval. Customer approval responsibility includes catalog content, supplier content quality, descriptions, and prices.
- Provide support with SAP related technical questions.
- Suppliers will be given access to the Help Center. This service is bundled with catalog management services for the duration of the project term. SAP provides a centrally managed global help center that will cover supplier support for all content management related inquiries. All Customer-specific business and user compliance related inquires will be routed to the Customer's attention.

CUSTOMER KEY ACTIVITIES:

- Provide supplier key point of contact for each catalog maintenance request.
- Define catalog content (items, prices, taxonomy such as commodity and UOM) and customer end user access with each supplier.
- Test catalog transactions with suppliers.
- Provide timely approval for uploaded catalog content.
- Cutover to production upon testing finalization with each supplier.
- Act as point of escalation for supplier non-responsiveness, compliance, etc.

GENERAL ASSUMPTIONS

- For clarity, any version of this or any other Cloud Service Documentation attached to the Order Form represents the version of such 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 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 on-site Deployment Kick-Off meeting and any other portion of the Enablement Services performed on-site at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.

CATALOG SPECIFIC ASSUMPTIONS

The services, fees, and delivery schedule for this Enablement Services are based upon the following assumptions, representations or information supplied by Customer ("Assumptions") for Customers that have subscribed to this Cloud Service.

- The SAP Ariba Catalog Subscription Services defined herein are part of the standard solution package for Cloud Services. Anything in addition to the services described in this Cloud Service Documentation requires custom scoping and may subject to additional fees.
- Suppliers identified for catalog enablement must have an enterprise test and production account on SAP Business Network. SAP will create relationships for the Identified Catalog Suppliers on the SAP Business Network.
- All education materials will be provided in English. The scope of work includes SAP support to configure the following features defined in the Solution Description Guide:
  - Support to configure catalog views, catalog hierarchy extensions, catalog kits and relevance ranking,
  - Services to support the configuration of one (1) custom commodity code mapping,
  - Customization to SAP Ariba Catalog, SAP Ariba Buying, SAP Ariba Buying, and Invoicing, SAP Business Network, ERP backend connection with SAP Business Network is not part of this subscription.
- SAP will accept Static Catalog files from suppliers in CIF, XLSX, BMECat format.
- Catalog validation services definitions for the scope of work set forth herein:
  - Basic content validation on CIF catalogs (the standard validation provided on the SAP Business Network).
  - Supplier catalog files must be loaded to the SAP Business Network for processing as this is required to perform basic validation. The receipt of catalog files via a secured email or ftp site will require a custom scope and may be subject to additional fees.)
  - The work effort defined herein does not include UNSPSC classification, item description rationalization, nor attribute extraction. These services may be made available for additional fees.
- Customer will be actively involved in setting business policy and be empowered to advance policy to the Customer's business units.
- For the Identified Catalog Suppliers, the Customer will be responsible for negotiating all items and pricing agreements. These agreements must be in place prior to SAP's engagement with supplier.
- Suppliers are responsible for providing their catalog content via the SAP Business Network. Customer may choose to provide supplier content to SAP for internal catalogs and/or for multi-supplier CIF catalogs managed by Customer's team via a pre-configured test account created for the Customer. The receipt of catalog files via a secured email or ftp site will require a custom scope and may be subject to additional fees.
- Customer will be responsible for driving supplier compliance to participate on the SAP Business Network; however, SAP will work with Customer to address supplier education and communications around catalog enablement to the SAP Business Network.
- Customer will be responsible for all design, development and implementation of any/all catalog workflow approval and invoice matching rules.
- Access to Customer's test and production sites will be required.
- Customer will identify key point of contact for the end users, which will then have support from SAP. Key Customer contacts will be provided with an SAP Business Network Help Center phone number. SAP will provide support on technical related questions, as well as catalog approval process related questions. Catalog content specific questions are the Customer's responsibility.
- Customer's catalog suppliers will be given access to the Help Center. This service is bundled with catalog management services for the duration of the Subscription Term. SAP provides a centrally managed global help center that will cover supplier support for all content management related inquiries. All Customer-specific business and user compliance related inquires will be routed to the Customer's attention.
- Customer is responsible for all travel expenses related to the onsite Kick-Off meeting and any other portion of the Catalog Subscription Services performed on-site at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.

SOLUTION ASSUMPTIONS AND CUSTOMER RESPONSIBILIES

Customer shall identify one (1) resource to manage the catalog obligations set forth in this documentation and the contract between the Customer and SAP.

- Responsibilities include:
    - Finalize list of suppliers targeted for catalog enablement and provide contact information.
    - Align with every supplier regarding the catalog type (Static/PunchOut), content (including commodity code and UOM taxonomy), and scope (such as additional parametric data).
    - Plan, support, and approve catalog communications.
    - Communicate catalog requirements to educate suppliers on catalog content they must provide.
    - Finalize the catalog user interface configuration/design.
    - Provide supplier key point of contact for each catalog implementation and catalog maintenance request.
    - Define catalog content (items, prices, taxonomy such as commodity and UOM) and customer end user access with each supplier.
    - Test catalog transactions with suppliers.
    - Provide timely approval for uploaded catalog content.
    - Cutover to production upon testing finalization with each supplier.
    - Act as point of escalation for supplier non-responsiveness, compliance, etc.

- General Project Management and Structure
    - Customer and SAP will define a process for resolution of project issues for the duration of the project.
    - There will be a single primary point of contact from the Customer (the Customer Project Manager) during the deployment of the Cloud Service. This contact will coordinate selection and scheduling of all Customer resources during the deployment of the Cloud Service.
    - Customer will assign a senior/executive level champion that will be available as needed for escalation issues and any approval or sign-off process for the duration of the project.
    - Customer will make timely decisions throughout the execution of this engagement. Delays in decisions may impact SAP resources, deliverables, timelines, and fees associated with the engagement. Customer program management will resolve all issues raised from the project teams within thirty-six (36) hours of notification.
    - Customer will make available all appropriate documentation and necessary reports required to complete the project to the SAP engagement team.
    - Customer will provide trained technical, business process and project management resources to assist with the project.

- General Project Logistics
    - The Cloud Service will be delivered remotely.

VENDOR COLLECTION TEMPLATE FOR IDENTIFIED CATALOG SUPPLIERS

Note: we are referring to vendor in here as the vendor collection template also known as vendor upload file or VUF is an SAP trademark upload file used to load suppliers on SAP Business Network.

Minimum data requirements for each Identified Catalog Supplier record:

- Vendor name
- Vendor ID
- Contact: email, fax and/or phone
- City + state + country or state + postal code + country
- PO spend (amount and document count)
- Invoice spend (amount and document count)

Optional additional data can be provided to support vendor data collection efforts and to pre-populate the SAP Business Network supplier account:

- Full supplier address
- Supplier contact name and email address
- Public Supplier Federal Employer Identification Number ("FEIN") or value added tax ("VAT") ID
- DUNS number

ESCALATION PROCESS REQUIREMENTS

- All Identified Catalog Supplier data that is either incomplete, inappropriate, or impermissible (i.e., Customer employees as supplier contacts, Social Security numbers, 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 three to five (3-5) days' period. Customer will be responsible for updating or correcting any Identified Catalog Supplier contact information that is deemed to be incorrect, inappropriate, or impermissible as part of SAP's enablement activities. This may include incorrect phone numbers, contact names, e-mail addresses or Identified Catalog Supplier that cannot be contacted as part of SAP's enablement activities.
- Customer will follow up with non-compliant Identified Catalog Suppliers within thirty (30) days from receipt of the non-compliant Identified Supplier list.
- Customer program management will make reasonable efforts to resolve all issues raised from the program teams as defined in the agreed to escalation plan within two (2) business days of notification.

KEY ASSUMPTIONS FOR SAP ARIBA BUYING/BUYING AND INVOICING MULTI-ERP EDITION CATALOG SERVICE

Below are key assumptions for the SAP Ariba Catalog Subscription Service delivered with the standard SAP Ariba Buying and SAP Ariba Buying and Invoicing, multi-ERP editions.

These assumptions only apply to deployments of multi-ERP editions:

- For catalog enablement, the Static/PunchOut catalogs included in scope will be enabled at the parent site level. The catalog data will be inherited by the child site.
- For catalog maintenance, the refreshed CIF/XLSX/BMECat templates will be loaded at the parent site level by the Customer's team. The refreshed catalogs will then be inherited by the child site.
- Any changes to catalog setup for a particular child site are treated as a separate catalog enablement requiring an additional scope and fee.