



# **SAP Business Network Supply Chain Collaboration Deployment Description**

Date: January 2024

## 1. DEFINITIONS

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"ASN" – means advanced shipment notice.

"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 Deployment Service, "Solution" and/or "Cloud Service" refers specifically to the SAP Business Network subscribed to via SAP Business Network Supply Chain Collaboration

"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.

"Deployment Service" – means the Services described in this SAP Business Network Supply Chain Collaboration Deployment Description document.

"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.

"DTD" – means a document that defines the tagging structure of a cXML document.

"ERP" – means Enterprise Resource Planning (ERP) is the integrated management of main business processes, often in real-time and mediated by software and technology. SAP ERP and SAP S/4HANA are ERPs. "GR" – means good receipt.

"Global Region" – means a region amongst APJ, NAMER, LATAM, EMEA.

"Identified Supplier(s)" – The subset of Suppliers, as defined in the Cloud Service Product Supplement, targeted for enablement, for whom the Customer has provided all required information as described below and approved by SAP through the strategy and wave plan process.

"Integrated Suppliers" – Identified Supplier transacting with Customer on the SAP Business Network via an SAP supported integration method (EDI, cXML, etc.).

"LP" – means scheduling agreement

"LPA" – means scheduling agreement release

"Network ID" – Unique account identifier assigned to a Buyer or a Supplier on the SAP Business Network.

"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, or a Supplier who has not accepted the Trading Relationship Request.

"OC" – means order confirmation.

"PO" – means purchase order.

"Portal Suppliers" – Identified Suppliers using email or fax to receive Purchase Order ("PO") and the SAP Business Network online entry form to enter and submit electronic documents.

"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 this Service, SAP Business Network refers to SAP Business Network Supply Chain Collaboration.

"STO" – Means stock transport order

"Supplier Relationship" – The connection between a Supplier account (for example identified with a specific SAP Business Network identification number ("Network ID") and the specific SAP Business Network account (identified with a specific network ID) through which Customer or a specific division, department, or business unit within Customer's organization may transact over the SAP Business Network.

Capitalized terms used in this Document that are not defined herein are defined in the SAP Subscription Agreement, GTC, applicable master agreement, Order Form between SAP and Customer or represent the name of Cloud Service features or SAP internal teams.

## 2. INTRODUCTION

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The SAP Business Network Supply Chain Collaboration Deployment Service will provide Customer with functional and technical support for the implementation of the SAP Business Network Supply Chain Collaboration.

This service includes assistance in the following areas: applying SAP Business Network Supply Chain Collaboration leading practices, process design, document mapping, SAP Business Network Supply Chain Collaboration adapter (including SAP Integration Suite, managed gateway for spend management and SAP Business Network for spend management and SAP Business Network) installation and configuration, connection validation to the SAP Business Network.

This one-time Deployment Service is complementary to the SAP Supplier Enablement Subscription Services for SAP Business Network for Supply Chain that is provided by SAP during the subscription lifetime of the SAP Business Network Supply Chain Collaboration license.

### 3. CLOUD SERVICE OVERVIEW

#### 3.1. CLOUD SERVICE FUNCTIONAL SCOPE

The Customer has elected to deploy SAP Business Network Supply Chain Collaboration. The SAP Business Network Supply Chain Collaboration Deployment Service covers the standard PO process for direct materials which includes the following document types:

Process/Feature	Scope Items / Functionality Enabled
Standard PO collaboration for direct	<p><b>Standard purchase order (PO), to include third party order / drop ship order, stock transport order (STO)*, order confirmation (OC), advanced shipment notice (ASN), goods receipt (GR), Invoice, Payment Advice</b></p> <p>* Customer may need to select Subcontracting collaboration and/or multi-tier document collaboration optional process(es) depending on STO scenario(s)</p>
Service PO collaboration	<p>Service PO, service entry sheet, service entry sheet response</p> <p>* SAP/S4HANA lean services procurement scenario is currently not supported</p>
Subcontracting collaboration	subcontracting PO, OC, component ASN, component GR, component inventory status, component consumption notice, finished goods ASN, finished goods GR, invoice, payment advice
Scheduling agreement collaboration	scheduling agreement (LP), scheduling agreement release (LPA), ASN, GR, invoice, payment advice
Vendor consignment collaboration	consignment PO, OC, ASN, GR, consignment withdrawal, invoice, payment advice
Multi-tier document collaboration	Copy purchase order, copy change order, copy order confirmation, copy advanced shipment notice, copy goods receipt
Returns PO collaboration	Return order, return ship notice, credit memo
Customized PDF documents/Labels	<p>Up to two (2) customized PDF documents/Shipping Labels.</p> <p>Additional documents/labels may be subject to additional fees.</p>

In addition to these processes, the Customer can purchase any of the optional following Cloud Service “add-ons”.

Add-on Cloud Service	Scope Items / Functionality enabled
SAP Business Network Supply Chain Collaboration, inventory add-on	Demand/inventory/min-max, planned shipments, scheduling agreement, ASN, GR, invoice, payment advice, replenishment PO
SAP Business Network Supply Chain Collaboration, quality add-on	Quality notification request, quality notification response, quality inspection lot, quality inspection result
SAP Ariba Supply Chain Collaboration for Buyers, forecast add-on (now SAP Business Network Planning Collaboration)	Forecast, forecast commit/on-hand/manufacturing visibility
<b>note:</b> For Customers purchasing prior to May 9, 2022, only*	

\* Post May 9, 2022, forecasting functionality is available as a separate SAP Business Network Planning Collaboration service.

Scope will be agreed upon and will be validated during the Prepare phase prior to the Kick-Off meeting. SAP may consider requested changes to the scope to be a material change and therefore a signed statement of work may be required for project work to continue.

### 3.2. WORKFLOWS, REPORTS, INTERFACES, CONVERSIONS, EXTENSIONS, AND FORMS (WRICEF)

In accordance with the current standard functionality provided with SAP Business Network Supply Chain Collaboration, the following list specifies available custom configurations to selected standard user interface SAP Business Network fields for purchase orders, order confirmations, advanced shipment notices and Invoices on the SAP Business Network user interface, for both buyer and 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 can choose a total of fifteen (15) fields from the custom configuration(s) listed (one (1) custom configuration per field) as part of the Service. Additional fields may be subject to a statement of work and additional fees.

#### NOTES:

- SAP Business Network customizations are deployed to a single Network ID). Additional Network ID customization deployment will be subject to a statement of work and additional fees.
- Not all fields allow custom configurations and the fields that allow custom configurations may not support all types of custom configurations.

Workflows, Reports, Interfaces, Conversions, Extensions and Forms (WRICEF) are not managed or delivered into, or intended for future inclusion as, a standard component of the SAP Software or SAP Cloud Service and are not vetted for data security or covered under any third-party audit reports. Therefore, following delivery, they will not be subject to any support services, defect resolution, maintenance, or upgrades or in any way be within scope of SAP support obligations for licensed SAP Software or SAP Cloud Services. The Customer is solely responsible for supporting such objects delivered as part of the Customer's Project. SAP does not assure the compatibility of such objects with future releases of SAP Software, SAP Cloud Services, or other SAP Cloud Services.

### 3.3. PREREQUISITES

Customer will have the following SAP Cloud Service contracted before the start of the Service:

Cloud Service	When required
SAP Business Network Supply Chain Collaboration (mandatory)	Always
SAP Business Network Supply Chain Collaboration, inventory add-on (optional)	If Seller Managed Inventory Collaboration is selected by Customer
SAP Business Network Supply Chain Collaboration, quality add-on (optional)	If Quality Collaboration scope is selected by Customer
For Customers purchasing prior to May 9, 2022, only*: SAP Ariba Supply Chain Collaboration for Buyers, forecast add-on (optional)	If Forecast Collaboration scope is selected by Customer

\* Post May 9, 2022, forecasting functionality is available as a separate SAP Business Network Planning Collaboration service.

### 3.4. SAP CLOUD SERVICES AND INTEGRATION

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This Service is based on

- one Network ID (contains production and test account) on the SAP Business Network.
- Integration is limited to one (1) Customer ERP.
- configuration for a maximum of 3 environments (one (1) development environment, one (1) QA environment and one (1) production environment). The Service assumes a single connection to a single three-tier ERP system landscape and a single middleware (if applicable). Connection to additional back-end systems will be subject to additional fees. Support for multiple three-tier ERP systems will be subject to additional fees.
- Integration will be established using SAP Integration Suite, managed gateway for spend management and SAP Business Network, for spend management and SAP Business Network.
- Connection to multiple Customer ERP systems and/or non-SAP ERP systems will be subject to additional fees and will be scoped separately.

ERP Specific Assumptions:

- This service assumes the Customer is operating on supported ERP systems as outlined in the SAP Integration Suite, managed gateway for spend management and SAP Business Network installation guide.
- Customer reviews the Cloud Service documentation for SAP Integration Suite, managed gateway for spend management and SAP Business Network to understand requirements to install SAP Cloud Connector.
- The SAP project team will confirm, to the Customer during the Prepare phase, the SAP document types supported by the Cloud Service.
- Support for connection service for SAP ERP accounts using third-party reconciliation providers for invoice management workflows requires custom scoping and will be subject to additional fees.

## 4. OVERALL CLOUD SERVICE & PROGRAM PHASES

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The SAP Business Network Supply Chain Collaboration is deployed in two stages:

1. Implementation involving a set of pilot suppliers.
2. Recurring Enablement or integration of remaining suppliers (supported through SAP Supplier Enablement Subscription Services for SAP Business Network for Supply Chain) are not in scope for this Deployment Service.

The SAP Activate phases of Prepare-Explore-Realize-Deploy-Run, as described below, align to the Deployment Service and its relevant tasks.

The number of suppliers to be enabled is limited to seven (7) Portal Suppliers and three (3) Integrated Suppliers.

Successive, ongoing waves and tasks to address onboarding of remaining suppliers throughout the life of the Cloud Service subscription are not covered under the Deployment Service.

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The SAP Activate methodology uses the following responsibility matrix for the tasks and phases noted in this section.

- Responsible (R): Charged with performing the activities. The project plan may define additional detailed responsibility at the work unit level
- Accountable (A): Ultimate accountability for a task
- Consulted (C): Provides input on how best to produce the activity and actively supports the execution of the activity
- Informed (I): Provided with information

## PREPARE PHASE

Initial planning phase to establish resources, timelines, and goals of the project.

A copy of the presentation used in the Kick-Off workshop will be delivered to the Customer for Customer's own internal use. The presentation is created using SAP standard template and remains SAP's copyrighted material. Customer is responsible for revising the Kick-Off material for any future phases or additional Supplier rollouts and/or for creating any custom versions.

\*Customer may elect to purchase additional consulting services from SAP or a qualified partner to execute or supplement Customer's roles and responsibilities defined herein.

Task	Customer *	SAP
<b>Prepare</b>		
<b>Project Initiation and Governance</b>		
Create project charter and scope statement	R	I
Establish project governance	C	R
Alignment of RACI with assigned resources (Customer/partner/SAP)	C	R
Define project communications and reporting	R	I
<b>Project Team Enablement</b>		
Conduct activate training workshop: SAP activate methodology	R	C
Provide instructions: SAP education and training guidelines	R	C
<b>Project Plans, Schedule, and Budget</b>		
Create the project schedule and budget	R	C
<b>Project Kick-Off and On-Boarding</b>		
On-board project team	R	C
Conduct project Kick-Off workshop	R	C
<b>Project Standards, Infrastructure and Solution</b>		
Define project standards	R	C
Set up project team logistics and infrastructure	R	I
Perform SAP Business Network Supply Chain Collaboration integration architecture and technical assessment	C	R
<b>Value Determination</b>		
Validate key performance indicators (KPIs) and success metrics for the solution usage	C	R
Determine how the KPIs and success metrics will be achieved	C	R
Ensure project team is fully aligned on desired business outcomes and KPIs	C	R
<b>Adoption Initiation and Enablement</b>		
Kick off the solution adoption workstream	R	C
<b>Phase Closure</b>		
Conduct project quality gate	C	R
Obtain Customer sign-off for phase completion	R	C

## EXPLORE PHASE

The Explore Phase covers Cloud Service validation, requirements analysis and design of end-to-end processes in scope.

Materials are prepared using SAP standard templates. These standard templates remain SAP's copyrighted materials. Customer is responsible for creating any custom versions of standard template materials.

\*Customer may elect to purchase additional consulting services from SAP or a qualified partner to execute or supplement Customer's roles and responsibilities defined herein.

Task	Customer *	SAP
<b>Explore</b>		
<b>Execution/Monitoring of Project</b>		
Direct and manage project execution	R	C
Explore phase kick-off	R	C
Update project management documents	R	C

Task	Customer *	SAP
Manage project issues, risks, and changes	R	C
Communicate project status and progress	R	C
<b>FIT-GAP Analysis, Requirement Capturing &amp; Solution Design</b>		
Conduct SAP Business Network Supply Chain Collaboration product deep dive sessions	R	C
Requirements gathering (validated environment Customers only)	R	C
Conduct fit-to-standard workshop	R	C
Conduct delta design workshop	R	C
Identify delta requirements to add to backlog	R	C
Create functional design documents	R	C
Confirm legacy and in-flight cutover transactions approach	R	C
Create business continuity plan	R	I
<b>Configuration Definition</b>		
Define configuration values resulting from workshops	R	C
Update backlog	R	C
Conduct release and sprint planning	R	C
<b>Data Privacy and Consent</b>		
Data privacy and consent	R	I
<b>User Access and Security</b>		
Determine user access and security	R	C
<b>Solution Extension Preparation</b>		
Solution extension preparation	R	C
<b>Integration Preparation</b>		
Integration preparation	R	C
<b>Testing Approach</b>		
Develop overall testing approach, based on project scope and goals	R	C
<b>Data Load Preparation</b>		
Vendor Master Data load preparation	R	C
<b>Adoption Planning and Strategy</b>		
Verify change management approach	R	C
Conduct supplier data workshop	R	C
Define organization change management (OCM) strategy and plan	R	C
<b>Phase Closure and Sign-Off Phase</b>		
Conduct project quality gate	C	R
Obtain Customer sign-off for phase completion	R	C

## REALIZE PHASE

The Realize phase covers the build, configure and test activities based on the design from the Realize phase.

Materials are prepared using SAP standard templates. Customer is responsible for creating any custom versions.

\*Customer may elect to purchase additional consulting services from SAP or a qualified partner to execute or supplement Customer's roles and responsibilities defined herein.

Task	Customer *	SAP
<b>Realize</b>		
<b>Execution/Monitoring of Project</b>		
Direct and manage project execution	R	C
Realize phase kick-off	R	C
Update project management documents	R	C
Manage project issues, risks, and changes	R	C
Communicate project status and progress	R	C
<b>Solution Configuration</b>		

Task	Customer *	SAP
Organize backlog into sprints	R	C
Configure and unit testing for each component	R	C
Capture feedback and configuration changes	R	C
<b>Reports</b>		
Enable reporting via backend ERP	R	C
<b>Solution Extension Development</b>		
Develop and test custom content	R	C
Develop and unit test ERP and middleware changes/customizations	R	C
Develop and unit test buy-side, SAP Integration Suite, managed gateway for spend management and SAP Business Network, changes/customizations	C	R
Develop and unit test UI customizations in SAP Business Network	C	R
<b>Integration Setup in Test System</b>		
Prepare test system	R	C
<b>Solution Test Preparation</b>		
Develop overall testing plan	R	C
Develop set of System Integration Testing (SIT) scripts	R	C
Develop set of User Acceptance Testing (UAT) scripts	R	C
<b>Final Solution Walkthrough</b>		
Conduct final solution walkthrough	R	C
<b>Solution Test Execution</b>		
Execute SIT test scripts	R	C
Manage SIT test issue list	R	I
Resolve agreed solution defects found during the testing (SIT) that are related to this Service scope (e.g., SAP Business Network rules, SAP Integration Suite, managed gateway for spend management and SAP Business Network, etc.)	C	R
Resolve defects which are related to Customer systems	R	C
Customer signs off on SIT issue resolution	R	I
Execute UAT Test	R	C
Manage UAT issue list	R	I
Resolve agreed solution defects found during the testing (UAT) that are related to this Service scope (e.g., SAP Business Network rules, SAP Integration Suite, managed gateway for spend management and SAP Business Network, etc.)	C	R
Resolve defects which are related to Customer systems	R	C
Customer signs off on list of defects that will not be addressed in current phase of deployment	R	I
<b>Cutover Plan</b>		
Prepare cutover plan	R	C
<b>Legacy Data Migration</b>		
Execute and validate manual data migration	R	C
Support data load issue resolution	R	C
Conduct final data quality assessment	R	C
<b>System User Roles and Authorization Administration</b>		
System user roles and authorization administration setup	R	C
<b>Technical Operations and Handover Plan</b>		
Conduct meeting with SAP Business Network Supply Chain Collaboration support team	C	R
Customer creates support processes for the go live and on-going support thereafter. (Project resources ensure knowledge transfer documentation and hands-on training is completed before exiting the consulting engagement)	R	C
<b>Organization Change Management (OCM) Execution</b>		
Execute the communication strategy and framework	R	C
Execute against the OCM plan	R	C
Customer determines method to evaluate success of OCM Activities	R	C
Develop organizational support plans for the Run phase	R	C
<b>End User Training</b>		
Develop user training strategy and plan	R	I
Develop training curriculum, templates, and content	R	I
<b>Buyer Enablement</b>		



Task	Customer *	SAP
Validate project team training and ensure knowledge transfer has occurred	R	C
<b>Phase closure and sign-off phase</b>		
Conduct project quality gate	C	R
Obtain Customer sign-off for phase completion	R	C

## DEPLOY PHASE

Final stage to execute go live.

\*Customer may elect to purchase additional consulting services from SAP or a qualified partner to execute or supplement Customer's roles and responsibilities defined herein.

Task	Customer *	SAP
<b>Deploy</b>		
<b>Execution/Monitoring of Project</b>		
Direct and manage project execution	R	C
Deploy phase kick-off	R	C
Update project management documents	R	C
Manage project issues, risks, and changes	R	C
Communicate project status and progress	R	C
<b>Production Cutover</b>		
Production cutover	R	C
<b>Execute Data Load</b>		
Execute data load	R	C
<b>Delivery to Support Handover</b>		
Conduct the handover-to-support meeting	R	C
<b>Organizational Readiness</b>		
Ensure Customer organization readiness	R	C
<b>End User and Supplier Training</b>		
Execute training plans for end users	R	I
Initiate method to evaluate success of end user and supplier training	R	C
<b>Phase Closure and Sign-Off Phase</b>		
Conduct project quality gate	C	R
Obtain Customer sign-off for phase completion	R	C

## RUN PHASE

The Run phase covers Post Go-Live support

\*Customer may elect to purchase additional consulting services from SAP or a qualified partner to execute or supplement Customer's roles and responsibilities defined herein.

Task	Customer *	SAP
<b>Run</b>		
<b>Production Support After Go-Live</b>		
Provide post go-live support	R	C
<b>Project Closure and Sign-Off Project</b>		
Conduct project closure activities	C	R

## NETWORK GROWTH: RECURRING ENABLEMENT PHASE

The recurring enablement phase covers the enablement of all non-pilot Suppliers and takes place after Go-Live.

The recurring enablement is not in scope for the Deployment Service.

## 5. PROJECT SCHEDULE

The estimated Deployment Services schedule shown in the following table provides for the provisional durations for each phase.

The maximum supported duration for the Deployment Service is 32 consecutive weeks including 3 weeks of hypercare. The actual implementation timeline can be shorter based on the Customer situation.

Extension of the project duration beyond 32 weeks and described therein is subject to additional fees.

The planned start date will be mutually agreed upon and is dependent on both Customer and SAP resource availability.

SAP has estimated that project teams on average are able to deploy the standard PO collaboration process with two additional processes/document types within 32 consecutive weeks.

Estimated Schedule by Phase	Estimated Duration by Phase (32 Weeks Max in Total)	Additional duration for each of the Cloud Services "add-ons" for SAP Business Network Supply Chain Collaboration (Quality and Inventory; Forecast only for Customers purchasing prior to May 9, 2022)
Prepare	2 weeks	Plus (+) 4 weeks per additional add-on *  * 4 weeks additional only applicable if implemented simultaneously with this Cloud Service.
Explore	8 weeks	
Realize	18 weeks	
Deploy & Run	4 weeks (Includes 3 weeks of Post Go Live support)	

## 6. ORGANIZATION

### 6.1. CUSTOMER ROLES & RESPONSIBILITIES

\*Customer may elect to purchase additional consulting services from SAP or a qualified partner to execute or supplement Customer's roles and responsibilities defined herein.

Customer Role *	Responsibilities	Commitment
<b>Executive Sponsor</b>	<ul style="list-style-type: none"> <li>Establish and communicate vision and goals for the Program and its impact to the business</li> <li>Lead alignment on the corporate cloud philosophy and associated governance model</li> <li>Provide senior leadership communication in support of the project</li> <li>Mandate appropriate change management across leadership of all affected departments</li> <li>Monitor status reports and timelines</li> <li>Work with SAP to resolve escalated issues</li> </ul>	0.2 FTE
<b>Program Manager</b>	<ul style="list-style-type: none"> <li>Owner of overall Customer Cloud Service</li> <li>Assign all resources prior to Cloud Service Kick-Off and confirm their availability</li> </ul>	0.5 – 1 FTE

Customer Role *	Responsibilities	Commitment
	<ul style="list-style-type: none"> <li>• Single point of contact for overall Cloud Service and deployment process</li> <li>• Manage Cloud Service timeline with a view toward schedule adherence</li> <li>• Manage escalation requests with the requested stakeholders</li> <li>• Manage alignment of the governance principles agreed upon and execution of the project</li> <li>• Provide business and technical guidance</li> <li>• Facilitate rapid completion of scoping and requirements gathering</li> <li>• Provide timely resolution of any Cloud Service issues</li> <li>• Manage communication plan development and Cloud Service-wide communications to key stakeholders</li> <li>• Provide/coordinate sign-off on all project output</li> <li>• Provide SAP with all data reasonably required by SAP to enable Identified Suppliers</li> <li>• Confirm Customer resource training needs are addressed, and any issues or gaps are escalated to SAP Cloud Service lead</li> <li>• Support and coordinate the internal change management program</li> </ul>	
<b>Supplier Enablement Lead</b>	<ul style="list-style-type: none"> <li>• Serve as primary contact for the Cloud Service</li> <li>• Coordinate Identified Suppliers data collection</li> <li>• Ensure accurate data from Identified Supplier data collection</li> <li>• Create and approve Identified Supplier communications and customize generic education content per Customer's scope</li> <li>• Support Identified Suppliers summit and training sessions</li> <li>• Reinforce Cloud Service compliance with Identified Suppliers and internal department stakeholders as part of change management program</li> <li>• Manage and enforce compliance with suppliers in escalated status</li> <li>• Participate in user acceptance testing</li> <li>• Conduct enablement related cutover activities</li> <li>• Execute internal change management program coordinating training across all internal departments</li> <li>• Create generic email box for business questions from Identified Suppliers</li> <li>• Act as primary point of contact to monitor the generic Customer email inbox used to receive and reply to program related questions</li> </ul>	1 FTE
<b>Business Process SME's</b> Procurement Materials Planner Production Planner S&OP Planner Quality Lead Finance	<ul style="list-style-type: none"> <li>• Serve as the champion for the program within their respective business unit</li> <li>• Participate in requirements gathering and configuration workshops</li> <li>• Provide process documentation for "as-is" state and support to create the "to-be" process</li> <li>• Plan, manage, and conduct user acceptance testing</li> </ul>	0.5 - 1 FTE per business area

Customer Role *	Responsibilities	Commitment
Accounts Payable	<ul style="list-style-type: none"> <li>• Attend status calls with Integrated Suppliers &amp; SAP</li> <li>• Identify or act as power user within each business unit to act as “expert”, assisting peers and providing input to overall process</li> <li>• Execute internal change management program coordinating training across their respective department</li> <li>• Act as point of escalation for issues related to processes or supplier questions – both during program and ongoing</li> <li>• Enforce compliance of SAP processes in scope</li> <li>• Provide input to test case development</li> <li>• Support Identified Suppliers enablement activities</li> <li>• Support/conduct cutover activities</li> <li>• Act as knowledge expert on SAP Business Network and SAP Cloud Services ongoing</li> </ul>	
<b>IT / Technical Support / System Administrator</b>	<ul style="list-style-type: none"> <li>• Customer technical expert on SAP platform</li> <li>• Recipient of technical notifications from the SAP Business Network</li> <li>• Monitoring of the technical messages exchanged between Customer systems and the SAP Business Network and investigation of any message failures</li> <li>• Submit and track technical issues</li> <li>• Main contact to SAP Customer support after deployment</li> <li>• Technical contact for SAP Integration Suite, managed gateway for spend management and SAP Business Network, add-on for SAP ERP and Cloud Connector installation &amp; SAP basis related configuration</li> <li>• Provide basis support to project team</li> <li>• Participate in technical testing and cutover activities</li> <li>• Participate in integration workshops and knowledge transition activities</li> </ul>	5-15% Ad hoc support
<b>Project Manager*</b>	<ul style="list-style-type: none"> <li>• Develop a project plan leveraging SAP’s implementation methodology and Customer specific requirements</li> <li>• Make or facilitate timely decisions throughout the project</li> <li>• Understand and manage the scope, decisions and impact on departments, systems, and content within Customer organization</li> <li>• Confirm that adequate resources have been assigned and have sufficient skills, bandwidth, access, and authority to complete their tasks</li> <li>• Keep impacted Customer departments informed and supportive of the project</li> <li>• Provide Customer current and future state business processes, policies, and requirements</li> <li>• Identify and tracks issues and risks</li> <li>• Act as point of contact for overall deployment</li> <li>• Escalate to Program Manager and Executive Sponsor (steering committee) as required</li> </ul>	1 FTE (One per Global Region if applicable)

Customer Role *	Responsibilities	Commitment
<b>Functional Lead*</b>	<ul style="list-style-type: none"> <li>• Attend product features and functionality overview session(s) for the Cloud Service. Learns or understands SAP Business Network product capabilities and configurability</li> <li>• Understand the vision and goals for the program, the cloud philosophy, and governance model</li> <li>• Act as subject matter expert on behalf of organizational peers in functional area</li> <li>• Act as advocate within functional areas to support adoption of the SAP Cloud Service</li> <li>• Conduct fit-to-standard workshops</li> <li>• Conduct delta design workshops</li> <li>• Make design decisions</li> <li>• Architect the solution to meet business needs and author design document</li> <li>• Prepare system configuration documentation</li> <li>• Document all business processes affected by the Cloud Service</li> <li>• Identify, gather, format and load content into the Cloud Service Test site</li> <li>• Create test plan</li> <li>• Document test use cases and test scripts</li> <li>• Manage and execute the testing</li> <li>• Triage and Investigate test defects</li> <li>• Raise test defects to SAP where appropriate. Include all information necessary to understand and recreate the test defect</li> </ul>	<p>1 FTE (One per Global Region if applicable)</p>
<b>Technical Lead*</b>	<ul style="list-style-type: none"> <li>• Single technical point of contact for all interaction and coordination</li> <li>• Participate in requirements gathering workshops, and responsible to bring necessary resources to represent all source systems</li> <li>• Plan, manage, and conduct system testing</li> <li>• Coordinate user acceptance testing with Program Manager, knowledge, and power users</li> <li>• Issue investigation and resolution</li> <li>• Conduct cutover activities</li> <li>• Identify and document all tasks needed to prepare Customer production systems to integrate with the Cloud Service production site</li> <li>• Coordinate communication with Identified Suppliers integration team</li> <li>• Manage technical workstream timeline in conjunction with other Cloud Service work streams</li> <li>• Secure additional technical resources as necessary</li> <li>• Maintenance of SAP Business Network integration technology (including SAP Integration Suite, managed gateway for spend management and SAP Business Network) and connection to Customer systems</li> </ul>	<p>1 FTE</p>
<b>Developer*</b>	<ul style="list-style-type: none"> <li>• Write code (e.g., ABAP in the case of SAP Engineering Control Center) based on the design to extend standard SAP Business Network integration tools or create SAP Business Network integration functionality</li> </ul>	<p>0.5 FTE</p>

Customer Role *	Responsibilities	Commitment
	<ul style="list-style-type: none"> <li>Develop and unit test changes/customizations to Customer systems</li> </ul>	
<b>Supplier Enablement Functional Lead*</b>	<ul style="list-style-type: none"> <li>Help develop Identified Suppliers communications and education content with Customer's Supplier Enablement Lead</li> <li>Develop training approach with Customer's supplier enablement lead</li> <li>Confirm supplier scope and segmentation</li> <li>Confirm organizational goals/KPIs for supplier enablement</li> <li>Define supplier enablement plan and training strategy</li> <li>Participate in requirements gathering and design workshops</li> <li>Initiate method to evaluate success of end user and supplier training</li> <li>Participate in user acceptance testing</li> <li>Conduct Identified Suppliers summit(s)</li> <li>Customize the standard portal guides to be project specific</li> <li>Execute delivery of Identified Suppliers training session(s)</li> <li>Ensure training needs are addressed/issues escalated appropriately</li> <li>Manage and enforce compliance with suppliers in escalated status</li> <li>Ensure solution compliance with Identified Suppliers and internal department stakeholders as part of change management program</li> <li>Support enablement related cut over activities</li> <li>Execute knowledge transfer to internal stakeholders engaged in the supplier enablement workstream</li> <li>Build business as usual process for supplier enablement, training refreshing, and delivery of training</li> </ul>	0.5 – 1 FTE (Depending on Supplier scope)
<b>Supplier Integration Functional Lead*</b>	<ul style="list-style-type: none"> <li>Main contact for supplier integration project coordination within Customer organization and with the suppliers</li> <li>Participate in Customer enablement meetings, drives kick-off and regular status calls for supplier integration projects, creates custom reporting</li> <li>Create and approve Identified Suppliers communications, education content and project plan</li> <li>Participate in Customer requirements gathering and Customer design workshops</li> <li>Support internal customer training sessions needed for the supplier integration project as well with the Integrated Suppliers themselves</li> <li>Reinforce solution compliance with Integrated Suppliers and internal Customer department stakeholder as part of the change management program</li> <li>Participate in the Customer user acceptance testing (UAT) and drives the individual end to end testing within the supplier integration projects</li> </ul>	0.5 – 1 FTE (Depending on Integrated Suppliers scope)

Customer Role *	Responsibilities	Commitment
	<ul style="list-style-type: none"> <li>Conduct enablement related activities in the SAP Business network and Customer back-end system</li> <li>Obtain supplier's commitment for project scope and timeline</li> <li>Coordinate, during pilot phase, internal activities with the functional lead to facilitate the project progress</li> <li>Coordinate, during pilot supplier phase, with the technical lead if technical issues from integration supplier testing require trouble soothing</li> <li>Coordinate with Customer's purchasing department to address Integrated Suppliers that are not following agreed upon integration timelines</li> </ul>	
<b>SAP Business Network Supply Chain Collaboration Account Administrator</b>	<ul style="list-style-type: none"> <li>Maintain SAP Business Network transaction rules</li> <li>Manage users, roles, and permission on SAP Business Network</li> </ul>	5-15% Ad hoc support
<b>Change Management and Training Lead</b>	<ul style="list-style-type: none"> <li>Lead overall change management workstream</li> <li>Lead stakeholder engagement and analysis activities</li> <li>Develop and conducts overall communication plan</li> <li>Complete change impact analysis</li> <li>Develop training plan and end user training materials</li> <li>Develop training logistics and leads end-user training</li> </ul>	0.5 – 1 FTE (Depending on scope)

In addition to the Customer responsibilities by role as set forth in above table, the Customer is responsible for the following during the project:

- Provide technical resources to assist in developing and testing the data mappings and configuration and to create any custom mapping or configurations outside of the provided standards.
- Provide resources in support of the planning, sizing, and configuration of the hardware platforms for development, QA, and production environments for the Customer ERP system in scope.
- Configure or customize cXML to target format mappings for supported SAP Business Network document types.
- Provide the connection parameters for the ERP system in scope.
- Provide and configure the scheduling applications of the Customer ERP system in scope and SAP Business Network interfaces.
- Provide test scenarios and execute all system integration and user acceptance testing, including validation of SAP Business Network transaction set for the transactions in scope.

## 6.2.SAP BUSINESS NETWORK SUPPLY CHAIN COLLABORATION DEPLOYMENT TEAM

The key SAP Deployment Service roles are as follows and SAP will assign a \* Technology Consultant and \*\* Business Process Consultants to the SAP Deployment Service roles listed below:

SAP Role	Responsibilities	Commitment
<b>* Buyer Integrator</b>	Provide SAP Business Network integration product knowledge Perform: <ul style="list-style-type: none"> <li>SAP Business Network Supply Chain Collaboration integration architecture and technical assessment</li> <li>Set-up SAP Business Network account</li> </ul>	Part-time shared service, remote

SAP Role	Responsibilities	Commitment
	<ul style="list-style-type: none"> <li>• Creation of mapping delta specification</li> <li>• SAP Business Network configurations</li> <li>• Hand-over to SAP support</li> </ul> Provide support for: <ul style="list-style-type: none"> <li>• Cloud Service readiness review</li> <li>• Install SAP Integration Suite, managed gateway for spend management and SAP Business Network add-on.</li> <li>• Establishing connectivity</li> <li>• Unit testing, system integration testing, user acceptance testing</li> <li>• Migration of configuration of SAP Business Network Supply Chain Collaboration to Development, Quality Assurance and Production environments</li> </ul>	
<b>** Product Expert</b>	Provide SAP Business Network Supply Chain Collaboration product knowledge and leading practices based on SAP experience  Provide support for <ul style="list-style-type: none"> <li>• Cloud Service readiness review</li> <li>• Supply Chain process requirements gathering and design</li> <li>• Mapping specifications</li> <li>• Validation of scope and design against product capabilities</li> </ul>	Part-time shared service, remote
<b>** Delivery Executive</b>	<ul style="list-style-type: none"> <li>• Monitor status reports and timelines</li> <li>• Work with Customer to resolve escalated issues</li> <li>• Provide escalation and coordination within SAP</li> </ul>	Part-time shared service, remote

### 6.3. PROJECT GOVERNANCE

Customer and SAP agree that it is necessary to have a project governance structure and processes in place to support execution of the Service. Customer and SAP will work cooperatively during the Prepare phase to establish the project governance model. To facilitate communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur weekly.

In the event, that any issues are not resolved by the project team the Customer and SAP shall be entitled to escalate such issue in accordance with the table below:

SAP Representative	Customer Representative	Response time for initial escalation
Delivery Executive	Project and Program Manager	1 Business Day
Delivery Executive and Customer Success Partner	Executive Sponsor	2 Business Days

## 7. DEPLOYMENT SERVICE KEY ASSUMPTIONS

The following assumptions apply in addition to those set forth in the deployment Service. Any deviation from these assumptions will result in additional fees.

- Customers are responsible to confirm their EAI (Enterprise Application Integration) toolset complies with SAP's connectivity specifications.
- Customer will be responsible for all hardware, software and infrastructure setup and operation associated with deploying SAP Business Network Supply Chain Collaboration buy-side specifications.
- Customer will be responsible for providing technical resources in developing and testing the data mappings and configuration.
- Customer will be responsible for providing the resources in support of the planning, sizing, and configuration of the hardware platforms for development, QA, and production environments.



- Customer is responsible for all technical configurations other than those performed by SAP resources on the SAP Business Network or SAP Integration Suite, managed gateway for spend management and SAP Business Network.
- The full scope of the deployment Service is to be deployed during a single rollout. The scope of the Service will not be divided into phased functionality deployments or multiple rollout schedules to groups of users. Additional phases will be subject to additional fees.
- The Deployment Service is provided one-time only during the initial service term specified in the “project schedule” section above and do not apply to the remainder of the Customer’s Subscription Term or any subsequent renewal term.
- Customer will be responsible for using commercially reasonable efforts to lead Supplier compliance to participate on the SAP Business Network
- The SAP Deployment Service team operates as a shared services model consisting of remote resources that execute services for multiple SAP Customers.
- Customer is responsible for all travel expenses related to any portion of the deployment Service performed onsite at Customer location. Travel expenses (if any) will be billed as incurred.
- SAP will provide up to fifteen (15) continuous business days of go live support to a maximum of two (2) SAP person days, remotely. go live support will begin when the technical cutover has been executed by Customer unless a different date is agreed upon through the approval of a Change Order.
- 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.
- Customer is required to be actively engaged throughout the life of the Cloud Service Subscription Term. SAP reserves the right to suspend the program until such required resources are confirmed and provided by Customer. SAP will begin performing the services associated with Cloud Service after Customer’s Program Manager responsible for the overall program, is identified and available.
- Members of SAP’s shared services team include employees executing SAP Business Network Supply Chain Collaboration Deployment projects out of shared services hubs globally and are exclusively focused on this deployment Service. The SAP team members assigned can be interchanged as needed and are usually assigned to more than one Customer account.
- The SAP deployment Service team consists of English-speaking resources. Other languages are not supported.
- The SAP deployment Service team will support building and following a project plan to execute on the Customer’s objectives.
- The Service may not be provided in countries in which the Cloud Service is not compliant with applicable local laws and/or in which support is not available. SAP makes no representation that invoices generated through any Cloud Service will be tax compliant or compliant with regional e-invoicing requirements.
- Customer and supplier written and verbal communications as well as project output related to this Deployment Service are available in English only, unless otherwise stated in the order form.
- For Integrated Suppliers Relationships (if applicable), standard product documentation will be provided which captures the specifications of SAP’s standard implementation of the supported integration data formats. Such product documentation is known as the integration guidelines. In addition, as these documents would not include any Customer-specific requirements, SAP Supplier Enablement Subscription Services for SAP Business Network for Supply Chain will provide a supplemental Customer-specific Integrated Suppliers workbook for pilot Integrated Suppliers, which covers process choreography, business process context, applicable business rules, and custom data elements.
- Integration mappings are based on SAP Business Network standards and may not mirror Customer’s existing configurations.
- SAP provided project materials will be in electronic form using SAP standard templates. Customer is responsible for revising these materials and keeping materials up to date for any future phases or additional Supplier rollouts and/or for creating custom versions.

## 8. GENERAL ASSUMPTIONS

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- For clarity, any version of this or any other Deployment Service attached to the Order Form represents the version of such Deployment Service that is current as of the Order Form effective date, and for purposes of the Service warranty applicable to the Deployment Service purchased by Customer, the then-current version of the Deployment Service 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.

## 9. EXCLUSIONS

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The items and services below are among those items that are not part of the scope of work set forth herein.

- Project output not explicitly described in this Deployment Service.
- Analysis of as-is business processes.
- Programs or content to migrate data.
- Data cleansing or data clean up.
- Content for end user information exchange handoff.
- Development of new functionality, extensions, or co-innovation.
- Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.
- Any changes required because of pre-existing Customer specific enhancements or developments.
- Any changes required because of quality or values of Customer's master and transactional data.
- Unit testing in any other environment besides the environment where the initial configuration was completed.
- Testing using more than one application language. Only content in English will be supported.
- Interfaces with third-party or to legacy systems not defined.
- Reports that are not in the SAP standard application or modifications to these standard reports.
- Any PDF documents or labels that are not provided with the standard product.
- Catalog services.
- SAP consulting program management, business process consulting, change management services, additional SAP information exchange handoff services, end user documentation and information exchange handoff, and Supplier strategy.
- Deployment of Application Gateway functionality