

REVISION DATE: OCTOBER 2022



DEPLOYMENT DESCRIPTION

THIS DOCUMENT DESCRIBES THE DEPLOYMENT SERVICES FOR THE FOLLOWING SAP
CLOUD SERVICES:

SAP Ariba Supplier Lifecycle and Performance

I. DEFINITIONS

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

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| “SAP Ariba” or “Ariba” or SAP | Means the SAP entity identified in the applicable Order Form. |
| “Cloud Service” | <p>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 Description, “Solution” and/or “Cloud Service” refers specifically to any one of the following SAP Cloud Services, subscribed to by Customer under an Order Form:</p> <ul style="list-style-type: none"> ○ SAP Ariba Supplier Lifecycle and Performance |
| “Deployment Services” | Means the routinized Consulting Services provided to Customer concurrently with the initial purchase of a subscription to the Cloud Service and provided by SAP to Customer to assist with the initial set-up, configuration, and deployment of such Cloud Service. Deployment Services are delivered remotely by SAP resources that support multiple customer engagements concurrently. |
| “Supplemental SAP Services” | Means any other customized Consulting Services for the Cloud Service separately purchased by Customer in the applicable Order Form or separate Statement of Work (“SOW”), which are designed to supplement and augment the Deployment Services for the Cloud Service described herein. |
| “Deployment Description” | This document, which describes the Deployment Services for the Cloud Service. |
| “Deployment 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. |
| “Go Live” | The date on which live transactions are entered into one single production system. |

II. INTRODUCTION

The Deployment Description provides a high-level overview of the Deployment Services included in this Cloud Service.

Deployment Services may not be provided in countries in which the Cloud Service is not compliant with all applicable local laws and/or in which support is not available. Restrictions apply to certain features described within this document regarding the Enterprise Resource Planning system (“ERP”) system and middleware in use, as well as required prerequisites, these restrictions are described in detail in the SAP Ariba Cloud Solution description guide.

The Deployment Services described in this document are the required SAP services necessary to assist Customers with the set up and initial configuration of the Cloud Service in support of a single system Go Live. Coordination of Deployment Services across multiple Cloud Services is not covered by this Deployment Description.

SAP offers a variety of Supplemental SAP Services in addition to the baseline services described in this Deployment Description, which may be purchased by Customer for an additional fee. Supplemental Consulting Services are recommended by SAP to help Customers realize the full potential of the Cloud Service.

SAP recommends a deployment scope discussion with SAP Consulting to discuss Customer’s available resources and program initiative to determine what, if any, Supplemental Consulting Services should be considered.

III. SCOPE OF SAP DEPLOYMENT SERVICES

SAP will provide the Deployment Services as described below. Any change in the specific scope of Deployment Services, including Customer-requested relocation of the instance to a different Data Center, must be mutually agreed upon by the parties in writing and may be subject to additional fees.

| PREPARE PHASE (also sometimes referred to as “Architect Phase”) | | |
|---|---|---|
| The purpose of this phase is to confirm that the scope is defined, and that Customer is ready to start the project. SAP will provide Customer with access to templates needed to complete for their deployment. Upon receipt of the completed templates, the Customer’s project will be processed for staffing. | | |
| Activities in this Phase | SAP Responsibilities | Customer Responsibilities |
| Confirm Goals, Scope and Roll Out Plan | <ul style="list-style-type: none"> Conduct deployment overview. Provide project charter and project resource matrix. | <ul style="list-style-type: none"> Provide business goals and success metrics. Complete charter and resource matrix. |
| | <ul style="list-style-type: none"> Review major scope elements. Confirm project scope with Customer. | <ul style="list-style-type: none"> Make decisions on project scope. |
| Plan Deployment and Confirm Readiness | <ul style="list-style-type: none"> Assign SAP resources to project roles. | <ul style="list-style-type: none"> Assign Customer resources to project roles. |
| | <ul style="list-style-type: none"> Provide sample project plan, establish recurring meetings, and propose status report format. | <ul style="list-style-type: none"> Contribute Customer tasks and timing to the sample project plan. Define the project management and governance framework for the SAP Deployment Services, in accordance with this Deployment Description. |
| | <ul style="list-style-type: none"> Draft the Deployment Kick-Off presentation and agenda. | <ul style="list-style-type: none"> Contribute to, review, and approve the Deployment Kick-Off presentation. Identify and assess project impact on other departments and proactively communicate with stakeholders to obtain their support. |
| | <ul style="list-style-type: none"> Assist customer with scheduling participation in the SAP Ariba features and functions training as described below in this Deployment Description. | <ul style="list-style-type: none"> Send Customer team member(s) to SAP Ariba features and functions training as necessary. |

| *EXPLORE PHASE | | |
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| The purpose of this phase is to confirm requirements and prepare Customer’s technical infrastructure. | | |
| Activities in this Phase | SAP Responsibilities | Customer Responsibilities |
| Deployment Kick-Off | <ul style="list-style-type: none"> Lead Deployment Kick-Off presentations to inform customers and SAP teams on goals, scope, timeline, workstreams and key project details. | <ul style="list-style-type: none"> Participate in the Deployment Kick-Off. |
| | <ul style="list-style-type: none"> Provide instructions for logging into the test site. | <ul style="list-style-type: none"> Core team members start learning functionality of the Cloud Service. |
| Requirements | <ul style="list-style-type: none"> Provide overview of product features and functionality of the Cloud Service. | <ul style="list-style-type: none"> Attend product features and functionality overview sessions for the Cloud Service. Learn SAP Ariba product capabilities and configurability. |
| | <ul style="list-style-type: none"> Provide and review data collection templates. | <ul style="list-style-type: none"> Hold internal meetings and lead activities needed to finalize requirements decisions. Provide business and technical requirements. Provide context and rationale for requirements as necessary. |
| Design | <ul style="list-style-type: none"> Review completed data collection templates for accuracy. | <ul style="list-style-type: none"> Make design decisions. Verify data collection templates. Document all business processes affected by SAP Cloud Service. |

| *REALIZE PHASE CLOUD SERVICE SETUP TASK | | |
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| The purpose of this phase is to configure and test the Cloud Service. | | |
| Activities in this Phase | SAP Responsibilities | Customer Responsibilities |
| Build | <ul style="list-style-type: none"> Configure test system as per data collection templates. Conduct unit testing on configurations Assist in loading of master data | <ul style="list-style-type: none"> Review completed configurations in test site as available. Develop and document practices for managing master data. |

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| | | <ul style="list-style-type: none"> • Begin configuring elements that fall outside the deployment scope. • Load master data |
| | <ul style="list-style-type: none"> • Provide generic sample test documentation | <ul style="list-style-type: none"> • Create test plan. • Document test use cases and test scripts. |
| Test (System and User Acceptance) | <ul style="list-style-type: none"> • Validate readiness for testing. • Address test defects related to SAP Ariba configurations. | <ul style="list-style-type: none"> • Validate readiness for testing • Manage and coordinate testing activities. • Execute testing. • Triage and investigate test defects. • Address test defects with Customer systems or data. • Raise test defects to SAP where appropriate. Include all information necessary to understand and recreate the test defect. • Track and manage test defect resolution. |

| *DEPLOY PHASE | | |
|--|---|---|
| The purpose of this phase is to go live and transition the Customer to SAP Customer Support. | | |
| Activities in this Phase | SAP Responsibilities | Customer Responsibilities |
| Go Live and Wrap Up | <ul style="list-style-type: none"> • Prepare production cut over checklist for SAP activities. • Validate readiness for production cut over. • Execute SAP tasks of the cutover checklist. | <ul style="list-style-type: none"> • Validate readiness for production cut over. • Execute Customer tasks of the cutover checklist. |
| | <ul style="list-style-type: none"> • Facilitate transition to SAP Customer Support. • Support Customer with major production issues for a maximum of two (2) weeks after Go Live. | <ul style="list-style-type: none"> • Grant Authorized Users access to the production site. • Assume administrative and maintenance duties of Cloud Service site. • Follow SAP Customer Support process for any issues requiring SAP attention. |

(*) For clarity, the Explore, Realize and Deploy phases are also sometimes, collectively, referred to as the “Enable” Phase.

IV. SCOPE OF SAP DEPLOYMENT PACKAGE ASSUMPTIONS

Please find below key assumptions regarding features and functionality configured, as well as enablement services provided for the Cloud Service. By selecting this deployment offering, the Customer has reviewed and agrees to the following scope and conditions:

A. SITE ENABLEMENT ASSUMPTIONS

- Access is provided to the following sites: test and production. The applicable sites will remain available for the Subscription Term.
- Distribute Data Collection Documents – SAP distributes the Supplier Lifecycle and Performance enablement workbook and other data collection documents to the Customer. This is the information that SAP will use in the configuration of the Customer instance. The SAP Deployment Lead will discuss the pros and cons with the Customer regarding the configuration options of the site. The data must be included in the provided data collection workbooks as described in the Deploy phase below.
- Review Customer Data – Once SAP receives the completed data collection documents with the Customers information, SAP will first review the information and identify any potential gaps and errors. If there are any errors, SAP will notify the Customer for any corrections.
- The SAP Deployment Lead will assist the Customer regarding allocation of Users and Authorized Users per rules as defined in the SAP Ariba Cloud Supplement.

B. SITE BUILD ASSUMPTIONS

Once complete and accurate information is received from the Customer, SAP will configure the test site with the provided Customer-specific information.

The SAP Deployment Lead will provide services to assist in the loading of Master Data into the site including:

- Supplier statuses
- Bulk load of suppliers and their status (for example: qualified, preferred)
- SAP will configure a User Matrix

SUPPLIER LIFECYCLE CONFIGURATIONS

SAP will configure within the following limits across all templates and questionnaires:

- A maximum of one hundred sixty (160) content questions
- A maximum of thirty-five (35) tasks
- A maximum of ten (10) conditions

The SAP Deployment Lead will enable templates in the site as outlined below within the configuration limits listed above:

Supplier Request

- Enable and configure out of the box Supplier Request template
 - A maximum of one (1) survey
- Enable and configure out of the box Self-Registration Request template
 - A maximum of one (1) survey

Supplier Registration

- Enable and configure out of the box Supplier Registration template
 - A maximum of one (1) internal survey
 - A maximum of one (1) external survey

Supplier Qualification

- Configure a maximum of one (1) process template
 - Configure a maximum of one (1) intake form
- Configure a maximum of two (2) Modular Questionnaires (MQs)

Preferred Suppliers

- Enable and configure out of the box Preferred Suppliers template

SUPPLIER PERFORMANCE MANAGEMENT CONFIGURATIONS

- SAP will work with the Customer during the deployment to define a Supplier Performance Management (“SPM”) process and develop the Key Performance Indicators and KPI Measures that comprise the surveys and scorecards. The process, Key Performance Indicators and KPI Measures that are defined will be in accordance with the allowances for the deployment.
- SAP will configure the module with process, survey and scorecard templates defined by the Customer.
- SAP will configure a maximum of five (5) custom project header fields for searching and reporting on SPM projects.

SPM Process Workflow

- SAP will assist Customer in defining their Performance Management Process Workflow, using the data collection template provided. SAP will create one (1) SPM Process template that has:
 - A maximum of thirty (30) phases/tasks in the process
 - A maximum of ten (10) documents included within the process
 - A maximum of five (5) questions and ten (10) conditions on the SPM process

SPM Surveys

- SAP will assist Customer with defining their SPM survey data, using the data collection template provided. SAP will create a maximum of three (3) surveys that contain a maximum of 25 total combined questions (i.e., a maximum of twenty-five (25) total questions) and place in the document library. (i.e., the twenty-five (25) questions can be included in one (1) survey or broken out across three (3) surveys).

SPM Scorecards

- SAP will assist with defining their SPM scorecard data, using the data collection template provided. SAP will create a maximum of three (3) scorecards that contain a maximum of twenty-five (25) total combined Key Performance Indicators and KPI Measures, with the surveys and existing SAP Ariba Analysis reports as the data sources. (i.e., the twenty-five (25) combined KPI's and measures can all be included in one (1) scorecard or broken out across three (3) scorecards).

SPM Reporting

- SAP will enable available standard reports and provide guidance for custom reports in SPM.

DATA MIGRATION TOOL FEATURE

- During the Deployment Services Term, the Delivery Lead will provide the following support to the Customer with the Data Migration Tool feature in their SAP Ariba sites. Applicable to existing SAP Ariba Customer who is upgrading to Supplier Lifecycle Performance Management:
 - Guidance on the migration of supplier organizations
 - Guidance on the migration of Supplier Users
 - Export of the existing supplier profile questionnaire (SPQ)
 - Guidance on migration with a maximum of twenty (20) supplier profile questionnaire questions
 - Guidance on creation of the profile mapping document with a maximum of twenty (20) supplier profile questionnaire questions

- Please note the following key assumptions regarding the Data Migration Tool feature:
 - Customer will be responsible for reviewing the data quality for accuracy and completeness throughout the whole migration process.
 - Customer will be responsible for the supplier organizations and Supplier Users data uploads. For clarity, the customer is responsible for exporting, processing, and importing supplier organizations and Supplier User data.
 - Additional services beyond the scope as described above and in the contract between SAP and Customer, including, for example master data upload troubleshooting, on-site workshops, any questionnaire redesign activities, a project change request must be mutually agreed upon by the parties in writing and additional terms and fees may apply.

V. DEPLOYMENT SERVICES TIMELINE

- The duration of the Prepare phase, as defined in the deployment timeline, may vary depending on the time it takes to define and confirm the business goals and scope, and to plan and prepare for the deployment.
- For SAP Ariba Supplier Lifecycle and Performance: Go Live shall occur within the fourteen (14) weeks following the project Kick-Off date, unless mutually agreed to otherwise in writing and may be subject to additional fees.
- Post-deployment support is offered for a maximum of two (2) weeks commencing upon Go Live. Upon conclusion of such two (2) weeks of post-deployment support, the SAP Delivery team will formally exit the project, and from this time, Customer will be supported by SAP Customer Support.
- For clarity and avoidance of doubt, the maximum services term for all Deployment Services hereunder (including post-deployment support, if any) is sixteen (16) consecutive calendar weeks from the project Kick-Off, unless otherwise mutually agreed upon in writing and may be subject to additional fees.

VI. DEPLOYMENT SERVICES KEY ASSUMPTIONS

- The Deployment Services described in this document are a standard offering included in the Cloud Service for the following:
 - Configuration of a single production site and a single test site for Cloud Service in one (1) agreed and designated Data Center.
- Any change in the specific scope of Deployment Services must be mutually agreed upon by the parties in writing and may be subject to additional fees.
- The Deployment Services set forth herein are designed to support one single production system Go Live in one designated data center as mutually agreed by SAP and Customer, and will be performed accordingly, unless explicitly stated otherwise in the Order Form and subject to any additional terms and fees set forth therein. For clarity, support for additional production system Go Lives (for example multiple Go Lives to accommodate a phased roll-out, additional regions, multiple divisions, change in data center location, etc.) must be mutually agreed upon by the parties in writing in advance and may result in additional fees.
- SAP support for integration services is available for an additional fee. Integration to external systems (other SAP and third-party) is not part of the Deployment Services scope.
- Scope of SAP Deployment Services is limited to the activities and tasks outlined herein the sections above and will be delivered remotely. Supplemental SAP Services, including, for example, on-site Consulting Services, are available for an additional fee.
- The project activities associated with features and/or components of the Cloud Service that are not covered in this Deployment Description are either covered elsewhere in other SAP Documentation or are Customer's responsibility. Customer may purchase Supplemental SAP Services for assistance with performance of any portion of the scope of work left to Customer, under a separate agreement for an additional fee.
- The Deployment Services are provided one-time only during the initial Subscription Term and are provided for the time period specified in the "Deployment Timeline" section above, and do not apply to any subsequent renewal Term or replacement Subscription Term except to the extent such Deployment Services were not delivered during a replaced initial Subscription Term and provided such Deployment Services are a part of such replacement Subscription Term.
- SAP can provide supplemental consulting service in support of Cloud Service supported integration as described in the product Documentation for the Cloud Service.
- The following SAP services are outside the scope of this section: consulting program management, business process consulting, functional consulting, consulting technical support, support for test and performance testing, change management services, additional SAP training services, end user documentation and training, and supplier strategy.
- Additional services beyond the scope as described in this Deployment Description and in the contract between SAP and Customer, including, for example expanded implementation to additional regions, departments or business units, a project change request must be mutually agreed upon by the parties in a signed writing and additional terms and fees may apply.
- Services to integrate SAP Supplier Lifecycle and Performance with SAP Procurement Cloud Services (suite integration) is supported for no additional fees if delivered during the initial Deployment Services term concurrent with Supplier Lifecycle and Performance and Procurement Cloud Services.

VII. GENERAL ASSUMPTIONS

- For clarity, any version of this or any other Deployment Description attached to the Order Form represents the version of such Deployment Description that is current as of the Order Form effective date, and for purposes of the Consulting Service warranty

applicable to the Deployment Services purchased by Customer, the then-current version of the Deployment Description 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.

VIII. PROJECT RESOURCES

RESOURCES – SAP

- SAP will provide a deployment lead (the "Deployment Lead") to undertake the deployment activities per the detailed scope described above and outlined below.
 - Supports project planning, coordinates SAP Deployment Services activities and provides input to status updates.
 - Advises Customer on SAP Ariba functionality.
 - Advises Customer on SAP Ariba technology and performs configuration of the SAP Cloud Services.
 - Staffed to Customer project on a part time basis and will support all project activities remotely.
 - The Deployment Lead is staffed to Customer project on a part time basis and will support all project activities remotely. Assigned resources are part of a shared service delivery organization and will be staffed to support multiple Customer projects simultaneously. Any onsite activities need to be mutually agreed to in advance between SAP and Customer.
- Interactions with the Deployment Services team outside the scope described above must be scheduled in advance. SAP will use commercially reasonable efforts to respond to ad hoc requests, however Customer should not expect an immediate response.
- SAP resources are available during normal business hours Monday to Friday excluding SAP recognized holidays, unless otherwise specified.
- Customer is responsible for all travel expenses related to the on-site Deployment Kick-Off meeting and any other portion of the Deployment Services performed on-site at Customer location that are mutually agreed upon in advance. Travel expenses (if any) will be billed as incurred.
- All Deployment Services and documents will be delivered in English.

RESOURCES – CUSTOMER

Customer commits to provide the following resources:

- Customer is expected to staff the project roles listed in Appendix A. SAP assumes that assigned resources have the requisite skills and knowledge to complete all listed responsibilities. A detailed list of project responsibilities for each Customer role is provided in Appendix A.
- Customer is expected to staff the project roles per the time allocations recommended by SAP based on project scope. In cases where it's necessary to assign multiple resources to a single role (such as Functional Leads representing different departments or separate technical leads with knowledge of Customer's ERP and corporate network), Customer should clearly identify the responsibilities of each resource.
- Customer is expected to designate a single point of contact per each of the project roles as detailed in Appendix A.
- If Customer resources are not able to complete the responsibilities as detailed in Appendix A either due to skill, knowledge or time limitations, project delays may occur. Any extension to project duration due to Customer resource limitations may result in a project change request and additional fees.

X. TRAINING SERVICES

One (1) student may attend an open session of the following course(s) for the applicable Cloud Service subscribed to by Customer at any point during the initial Subscription Term for the applicable Cloud Service, provided however that Customer must register for such open session prior to the expiration of the services timeline for the Deployment Services set forth herein (if Customer has not registered, or chooses not to register, for such open session upon expiration of the Deployment Services timeline, then the open session(s) availability shall be deemed to have expired and be unavailable):

- For SAP Ariba Supplier Lifecycle and Performance:
 - SAP Ariba Supplier Management: Supplier Lifecycle Management (AR330)

Training seats can only be used towards attendance in our Virtual Live Classroom (VLC) public sessions.

A current schedule of courses is available at <https://training.sap.com>.

Additional core team training for more than one (1) Customer attendee may be purchased separately.

SAP also offers change management services as part of our Supplemental SAP Services, including customized instructor led training development and delivery for end users.

APPENDIX A: DETAILED CUSTOMER ROLES AND RESPONSIBILITIES

| Role | Description |
|---|---|
| Customer Project Sponsor | Provides vision, guidance and senior leadership to the project. |
| Customer Project Manager | Manages the project. |
| Customer Functional Lead | Take responsibility for the Cloud Service satisfying the business needs. |
| Customer Technical Lead | Leads execution of activities that affect Customer systems and data. |
| Customer Change Management Lead | Develops and executes strategy for maximizing Customer adoption of the SAP Cloud Service. |
| Customer Subject Matter Experts / Testers / Pilot Users | Provide input from their respective departments and participate in project activities as appropriate. |
| Customer System Administrator of SAP Cloud Services | Administers site and configures Customer facing aspects of the site as needed. |
| Customer Support Lead | Plans, develops, and implements production support model for Customer. |

| Customer Role | Responsibilities by project phase |
|--------------------------|--|
| Customer Project Sponsor | <ul style="list-style-type: none"> Establishes and communicates overall project vision, business goals and success metrics. Provides senior leadership communication in support of the project. Mandates appropriate change management across leadership of all affected departments. Monitors status reports and timelines. Resolves escalated issues including those which involve Customer resources, lack of participation, or compliance messaging. |
| Customer Project Manager | <ul style="list-style-type: none"> Understands and uses SAP implementation methodology. Identifies and remediates discrepancies between SAP implementation methodology and customer's own implementation methodology. Advocates buy-in of SAP's implementation methodology across all impacted departments. Makes or facilitates timely decisions throughout the project. Understands and manages the scope, decisions, and impact on departments, systems, and content within Customer organization. Confirms that, throughout the duration of the project, adequate resources have been assigned and have sufficient skills, bandwidth, access, and authority to complete their tasks. Understands the project plan provided by SAP, including dependencies between different activities. Keeps impacted Customer departments informed and supportive of the project. Provides Customer current and future state business processes, policies, and requirements. Communicate current pain points and challenges. Keeps all team members and stakeholders aligned on what's expected of them on the project. Keeps entire team up to date on project status. Identifies and tracks issues and risks. Acts as point of contact for overall deployment. |
| Customer Functional Lead | <ul style="list-style-type: none"> Attend product features and functionality overview sessions for the Cloud Service. Learn SAP Ariba product capabilities and configurability. Hold internal meetings and lead activities needed to finalize requirements decisions. Provide business and technical requirements. Provide context and rationale for requirements as necessary. Make design decisions. Verify system configuration documentation. Document all business processes affected by the SAP Cloud Service. Identify, gather, format and load content into the Cloud Service test site. Create test plan. Document test use cases and test scripts. Manage the testing. Execute the testing. Triage and Investigate test defects. Raise test defects to SAP where appropriate. Include all information necessary to understand and recreate the test defect. |
| Customer Administrator | <ul style="list-style-type: none"> Become customer technical expert on SAP Ariba. Maintain process templates and other site configurations post Go Live. Administer users, groups, and other master data post Go Live. Serve as Designated Support Contact for SAP. |

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| Customer Process Expert / Pilot Users | <ul style="list-style-type: none">• Provide input to configuration decision• Participate in testing as needed |
| Customer Technical Lead | If integration is in scope: <ul style="list-style-type: none">• Determine which integration and authentication methods will be used.• Install and configure the SAP integration tools, or other Customer middleware, to pass data between the Cloud Service and Customer’s ERP and other Customer systems.• Build and unit test interfaces including error handling and notification functionality into Customer ERP and any other integrated systems. |