



Service Description

This document describes the SAP Business Network Connection Services for the following SAP Cloud Service when utilizing the named Connection Type

Cloud Service:	SAP Business Network Commerce Automation, foundation option
Connection Type:	SAP Integration Suite, managed gateway
Revision Date:	June 2023

I. DEFINITIONS

Capitalized terms used in this Service 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.

"SAP Ariba" or "Ariba" or "SAP"	Means the SAP entity identified in the applicable Order Form.
"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 "Cloud Services" or the "Service" in SAP contracts and Documentation. As used in this Service Description, "Solution" and/or "Cloud Service" refers specifically to the SAP Business Network Commerce Automation, foundation option (formerly SAP digital supplier network membership).
"SAP Connection and Onboarding Services"	Means the routinized Consulting Services provided by SAP to Prime Contractor, concurrently with the Customer's initial purchase of a subscription to the Cloud Service, to assist with the initial set-up, configuration, and deployment of such Cloud Service. The SAP services are delivered remotely by resources that support multiple Customer engagements concurrently.
"Service Description"	This document, which describes the SAP Business Network Commerce Automation, foundation option, connection and onboarding support services to Prime Contractor for the Cloud Service.
"Deployment Kick-Off"	The date on which the SAP and Prime Contractor core project teams convene to align the entire project team on the goals, scope and approach defined below.
"Go Live"	The date on which live transactions are entered into one single production system.
"Prime Contractor"	An SAP Partner Edge Partner, who has completed the prerequisite certifications required by SAP, responsible for the deployment of the Cloud Service for use by the Customer.
"Connection Type"	The mechanism by which the Customer is connecting to the SAP Business Network (formerly known as the Ariba Network). As used in this Service Description, Connection Type refers to the SAP Integration Suite, managed gateway. The Connection Type must be confirmed with the Prime Contractor in advance of the Deployment Kick-Off. For clarity, any such connection is not and shall not be deemed to be a part of any Customer system or computing system.
"Identified Suppliers"	Suppliers identified by Prime Contractor, or whom Customer has provided all required information as described below and approved by SAP through the strategy and flight plan process.
"Enterprise Enablement"	A supplier onboarding approach driven by the trading relationship request letter that allows supplier to enter into a trading relationship with Customer using an Enterprise Account.
"Enterprise Account"	An SAP Business Network supplier account type that provides full functionality to suppliers and can be subject to supplier fees.
"Standard Account"	A completely free SAP Business Network supplier account type that has limited functionality relative to an Enterprise Account.

II. INTRODUCTION

The Service Description provides a high-level overview of the SAP Business Network Commerce Automation, foundation option connection and onboarding support services ("Services") included in this Cloud Service.

The Services may not be provided in certain countries, including those which support is not available. Restrictions apply to certain features described within this document regarding the ERP system and middleware in use, as well as required prerequisites, these restrictions are described in detail in the SAP Ariba Solution description guide.

The Services described in this document are the required SAP services necessary to advise Prime Contractor with the set up and initial configuration of the Cloud Service in support of a single system Go Live. For clarity, the Prime Contractor is responsible for the deployment of the Cloud Service on behalf of the Customer and SAP will provide support to the Prime Contractor for the services outlined herein.

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

III. SCOPE OF SAP CONNECTION & ONBOARDING SUPPORT SERVICES

SAP will provide the Services below in support of Customer's connection to the SAP Business Network for Procurement using the SAP Integration Suite, managed gateway. Any change in the specific scope of Services must be mutually agreed upon by the parties in writing and may be subject to additional fees.

A. SAP INTEGRATION SUITE, MANAGED GATEWAY CONNECTION SERVICES

This workstream describes SAP's advisory services to Prime Contractor to install and configure the SAP Integration Suite, managed gateway and validate the connection between the SAP Integration Suite, managed gateway and the SAP Business Network for Procurement. These connection services are provided in English only.

The Services set forth herein are in support of the following business process for SAP Business Network Commerce Automation, foundation option including the SAP Business Network process groups and supporting transactions listed below. The selected SAP Business Network process groups and supporting transactions in scope must be defined and mutually agreed prior to commencement of the project. Thereafter, any changes to these SAP Business Network processes in scope must be mutually agreed upon by the parties in writing and may be subject to additional scoping, time, and fees.

- Purchase Order (Purchase Order, Change Order, Cancel Order, Return PO)
- Fulfillment in support of the Order to Invoice process including: order inquiry, order confirmation, Advance Ship Notice, goods receipt
- Invoice (Invoice, Invoice Status Update, CC (ERP) Invoice, Credit/Debit Memo*, ERS Self-Billing*)
- Payment Remittance (Scheduled Payments, Remittance Advice, Remittance Cancellation)
- Services (Service Purchase Order, Service Order Change, Service Order Cancel, Service Entry Sheet, Service Entry Sheet Status Update)
- Automated RFQ (Quote Request*, Quote Bid*)

*Indicates a transaction type that will be enabled as part of the SAP Business Network account creation but will not be supported as part of the scope of work set forth herein.

KEY SAP ACTIVITIES

- Assist Prime Contractor regarding issue tracking and resolution for any SAP owned activity during integration and user acceptance testing. For clarity, Prime Contractor is responsible for user acceptance testing as described below.
- Perform SAP Business Network account configuration in the test environment as applicable to Customer's Cloud Service stated intended use case(s).
- Monitor stability of and assist in issue resolution in the production environment for a period of two (2) weeks post Go Live.
- Provide standardized materials for the Prime Contractor's project team with respect to use and maintenance of the Cloud Service.

KEY PRIME CONTRACTOR ACTIVITIES

- Document and validate Customer requirements in a template provided by SAP.
- Plan and configure the hardware platforms for applicable development, test, and production environments per supported Customer SAP ERP system(s) in scope.
- Configure SAP Business Network transaction rules and applicable supplier groups.
- Download, install, and configure SAP Integration Suite, managed gateway in applicable environment(s).
- Create any custom mappings, implement user exists or BADl extensions which require ABAP development, or configurations in each ERP environment that Customer requires outside of the provided standards.
- Assist the Customer with all self-service configurations and customizations on the Cloud Solution.
- Provide test scenarios and execute all integration and user acceptance testing activities, including validation of SAP Business Network transaction set for the processes in scope.
- Test and validate the transactions on the SAP Business Network business process groups in scope for the project.
- Create and execute a Go Live plan with the Customer to specify and track the activities required to move the configuration in ERP, SAP Integration Suite, managed gateway, and SAP Business Network from test to production.
- Provide end user training to the Customer.

STANDARD SAP BUSINESS NETWORK CUSTOM CONFIGURATION EXTENSIONS: APPLICATION SUPPORTED

The following list specifies example custom configurations to selected standard user interface SAP Business Network fields for Purchase Orders and Invoices on the SAP Business Network user interface. All configurations subject to a feasibility analysis and approval based on feature availability.

- 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
- Change defaulted user input fields to be read only
- Create a new entry field (excludes validation)

Prime Contractor can choose a total of five (5) fields for the custom configuration(s) listed, one (1) custom configuration per field, as part of the Services. The custom configurations are specific to Purchase Orders and Invoices and are not offered for other document types. Furthermore, the custom configuration does not affect suppliers using cXML or EDI integration. For clarification, each document type that a customized field is applied to counts against the total customization limitation of five (5).

B. SAP BUSINESS NETWORK ONBOARDING SUPPORT SERVICES

SAP will provide SAP Business Network onboarding advisory services to Prime Contractor as part of the Cloud Service for Identified Suppliers, subject to the assumptions and Prime Contractor 's fulfillment of its responsibilities, as set forth below.

The SAP Business Network onboarding program is separated into six (6) phases:

- 1) Discover – Upon contract signature, an SAP regional manager is available to assist Prime Contractor with onboarding program planning (Go Live date, engagement start date).
- 2) Prepare – Core team introduction, advise on selection of suppliers in scope for the onboarding plan, scheduling of SAP Business Network onboarding sessions.
- 3) Explore – SAP Business Network onboarding enablement workshop, support with creation of communication materials (templates provision), configuration of Customer's SAP Business Network account(s), guiding Prime Contractor on their responsibility around contact data and master data preparation.
- 4) Realize – Pre-recorded supplier webinar.
- 5) Deploy – Guidance on activation of suppliers in S/4 for transactions via the SAP Business Network, Go Live communication to suppliers, production cutover.
- 6) Run – Support Prime Contractor with three FAQ sessions after Go Live related to account management and supplier management.

SAP SERVICES TEAM RESPONSIBILITIES

SAP will provide the following support the SAP Business Network Commerce Automation, foundation option support services for Prime Contractor during the deployment service term for the Cloud Service as defined in the Order Form:

- Oversight of engagement plan and point of escalation.
- Provide communication material templates, advise on Customer SAP Business Network account(s) configuration, guide Prime Contractor on how to onboard and activate the suppliers.

CUSTOMER PROGRAM SPONSORS AND BUSINESS STAKEHOLDER RESPONSIBILITIES

For optimal program success, the Prime Contractor or Customer should provide the following committed resources to support the program on an on-going basis:

- Supplier Onboarding Lead – SAP Business Network Commerce Automation, foundation option program planning & execution (as recommended in Activate framework), change management, supplier contact data preparation, resource coordination and results monitoring; manage adoption in Run phase handling internal and supplier queries.
- IT – Overseeing configuration and providing testing support, supporting cutover/Go Live preparation.
- Procurement / Logistics – Supplier onboarding strategy, take over management of SAP Business Network accounts for the Customer's company, activate suppliers before Go Live.

SAP BUSINESS NETWORK COMMERCE AUTOMATION, FOUNDATION OPTION – SUPPLIER SCOPE

SAP provides guidance which suppliers to address:

- Provides a list of most adopted/easy to onboard suppliers on the SAP Business Network, allowing the Customer to choose the suppliers with whom they are interested in transacting, considering the limits of the SAP Business Network Commerce Automation, foundation option.

IV. CONNECTION SERVICES TIMELINE

The services term for SAP to provide support for the installation and configuration of an SAP Business Network connection for end Customer as defined in this Service Description is fifteen (15) consecutive calendar weeks. The timeline includes thirteen (13) consecutive weeks to Go Live and two (2) consecutive weeks of post Go Live support. Go Live is defined as the date on which live transactions are transmitted through the SAP Integration Suite, managed gateway to the SAP Business Network. Services are provided on a one-time basis and SAP's obligation to provide the Services ends at the conclusion of the services timeline set forth above. Any changes to the deployment timeline or services scope, whether requested during or after the services term, must be mutually agreed upon by the parties in writing and may be subject to additional scoping, time, and fees.

V. SAP ERP SPECIFIC ASSUMPTIONS

- These Services assume a single connection to a single ERP system, which may be configured for a maximum of two (2) environments (consisting of one (1) test environment, and one (1) production environment).
- The Services assume Customer is operating on a supported SAP ERP system as described in the SAP Integration Suite, managed gateway product matrix and product documentation. Unsupported SAP ERP systems and/or non-SAP systems are excluded from the Service offering and are subject to additional fees.
- Support for connection services for multiple SAP ERP systems connected to a single middleware to support the facilitation of multi-ERP requires custom scoping, must be mutually agreed upon by the parties in writing and may be subject to additional scoping, time, and fees.
- Support for connection services for SAP ERP accounts using third party reconciliation providers for invoice management workflows requires custom scoping, must be mutually agreed upon by the parties in writing and may be subject to additional scoping, time, and fees.

VI. KEY ASSUMPTIONS

- Scope will be reviewed with the Prime Contractor during a validation meeting. SAP may consider requested changes to the scope to be a material change and therefore a signed change order may be required for work to continue the Services.

- SAP may require a maximum of two (2) weeks to staff the project. SAP reserves the right to delay the project start until Customer's Prime Contractor has been confirmed and identified for SAP.
- The Prime Contractor is responsible for the deployment and adoption of the features and functionality available in SAP Business Network Commerce Automation, foundation option.
- SAP assumes that appropriate staging/socializing of the project timeline will be delivered by the Prime Contractor to ensure resources are engaged and ready to begin work.
- The Prime Contractor is responsible to ensure all resource coordination on the Customer side. The Prime Contractor and Customer project teams must be named prior to Kick-Off.
- Prime Contractor is expected to provide necessary data to support onboarding and actively participate in the onboarding process with suppliers.
- Prime Contractor will be responsible for apply the supplier enablement methodology and use of self-service supplier enablement tools that are included as part of the Cloud Service subscription. SAP will advise on the tool usage as necessary.
- Access by Prime Contractor is permitted only to the extent of access provided to the Customer under the applicable Cloud Service agreement. Any technical configuration or infrastructure installation needed to support the integration/technical components of this project scope is the sole responsibility of Customer.
- Customer and Prime Contractor will be responsible for using commercially reasonable efforts to drive supplier compliance to participate on the SAP Business Network for Procurement.
- SAP is responsible for advising the Prime Contractor, though occasionally may contact Customer directly, as deemed necessary at SAP's discretion.
- SAP Customer Support will assist Identified Suppliers in the troubleshooting of SAP Business Network technical issues both during deployment and post Go Live. Once the supplier is at the point that they are ready to transact, SAP Customer Support will assist with navigational, functional, and technical support based on account type.
- Any services in support of quote automation are not part of the scope of work set forth herein.
- Customer and/or Prime Contractor will be responsible for all hardware, software, and infrastructure (and related technical resources) associated with installing, configuring, and deploying the Cloud Service.
- Prime Contractor is responsible for all technical configurations required in SAP ERP and the SAP Integration Suite, managed gateway. Customer receives two SAP Business Network accounts (one for test and one for production), subject to each SAP Business Network account being represented by a single SAP Business Network ID for such test and production accounts (i.e., multiple unique SAP Business Network for Procurement ID's will not be provided). Any additional SAP Business Network accounts, required to connect Customer's development or other ERP environments requires custom scoping, must be mutually agreed upon by the parties in writing and may be subject to additional scoping, time, and fees.
- SAP Business Network custom configuration extensions are limited to the two (2) SAP Business Network accounts (test and production).
- 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 Services were not delivered during a replaced initial Subscription Term and provided such Services are a part of such replacement Subscription Term.
- SAP Services team are part time resources and can spend maximum four (4) hours a week due to limited engagement. SAP resources are available during normal business hours Monday to Friday excluding SAP recognized holidays, unless otherwise specified. All services will be delivered remotely.

VII. GENERAL ASSUMPTIONS

- For clarity, any version of this or any other Service Description attached to the Order Form represents the version of such Service Description that is current as of the Order Form effective date, and, for purposes of the Consulting Service warranty applicable to the Services, the then-current version of the Service Description shall apply unless explicitly stated otherwise in the Order Form.
- Prior to commencement of the project, Customer and/or Prime Contractor will have prepared and installed all prerequisite database software, personal computer hardware and software, (including, without limitation, any relevant SAP Integration Suite, managed gateway software that may be required to be downloaded from the SAP Store or other delivery channel provided by SAP and under applicable terms and conditions related to the SAP store or other delivery channel and/or such downloaded software) server hardware and software, communications equipment, operating systems and intranet proxy infrastructure.
- Prime Contractor will be responsible for establishing and maintaining 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.

APPENDIX A: PROJECT APPROACH

The is responsible for the deployment of the Cloud Solution. At defined points of the project, the Prime Contractor will leverage SAP to validate nonstandard business requirements and to execute SAP proprietary activities. The main project activities are detailed below with the assumed lead and support responsibility indicated in the RACI below.

Customer acknowledges and agrees that failure on the part of Prime Contractor to meet or fulfill any of the specified Prime Contractor responsibilities or requirements in this document might result in a delay in the project and/or a change request for additional SAP resources, an increase in project fees and/or a change in the schedule.

The project follows the applicable parts of the SAP Activate methodology with the following responsibility matrix of tasks per phase.

- Responsible (R): Charged with performing the activities. The project plan may define additional detailed responsibility at the work unit level.
- Accountable (A): The Prime Contractor has overall accountability for the whole project and all the tasks identified below. Hence, Accountable (A) does not appear for the tasks below.
- Consulted (C): Provides input on how best to produce the activity and actively supports the execution of the activity.
- Informed (I): Provided with information.

Activity	Prime Contractor	SAP
Ensure Customer / Prime Contractor SAP Business Network Account is specified and created as per contract	I	R
Provide links to Product Documentation and downloads for Prime Contractor / Customer to consume	I	R
Kickoff Project, review scope and plan timing with the Customer	R	I
Provide overview of SAP Business Network configuration and technology to Customer	R	I
Review standard approach to mapping with the customer	R	I
For each business process, capture and define any custom mapping required	R	I
Capture SAP Business Network customizations required for Purchase Order and Invoice	R	I
Review SAP Business Network configuration and capture customer requirements	R	I
Develop Supplier Enablement, Communication & Training Plan	R	C
Build and unit test configuration and custom interfaces for ERP and SAP Integration Suite, managed gateway	R	I
Build and unit test SAP Business Network customizations required	C	R
Develop System Test Plan	R	I
Execute System Test Plan	R	C
Develop User Acceptance Test Plan	R	I
Execute User Acceptance Test Plan	R	C
Prepare production cut-over checklist for SAP activities; Migrate code to production; Facilitate transition to SAP Customer Support; Support Customer with major production issues for up to two (2) weeks after Go Live	R	C