Cloud Service Documentation

This document describes the SAP Business Network for Logistics Enablement Subscription Services ("Enablement Services") for the following SAP Cloud Services

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| Cloud Services: | (a.) SAP Business Network Freight Collaboration |
| | (b.) SAP Business Network Global Track and Trace |
| | |
| Revision Date: | September 2024 |

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## I.    DEFINITIONS

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| "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 the "Service" in SAP contracts and Documentation. As used in this **Cloud Service Documentation, "Solution"** and/or "Cloud Service" refers specifically to the **subscription to** SAP **Business Network for Logistics** which in this context refers specifically to SAP Business Network **for Freight Collaboration** or SAP Business Network Global Track and Trace. |
| "Customer" | Means the entity that purchased SAP Business Network and is enabling Trading Partners for transactions over SAP Business Network. |
| "Enablement Services" | Means the routinized Consulting Subscription Services provided to Customer of the Cloud Service. In this Cloud Service **Documentation, the** Enablement Services refers specifically to SAP Business Network for **Logistics** Enablement S**ubscription Services** formerly referred to as "SAP Business Network for Logistics "Network Enablement"". |
| "Go Live" | The date on which live data loads or transactions are entered into one single production system. |
| Kick-Off | Means the official start of a project, typically involving a meeting with all key stakeholders and team members. It aims to introduce the project, clarify roles and objectives, and establish a shared understanding of the scope, timeline, and expectations. This event aligns participants and sets the project in motion with a clear direction. |
| Logistics Data Contributor | Means an entity that supplies information related to supply chain and transportation activities. They may provide data on shipments, inventory levels, transit times, or other relevant logistics metrics. This data is often used to improve operational efficiency, enhance decision-making, and support analytics in the logistics industry. |
| Logistics Network Partner | Means a company or organization that collaborates within a supply chain ecosystem. They work together to optimize transportation, warehousing, and distribution processes. These partners aim to enhance efficiency and reduce costs in the movement of goods from manufacturers to end consumers. |
| Logistics Service Providers | Means companies that specialize in managing the flow of goods and materials. They offer a range of services including transportation, warehousing, inventory management, and supply chain optimization. These providers help businesses streamline their logistics operations and improve efficiency in the movement of products from origin to destination. |
| "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 any of the following **solution subscribed** by Customer: |
|---|---|

- **SAP Business Network Freight Collaboration**
- SAP Business Network Global Track and Trace

| "Trading Partner" | A trading partner is a commercial entity that has a business alliance or relationship with another commercial entity for the purpose of conducting trade or business activities. |
|---|---|

In the context of this document discussing Enablement Services, it is important to note that the term "Trading Partner" refers exclusively to **Logistics Service Providers, Logistics** Data Contributor and **Logistics** Network Partner. While various types of trading partners exist in the broader logistics world, for the purposes of these Enablement Services, only Logistics Service Providers, Data Contributor and Network Partner are considered as "Trading Partners", and no other types of trading partners are included.

## II.   INTRODUCTION

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

## III.   SCOPE

- SAP will provide the following Enablement Services to Customer during the Subscription Term in support of the Customer's overall Trading Partner enablement initiative ("Program") for Trading Partners, subject to the assumptions and Customer's fulfillment of its responsibilities, as set forth below.

- SAP will provide support for the Program for Customers that have the following:

  - A current subscription-based entitlement to either

    - SAP Business Network Freight Collaboration

    - SAP Business Network Global Track and Trace.

  - An SAP approved Customer deployment plan to enable the end-to-end processes necessary for successfully enabling Trading Partners.

- Scope will be verified during a readiness review prior to the start of any Trading Partner Enablement Services activities. SAP may consider requested changes to the scope to be a material change and therefore a signed Change Order may be required to address changes and perform additional scope or effort.

- SAP will support the Solution as defined herein to facilitate the creation and sharing of logistics data in scope with Trading Partners on the SAP Business Network.

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

- Customer is required to be actively engaged throughout the life of Solution 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 Solution after Customer's program manager responsible for the overall Program, is identified and available.

- The SAP Business Network services team operates as a shared services model consisting of remote resources that execute Subscription Services for multiple SAP Customers. SAP supports and encourages the Kick-Off workshop to be onsite. In the event Customer requests SAP resources to travel for the Kick-Off meeting or other workshops, Customer is responsible for all travel expenses related to the requested travel. Travel expenses will be billed as incurred.

- Members of SAP Business Network Services team include specialized employees executing enablement projects out of shared services hubs globally and are exclusively focused on enablement services. The SAP team members assigned can be interchanged as needed and are usually assigned to more than one Customer account. The SAP Business Network Services team will support in building and following a project plan to execute on the Customer's objectives.

## IV.   PROGRAM PHASES

### IV.a OVERALL

The SAP Activate phases of Prepare-Explore-Realize-Deploy, as described below, align to initial pilot wave of Trading Partners and its relevant tasks.

Pilot wave is limited to twenty-five (25) Trading Partners. Successive, ongoing waves and tasks are described in section 'IV.b Network growth – recurring trading partner enablement'.

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.

### IV.a.i Prepare Phase

Initial planning phase to establish resources, timelines, and goals of the project. Presentation used in (the pre-Kick-Off and detailed) Kick-Off workshops will be delivered to the Customer. Presentation is created using SAP standard template. Customer is responsible for revising the Kick-Off material for any future phases or additional Trading Partner rollouts and/or for creating any custom versions.

| Task | Customer | SAP |
|---|---|---|
| **Prepare** | | |
| Set up project team logistics and infrastructure | R | I |
| **Adoption Initiation and Enablement** | | |
| Conduct adoption strategy alignment meetings as needed | R | C |
| Define the deployment/rollout approach (wave plan) | R | C |
| Kick off the Enablement Services workstream | R | C |

## IV.a.ii Explore Phase

Information gathering stage to determine Trading Partner base, processes in scope and create external communications.

Materials are prepared using SAP standard templates. Customer is responsible for creating any custom versions and/or updating materials for any future phases or additional Trading Partners rollouts and/or for creating any custom versions. Materials are provided in English only; Customer is responsible for any required language translations of provided materials.

| Task | Customer | SAP |
|---|---|---|
| **Explore** | | |
| **Adoption Planning and Strategy** | | |
| Conduct Explore phase kick-off for solution adoption | C | R |
| Trading Partner onboarding & enablement overview | C | R |
| Trading Partner integration overview | C | R |
| Verify change management approach | R | C |
| Conduct Trading Partner segmentation workshop | C | R |
| Conduct Trading Partner Matching on SAP Business Network | C | R |
| Conduct communication strategy for Trading Partners' workshop | C | R |
| Review Trading Partner communications toolkit | R | C |
| Trading Partner Data file for pilot trading partners (Wave 0) needs to be provided | R | C |
| Prepare for pilot Trading Partner engagement | R | C |
| Initiate the outreach to the pilot Trading Partner - verbal and/or Project Notification Letter (PNL) | R | C |
| Conduct initial pilot Trading Partner summit and schedule recurring meeting cadence with each Trading Partner | R | C |
| Review Trading Partner enablement reporting | I | R |

**IV.a.iii Realize Phase**

Deliver trainings to Customer and Trading Partners and prepare for cutover.

Standard summit and functional training guides will be delivered to Customer. Materials are prepared using SAP standard templates. Customer is responsible for creating any custom versions and/or updating materials for any future phases or additional Trading Partner rollouts and/or for creating any custom version. Materials are provided in English only; Customer is responsible for any required language translations of provided materials.

| Task | Customer | SAP |
|---|---|---|
| **Realize** | | |
| Execute the communication strategy and framework | R | C |
| **Trading Partner Enablement** | | |
| Define Trading Partner training strategy and plan | R | C |
| Customize the standard guides to project specific for portal Trading Partners | R | C |
| Approval of all Trading Partner enablement materials | R | C |
| Trading Partner integration (optional) | R | C |
| Conduct recurring meetings with pilot Trading Partners | R | C |
| Send Registration Letter for pilot Trading Partners | C | R |
| Provisioning of Trading Partners SAP Business Network Production tenant | C | R |
| Report pilot Trading Partner status regularly | C | R |
| Develop post-production roll-out plan (Wave plan) | C | R |
| SAP and customer work together to build summit content | R | C |
| Customer approves Trading Partner training instructions | R | C |
| Conduct Trading Partner enablement cutover planning | R | C |
| **Customer Enablement** | | |
| Validate project team training and ensure knowledge transfer has occurred | R | C |
| Provide training to customer resources to support and/or administer the solution | R | C |

## IV.a.iv Deploy Phase

Final stage to execute Go Live.

| Task | Customer | SAP |
|---|:---:|:---:|
| **Deploy** | | |
| **Production Cutover** | | |
| Production cutover | R | C |
| **Execute Data Load** | | |
| Execute data load | R | C |
| **Delivery to Support Handover** | | |
| Conduct the handover-to-support meeting | R | C |
| **Organizational Readiness** | | |
| Ensure Customer readiness | R | C |
| Authorizations are granted as defined for Customer resources such as IT support, admins, etc. | R | C |
| Ensure Trading Partner readiness | R | C |
| Send pre-go-live communications to Trading Partners | R | C |
| Wave plan/post-production roll-out must be reviewed and approved by the customer | C | R |
| Conduct Trading Partner enablement handover meeting | C | R |
| Ensure end user readiness | R | C |
| Send pre-go-live communications to end users | R | C |
| **End User and Trading Partner Training** | | |
| Execute training plans for end users | R | C |
| Execute training for pilot Trading Partners | C | R |
| Execute communication to both customer and Trading Partner users before go-live | R | C |
| Initiate method to evaluate success of end user and Trading Partner training | R | C |

## IV.b **NETWORK GROWTH – RECURRING TRADING PARTNER ENABLEMENT**

Repeatable Process of Prepare-Explore-Realize-Deploy phases for each successive wave after pilot Go Live. This section refers to the continuation of enabling Trading Partners for the duration of the Solution subscription.

| Task | Customer | SAP |
|---|---|---|
| **Run** | | |
| **Production Cutover** | | |
| Prepare Trading Partner data file for next wave | R | C |
| Perform SAP Business Network match on Trading Partner data | C | R |
| Notify internal "business group" of Trading Partners to be enabled | R | C |
| Update Project Notification Letter (PNL) with Trading Partner stakeholder/summit invitation | R | C |
| Send PNL | R | C |
| Prepare cutover process | R | C |
| Deliver Trading Partner stakeholder/summits (optional) | R | C |
| Send Registration Letter to Trading Partners | C | R |
| Reach out to the Trading Partner to support with registration, accepting connection request, and initial profile setup | R | C |
| Deliver functional training | R | C |
| Schedule and conduct integration kick-off meeting (optional) | R | I |
| Conduct planning meeting and activities | R | C |
| Execute go-live communication (internal and external) | R | C |
| Execute cutover activities | C | R |

## V.   CUSTOMER ROLES AND 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 |
|---|---|---|
| Program Sponsor | • Establishes and communicates vision and goals for the Program and its impact to the business<br>• Drives alignment on the corporate cloud philosophy and associated governance model<br>• Provides senior leadership communication in support of the project<br>• Mandates appropriate change management across leadership of all affected departments<br>• Monitors status reports and timelines<br>• Partners with SAP to resolve escalated issues | 0.1 FTE |
| Program Manager | • Owner of overall Customer Solution<br>• Assign all resources prior to Solution Kick-Off and ensure their availability<br>• Single point of contact for overall Solution and deployment process<br>• Manage Solution timeline and ensure schedule adherence<br>• Manage escalation requests with the requested stakeholders<br>• Ensure the governance principles agreed upon are followed during the execution of the project<br>• Provide business and technical guidance<br>• Facilitate rapid completion of scoping and requirements gathering<br>• Provide timely resolution of any Solution issues<br>• Manage communication plan development and Solution-wide communications to key stakeholders<br>• Provide/coordinate signoff on all project artifacts<br>• Provide SAP with all data reasonably required by SAP to enable Trading Partners<br>• Support and coordinate the internal change management program | 0.5-1 FTE |

| Customer Role | Responsibilities | Commitment |
|---|---|---|
| Trading Partner Liaison (Coordinator) | • Serve as primary contact for the Solution<br>• Coordinate Trading Partner data collection<br>• Ensure accurate data from Trading Partner data collection<br>• Create and approve Trading Partner communications and education content<br>• Reinforce Solution compliance with Trading Partner and internal department stakeholders as part of change management program.<br>• Participate in user acceptance testing<br>• Conduct enablement related cutover activities<br>• Execute internal change management program coordinating training across all internal departments<br>• Create generic email box and/ or 800# for business questions from Trading Partner<br>• Act as primary point of contact to monitor the generic Customer email inbox used to receive and reply to Program related questions<br>• Manage and enforce compliance with Trading Partner in escalated status<br>• Overall responsibility for coordinating all training activity for end-users on the SAP Business Network, SAP Solutions, and Customer internal systems<br>• Ensure training needs are addressed/issues escalated appropriately<br>• Develop training approach | 0.5 FTE |
| Business Process SME's<br>Maintenance Planner<br>Production Planner<br>Procurement | • Serve as the champion for the Program within their respective business unit<br>• Participate in requirements workshops<br>• Provide process documentation for "as is" state and support to create the "to be" process<br>• Plan, manage, and conduct user acceptance testing<br>• Identify or act as power user within each business unit to act as "expert", helping peers and input to overall process<br>• Execute internal change management program coordinating training across their respective department<br>• Act as point of escalation for issues related to processes or Trading Partner questions – both during Program and ongoing<br>• Enforce compliance of SAP processes in scope<br>• Provide input to test case development<br>• Support Trading Partner Enablement activities<br>• Support/conduct cutover activities<br>• Act as knowledge expert on this Solution ongoing | 0.2 – 0.5 FTE per business area |
| IT / Technical Support / System Administrator | • Customer technical expert on SAP platform<br>• Recipient of technical notifications from the SAP Business Network<br>• Monitoring of the technical messages exchanged between Customer systems and the SAP Business Network and investigation of any message failures.<br>• Submit and track technical issues<br>• Main contact to SAP Customer Support after deployment | 5-10%<br>Ad hoc support |

| Customer Role | Responsibilities | Commitment |
|---|---|---|
| Project Manager* | • Develops a project plan leveraging SAP's implementation methodology and Customer specific requirements<br>• Makes or facilitates timely decisions throughout the project<br>• Understands and manages the scope, decisions, and impact on departments, systems, and content within Customer organization<br>• Confirms that adequate resources have been assigned and have sufficient skills, bandwidth, access, and authority to complete their tasks<br>• Keeps impacted Customer departments informed and supportive of the project<br>• Provides Customer current and future state business processes, policies, and requirements<br>• Identifies and tracks issues and risks<br>• Acts as point of contact for overall deployment<br>• Escalate to Program Manager and Sponsor (committee) as required | 0.5 FTE<br>(One per global region if applicable) |
| Functional Lead* | • Attend product features and functionality overview session(s) for the Cloud Service; Learns or understands SAP product capabilities and configurability<br>• Understand the vision and goals for the Program, the cloud philosophy, and governance model<br>• Act as subject matter expert on behalf of organizational peers in functional area<br>• Act as advocate within functional areas to support adoption of the SAP Cloud Service<br>• Make design decisions<br>• Verify system configuration documentation<br>• Document all business processes affected by the Cloud Service<br>• Identify, gather, format and load content into the Cloud Service test site<br>• Create test plan<br>• Document test use cases and test scripts<br>• Manage and execute the testing<br>• Triage and Investigate test defects<br>• Raise test defects to SAP where appropriate; Include all information necessary to understand and recreate the test defect | 0.5 FTE<br>(One per global region if applicable) |
| Technical Lead* | • Single Technical point of contact for all interaction and coordination<br>• Participate in requirements gathering workshops, and responsible to bring necessary resources to represent all source systems<br>• Plan, manage, and conduct system testing<br>• Coordinate user acceptance testing with Program Manager, knowledge, and power users<br>• Issue investigation and resolution<br>• Conduct cutover activities<br>• Identify and document all tasks needed to prepare Customer production systems to integrate with the Cloud Service production site<br>• Manage technical workstream timeline in conjunction with other Solution work streams<br>• Secure additional technical resources as necessary<br>• Maintenance of SAP Business Network technology and connection to Customer systems | 0.5 FTE |

| Customer Role | Responsibilities | Commitment |
|---|---|---|
| Trading Partner Enablement Functional Lead * | • Create and approve Trading Partner communications and education content<br>• Participate in requirements gathering and design workshops<br>• Reinforce Solution compliance with Trading Partner and internal department stakeholders as part of change management program<br>• Participate in user acceptance testing<br>• Conduct enablement related cutover activities<br>• Manage and enforce compliance with Trading Partner in escalated status<br>• Ensure training needs are addressed/issues escalated appropriately<br>• Develop training approach | 0.5 – 1 FTE (Depending on Trading Partner scope) |
| SAP Business Network Account Administrator | • Manage users, roles, and permission on SAP Business Network | 5-10% Ad hoc support |

## VI.  ENABLEMENT SERVICES KEY ASSUMPTIONS

- Customer must provide the following data requirements for each Trading Partner record to be considered in the Program:

  - Trading Partner Name

  - Trading Partner ID

  - Country location of Trading Partner

  - City or Postal Code

  - Contact Name, Email, Phone and Physical Address

  - Processes in scope for Trading Partners

  - Customer locations/plants involved for each set of processes

- The Enablement Services defined herein are in support of the Customer's development, test, and production environments on SAP Business Network.

- SAP will establish the technology and process to allow Trading Partners to create and share logistics data via the SAP Business Network but does not guarantee that Trading Partners will transact with Customer.

- SAP does not guarantee the logistics data creation and sharing method between Customer and Trading Partners and will not determine transaction method for either party.

- If Customer includes any SAP Confidential Information and/or Cloud Materials in any Customer-created usage manuals, guides or handbooks (collectively "Customer Materials") such Customer Materials shall be restricted to Customer's internal use only and subject to the terms of the Agreement between Customer and SAP (and/or its Affiliates as applicable) governing Customer's access to and use of the Cloud Services. Further, in addition to preserving and maintaining all copyright and trademark notices, the following designation must be placed on every page of each such Customer Material: "This document contains proprietary and confidential information of SAP SE and/or its Affiliates.

- The setup and administration of the SAP Business Network tenant for the Customer are out of scope for this Subscription Service.

- All Trading Partners data that is either incomplete, inappropriate (i.e., Customer employees as Trading Partner contacts, etc.) or requires clarification and is needed for enablement will be returned to Customer for resolution within the 3-5 days. Customer will be responsible for updating or correcting any Trading Partner contact information that is deemed to be incorrect as part of our enablement activities.

- This may include incorrect phone numbers, contact names, e-mail addresses or Trading Partner that cannot be contacted as part of Enablement Services activities.

- Customer will allow SAP members to call/contact Trading Partners and represent themselves as authorized Customer representatives.

- The SAP Business Network Services team may collaborate with Customer or third party, contracted partners procured by SAP or Customer.

- SAP will forward any questions from Trading Partners related to Customer internal processes to the Customer for resolution directly with the Trading Partner.

- Customer and Trading Partner written and verbal communications as well as training guides related to Enablement Services are available in English only, unless otherwise stated in the Order Form.

- Functional training and Customer/Trading Partner stakeholder sessions will be delivered with a one-to-many approach (i.e. a group of Trading Partners attending one single session).

- For integrated/B2B trading partners relationships, standard product documentation will be provided which captures the specifications of SAP's standard implementation of the supported B2B data standards.

- B2B mappings are based on SAP Business Network standards and may not mirror Customer's existing configurations.

- SAP will provide an electronic version of the materials listed below to the Customer. Any materials will be created using SAP standard templates. Customer is responsible for revising these materials and keeping materials up to date for any future phases or additional Trading Partner rollouts and/or for creating custom versions.
    - Pre-Kick-Off Presentation
    - Kick-Off Presentation
    - Customer Stakeholder Presentation
    - Standard Functional Training Guides
    - Summit and Functional Training Recording

- After completion of a Trading Partner go-live, SAP Business Network Services resources will disengage from the Trading Partner who is now considered enabled. Customer and Trading Partner are expected to monitor processes and statuses of messages between Customer and Trading Partner in the production environment. For any issues after go-live, Customer and Trading Partner have the option to contact SAP Global Support for resolution.

- The goal of SAP Business Network enablement is achieved when Trading Partners are connected to the Customer over SAP Business Network to exchange critical business documents and data to further increase the operational efficiency of Logistic processes amongst SAP Business Network participants.

## VII. GENERAL ASSUMPTIONS

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