Scope Document for Baseline Activation Service for SAP Commerce Cloud

This Scope Document is part of the Order Form.

1.   DEFINITIONS

1.1.   **"Production System"** means a live SAP system used for running Customer's internal business operations and where Customer's data is processed.

1.2.   **"Test System"** means an SAP system environment used for configuration or testing content. It cannot be the same as the Production System.

2.   SCOPE OF SERVICES

2.1.   SAP shall provide baseline activation service for SAP Commerce Cloud ("Service/s") to assist Customer with the implementation of the Cloud Service SAP Commerce Cloud.

2.2.   The following scope of Services will be confirmed in a kick-off call, which will last a maximum of 2 hours.

(a)   Capabilities workshop for business stakeholders to provide a baseline knowledge of the native features and capabilities of the Cloud Service. The workshop can be delivered in multiple sessions totaling no more than two (2) days of effort.

(b)   Setup and configuration of one (1) basic Cloud Service storefront, with its own data and preferences deployed to Test System.

2.2.1.   Functional Scope

Scope Item / Business Process	Scope Details	Customer Defined Options
Capabilities Workshop	Baseline knowledge of the native features and capabilities of the SAP Commerce Cloud solution, including: • Customer journey • Backoffice tools • Pricing and catalog concepts • Pricing and promotions • Search and navigation • Order management, stock, and fulfillment • Checkout, payments, returns, and refunds • Content management • Personalization • Internationalization • Platform architecture, APIs, and interfaces • Cloud Portal • Composable storefront	
Project Setup	• Convert questionnaire responses to configuration files for the SAP Commerce Cloud platform and storefront • Validate required connectivity to SAP Commerce Cloud	(optional) SMTP server connection details

Scope Item / Business Process	Scope Details	Customer Defined Options
	• Initial set up of code in Customer's source code repository • Set up users and roles in the Cloud Portal • Generate repository and project • Generate storefront base configuration • Deploy to Test System • Document instructions for deploying to Test System	
Data Load	• Generate data load templates • Prepare data load • Set up product catalog and classification system • Import completed data load	For non-English data, Customer to provide translations for provided file-based language pack
Basic Branding	• Color scheme • Basic font • Logo replacement • Basic styling of global elements • Basic styling of header and footer elements	Customer to provide branding guidelines and/or store mockups

2.2.2. Integration Scope

The following SAP standard integration points between SAP systems are part of the scope of the Services.

SAP Standard Integration Point	Source System	Direction	Target System	Description
Storefront	SAP Commerce Cloud	<>	SAP Commerce Cloud, composable storefront	
Email	SAP Commerce Cloud	>	SMTP Server	(optional) connect SAP Commerce Cloud to Customer-provided email server.

2.3. Scope Conditions and Boundaries

The following conditions and boundaries apply to the scope of Services.

(a) Company code: 1

(b) Number of Customer legal entities: 1

(c) Data Center: 1

(d) Website/Brand: 1

(e) Currency: 1

(f) Products: 100

(g) Price Rows: up to 100 products

(h) Tax Rows: up to 100 products

(i) Media: 1 image per product

(j) Points of service: 5

(k) Warehouse: 2

(l) Stock: up to 100 products

(m) Navigation content: up to 2 levels deep

(n) System language: English only

(o) All business data in the system: English only, unless provided by Customer and no more than one (1) additional language.

(p) No more than 10 Customer project team members attend the Capabilities Workshop.

(q) No more than 10 Customer project team members to grant access to Test System.

(r) Email Server: 1 SMTP email server.

2.4. Prerequisites

Customer shall fulfill the following prerequisites before the start of the Services:

2.4.1. Customer has a valid cloud subscription for Cloud Service.

2.4.2. Test System has been provisioned.

2.4.3. Provide SAP development team with write access to Git repository to be used for storing code intended for Cloud Service.

2.4.4. Provide CUSTOMER SYS ADMIN role to development team for the Test System.

2.4.5. Customer provides the following information:

(a) Any functional and non-functional specifications documents.

(b) List of project team members attending the Capabilities Workshop.

(c) List of project team members to grant access to Test System, including S-User and email.

(d) Completed questionnaire.

(e) Branding guidelines and store mockups.

(f) Images in PNG format including:

(i) Business Logo

(ii) Product media with one of each 300x300 pixels and 65x65 pixel sizes.

(g) Any architecture documentation, including application, logical, physical, and integration design documents.

2.5. Out of Scope

The following is out of scope, including without limitation:

(a) Ancillary or other services not expressly listed in this Scope Document.

(b) Subscription to any Cloud Services or purchase of SAP Software.

(c) Any development of custom code, updates, or upgrades to SAP products.

(d) Analysis of as-is business processes.

(e) Programs or content to migrate data from any systems outside that listed in the Scope of the Services (2.2).

(f) Integration and branding between SAP Commerce Cloud and any other SAP and non-SAP software, including other storefront technologies.

(g) Connectivity/configuration of Virtual Private Network (VPN).

(h) Data cleansing or data clean-up.

(i) Customer-specific authorizations, roles, and security concepts. SAP will use the standard authorization content provided with the Cloud Service.

(j) Any changes required because of pre-existing Customer specific enhancements or developments.

(k) Any changes required because of quality or values of Customer's master and transactional data.

(l) Unit testing in any environment besides the Test System where the initial configuration was completed. Only unit tests that come with the Cloud Service will be executed.

(m) Training services, such as formalized training on the Cloud Service for project team members, training for users, or end-user documentation.

3. RACI

SAP and Customer agree on the following responsibility matrix of activities.

(a) **Responsible (R):** Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.

(b) **Accountable (A):** The Customer has overall accountability for its project and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.

(c) **Consulted (C):** Provides input on how to perform the activity and supports the execution of the activity.

(d) **Informed (I):** Provided with information.

Activity	SAP	Customer
Services Preparation		
Send Services pre-packaged instructions, templates, and pre-requisites list	R	C
Confirm Customer project team	I	R
Hold kick-off call: Communicate the Services, roles and responsibilities, expectations and schedule	R	I
Conduct initial review of provided documents	R	I
Confirm completion of pre-requisites	C	R
Capabilities Workshop		
Review of provided documents, if applicable	R	C
Deliver Capabilities Workshop activity to Customer team	R	C
Sign-off of phase completion and Deliverables in accordance with section 5	I	R
Project Setup		
Implement Project Setup Foundation Scope Configuration defined in section 2.2.1	R	C
Send data for testing	C	R
Execute unit test cases against Test System	I	R
Resolve test issues related to unit tests of Project Setup Foundation Scope Configuration defined in section 2.2.1	R	C
Resolve test issues related to Customer responsibilities	C	R
Data Load		
Implement data load foundation scope configuration defined in section 2.2.1	R	C
Basic Branding		
Implement basic branding foundation scope configuration defined in section 2.2.1	R	C
Verify unit tests are executing against small Test System	C	R
Finalize documentation deliverable	R	I
Conduct solution walkthrough/knowledge transfer to Customer team	R	C

Activity	SAP	Customer
Sign-off phase completion and deliverables in accordance with section 6	I	R

4. SCHEDULE

4.1. The start date of the Services will be mutually agreed between parties within a reasonable time frame after the Order Confirmation.

4.2. SAP may require a lead time of up to 3 weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.

4.3. The estimated duration for the Services is 3 weeks.

4.4. Services are provided on a one-time basis, and SAP's obligation to provide the Services ends with the Services closure, which shall occur no later than 12 months after Order Confirmation. Thereafter, SAP has no further obligation to deliver the Services. There is no discount, refund, or credit if the Services are not utilized within 12 months.

5. ORGANIZATION

5.1. SAP Team

5.2. SAP assigns a Services point of contact to the Customer after Order Confirmation.

5.2.1. The SAP team includes the following key roles:

(a) Project Manager

(b) Technology Consultant

(c) Developer

5.2.2. SAP may elect to staff a single resource to serve multiple roles or multiple resources to serve a single role.

5.2.3. SAP team roles are, in general, staffed on a part-time basis.

5.2.4. Services are delivered remotely.

5.3. Customer Team

5.3.1. The Customer team includes the following roles:

(a) Project Manager: Single point of contact for SAP. Manages Customer project, including Customer team, project plan, project status, and decision-making process.

(b) Business Lead: Decision maker. Take responsibility for the Cloud Service satisfying the business needs. Owns business processes, approves the solution, and is the key liaison between the Services, the Customer project, and the business.

(c) Business Subject Matter Experts: The subject matter expert represents the business and will be involved in issue resolution and data migration.

(d) Functional Lead: Undertakes configuration alongside SAP consultants.

(e) Technical Lead: Leads execution of activities that affect Customer systems and data.

(f) End Users: Nominated system end users that join the project to attend the Capabilities Workshop.

5.3.2. In cases where it is necessary to assign multiple resources to a single role, Customer shall clearly identify the responsibilities of each resource.

5.3.3. Customer is expected to staff the roles per the time allocations recommended by SAP.

5.4. Governance

5.4.1. The Services will have sponsorship from Customer's senior management, who will be available on a timely and regular basis to monitor the progress and to act as a decision maker for policy decisions.

5.4.2. To facilitate effective communication between SAP and Customer, an SAP and Customer status meeting to clarify open issues and questions will occur weekly unless a different periodic interval is mutually agreed to.

5.4.3. If and to the extent required to perform the Services, Customer and SAP will work cooperatively at the start of the Services to establish the governance model, including a documented issues management process to address any and all issues that arise on the project. It will address the prioritization of these issues as well as an effective means for issue escalation and resolution.

6. SAP DELIVERABLES AND PROCEDURE

Deliverable	Deliverable Description	Completion Criteria	Deliverable Procedure
Capabilities Workshop Content	Copy of slides shared in delivery of enablement workshop	Handover of PDF containing content delivered in workshop	Approval upon completion
Documentation	Documentation of completed configuration and deployment instructions.	Handover of PDF documentation provided to Customer	Approval upon completion

7. CUSTOMER RESPONSIBILITIES

7.1. Customer shall cooperate with SAP in good faith so that SAP can deliver the Services. Customer's failure to meet or fulfill any of the specified responsibilities or requirements in this Agreement can result in a delay of the provision of the Services or an increase of fees due.

7.2. In addition to the Customer responsibilities in the GTC, Customer shall fulfill, in particular, the following responsibilities:

7.2.1. Services-specific Customer Responsibilities

(a) Provide SAP Services with the completed initial system setup questionnaire.

(b) Provide sample data in expected format to SAP by the mutually agreed date.

7.2.2. General Customer Responsibilities

(a) Customer is responsible for the overall management of Customer's project and controls the project realization, process, scope, costs, Customer resources, and targeted solutions.

(b) Customer shall staff the listed Customer team roles with the requisite skills and knowledge to complete Customer activities.

(c) Customer shall use reasonable efforts to minimize the change in personnel throughout the duration of the Services.

(d) If Customer involves third parties, Customer shall manage any third-party resources and be responsible for their acts and omissions.

(e) Customer shall supply SAP with the names and contact information of key Customer and third-party resources.

(f) Customer shall be fully responsible for organizational change management of all affected departments.

(g) Customer shall fulfill and provide listed prerequisites required to perform the Services.

(h) Customer shall be fully responsible for technology infrastructure that is on premise or hosted by a third party. This includes but is not limited to SAP infrastructure, network and system administration, security, periodic backup and restore activities as required, and server and storage hardware. Required systems shall be available throughout the Services.

(i) If required to perform the Services, Customer shall enable the use of SAP laptops and mobile devices on Customer's network to SAP's network via SAP's Virtual Private Network (VPN) protocols.

(j) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team.

(k) If required to perform the Services, Customer shall review applicable SAP Cloud Service learning materials.

(l) Customer shall comply with any relevant governmental and regulatory requirements.

(m) Sign-off SAP Deliverables in accordance with section 6.

8.   ASSUMPTIONS

8.1.   The Services are provided based on the current release version of the Cloud Service that is generally available at the start of the Services delivery. Unless SAP's release notes state otherwise, SAP provides at least 1 monthly update for general availability. If an update is made generally available during the performance of the Services, any additional planning or configuration required to support the updated release is not included in the Services.

8.2.   If not otherwise agreed, the project language and corresponding documentation is English. SAP documentation will be delivered in English only.

8.3.   If not otherwise agreed, Services are provided from Monday through Friday on normal business hours (between 8:00 a.m. – 6:00 p.m.) in accordance with SAP-recognized holidays, observed by SAP's registered office.

8.4.   Services are based on a predefined scope and delivery model. In performing the Services, SAP:

(a) May utilize accelerators.

(b) Will follow applicable parts of the SAP Activate standard implementation methodology.

(c) May use software and tools ("Tools") for which all rights of authorship remain with SAP or SAP SE. In case Tools are copied to Customer´s system, Tools and all permitted copies thereof must be deleted at the end of the Services. If, at SAP's sole discretion, Tools are left on the system for documentation purposes, Customer is not permitted to use such Tools for any other remaining purpose. Tools are provided on an as-is basis with no warranty. SAP will not support or enhance the Tools beyond what is provided during the term of the Services.

8.5.   Any changes to the scope of Services, whether requested during or after the Services term, shall be subject to a separate Services agreement in consideration of additional fees.