

Expert Guidance Service for SAP S/4HANA Finance

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1 SCOPE OF SERVICES

Customer is undertaking a project to implement SAP software. Customer is the owner of the Customer's project and is overall responsible for the project and the process, scope, costs, resources and outcomes.

SAP will provide the Advisory Service "expert guidance service for S/4HANA Finance" ("the Service") as defined herein to assist Customer with advice in the Customer's implementation project on defined solution areas of the Customer's SAP software up to a maximum of 16 person days.

The solution areas to be covered by the scope of this Services are

- Financial Accounting (FI) and Management Accounting (CO)

The details of the business processes that will be part of scope of these SAP modules are listed below:

Financial Accounting (FI) and Management Accounting (CO)

– Accounting & Financial Close

- General Ledger Allocation Cycle
- Cash Journal
- Managing Material Price Changes and Inventory Values
- Accounting for Incoming Sales Orders
- SAP Fiori Analytical Apps for Asset Accounting in Finance
- Period End Closing Plant
- Inventory Valuation for Year End Closing
- Period End Closing Maintenance Orders
- Asset Under Construction
- Accounting and Financial Close
- Asset Accounting
- Accounting and Financial Close Group Ledger IFRS
- Asset Accounting Group Ledger IFRS
- Asset Under Construction Group Ledger IFRS

– Cost Management & Profitability Analysis

- Financial Plan Data Upload from File
- Commitment Management
- One Allocation
- Statistical Sales Conditions
- Standard Cost Calculation
- Internal Order Actual
- Overhead Cost Accounting
- Profitability and Cost Analysis

– Treasury Management

- Basic Bank Account Management
- Basic Cash Operations
- **Financial Operations**
 - Direct Debit
 - Lockbox
 - Legal Control
 - Provisioning of Overdue Receivables
 - Combined Invoice – Goods and Service Items
 - Accounts Receivable
 - Accounts Payable
 - Basic Credit Management

SAP will assist the Customer with subject matter expertise (SME) and advice on SAP Best Practices based on the SAP Activate methodology for the applicable modules (FI and CO) as defined in section 1.1.

SAP may recommend accelerators such as SAP Best Practices, SAP Rapid-Deployment solutions and/or SAP Engineered Services (Engineered Services), for Customer's further consideration.

1.1 Business Process and Functional Scope

The following item forms the scope of the Services to be provided by SAP.

Scope Item	Scope Details	Applicable SAP modules/software components/solutions
Mandatory: Expert guidance	Subject matter expertise (SME): SAP will provide Customer with Consultant(s) skilled in the solution areas mentioned. SAP will perform documentation study and system analysis (if applicable), and conduct remote meetings, discussions and workshops with the Customer team to understand the Customer needs and pain points. SAP will provide advice for the defined SAP topic areas in the context of the Customer's SAP implementation project or environment, provide recommendations from SAP Best Practices for Customer's further consideration and create a Services report that includes the findings and recommendations.	<p>The solution areas to be covered by the scope of this Service are</p> <ul style="list-style-type: none"> • Financial Accounting (FI) and • Management Accounting (CO)

1.1.1 Functional Scope Details

The following applies to the functional scope:

1. The number of company codes (legal entities) in scope is limited to a maximum of 1.
2. The number of countries in scope is limited to a maximum of 1.
3. The number of active users shall be less than 1000.

1.2 Workflows, Reports, Interfaces, Conversions, Enhancements and Forms

No Workflows, Reports, Interfaces, Conversions, Enhancements and Forms will be created or delivered within the scope of the Services.

2 APPROACH AND RACI

Customer is responsible for identifying the methodology to be used for the Customer's implementation project and providing details to the SAP consultants.

SAP recommends using SAP Activate methodology and Solution Manager 7.2 to define processes and documentation of explore phase.

The Customer has the overall accountability for the whole project and all its elements.

SAP and Customer agree the following responsibility matrix of activities.

- Responsible (R): Charged with performing the activities. A mutually agreed project plan may define further details at the work unit level.
- Accountable (A): The Customer has overall accountability for its implementation and all the activities identified below. Hence, Accountable (A) does not appear for the activities below.
- Consulted (C): Provides input on how to perform the activity and supports the execution of the activity.
- Informed (I): Provided with information.

Activity	SAP	Customer
Phase PREPARE SERVICE DELIVERY		
Initiate		
Designate Customer representative contact for the Services delivery, align on areas of Services scope and identify the topics requiring the Services	C	R
Assign SAP Consultants or subject matter experts to the Services roles as defined in this Scope Document	R	I
Identify the Customer team needed for the delivery of the Services	C	R
Conduct the Services kick-off meeting: Communicate Services overview, roles and responsibilities, and scheduling of the Services with the Customer team, including project leadership	R	C
Planning of the Services remote meetings, discussions and workshops	R	C
Plan		
Conduct Services delivery planning meeting with the Customer team	R	C
Refine, finalize and communicate final Services schedule	R	C
Confirm Services schedule and schedule meetings, discussions and workshops	C	R
Submit requested documentation and provide system access (if applicable)	C	R
Confirm receipt of documentation and system access	R	I
Phase PERFORM SERVICE DELIVERY		
Execute		
Perform documentation study and system analysis (if applicable), conduct remote meetings, discussions and workshops with Customer team to understand the Customer needs and pain points and to develop initial findings and recommendations.	R	C

Activity	SAP	Customer
Conduct (remote) observations workshop: Communicate preliminary observations and provide advice on solution areas defined in scope of Customer's SAP project or environment	R	I
Prepare final findings and recommendations from SAP Best Practices (if applicable)	R	I
Prepare Services report	R	I
Conduct Services debrief	R	C
Phase SERVICE CLOSURE		
Close		
Deliver the Services report as a PDF via email and communicate the completion of Services via email confirmation	R	I

3 SCHEDULE

Within (5) five business days after Order Confirmation the Customer will be contacted by SAP to schedule the start of the Services.

The current estimated schedule provides provisional durations as follows.

Phase	Estimated Duration (Weeks)	Estimated Start Date
PREPARE SERVICE DELIVERY	~ 1 week	To be mutually agreed
PERFORM SERVICE DELIVERY	~ 2 weeks	~ 1 week after start of Phase PREPARE SERVICE DELIVERY
SERVICE CLOSURE	~ ½ week	Not later than 4 weeks after start of Phase PREPARE SERVICE DELIVERY

4 ORGANIZATION

4.1 SAP Team

The key SAP roles are as follows

SAP Team	Level of Involvement	Maximum Person Days
Principal Project Manager	Single resource. Part-time. Remote.	2
Principal Business Process Consultants	Multiple resources. Part-time. Remote.	14

4.2 Customer Team

The Customer shall assign a Project Manager who will be responsible for managing the Customer's implementation project. The Customer's Project Manager will assign Customer team members needed to

deliver the Customer's project and notify them of the activities being performed by SAP during the delivery of the Service.

Customer team shall be available to complete Customer activities as necessary to enable SAP to perform the Service. The Customer team will include the following roles.

Customer Team	Description	Level of Involvement
Project Manager	Management of resources, resolving issues, project plan, project status and decision-making process.	Single resource. Full-time. Available on call.
Business Subject Matter Experts	The subject matter expert represents the business.	Multiple resources. Part-time. Available on call.
Solution Architect / IT Subject Matter Expert	The IT subject matter experts and solution architects represents the IT.	Multiple resources. Part-time. As required. Available on call.

5 SAP DELIVERABLES

The following table lists the SAP Deliverables.

Deliverable	Deliverable Description	Completion Criteria
Services report	Documentation of the key findings and recommendations of the Services.	Remote presentation of the Services report and handover via email in form of a PDF-file. Delivery will be approximately ten (10) days after the completion of the "observations workshop".

5.1 Acceptance Process

SAP Deliverables shall be deemed accepted when provided to the Customer.

6 GENERAL CUSTOMER RESPONSIBILITIES

Customer has the following general responsibilities:

- Provide enough time to SAP for commencing and completing the Services in accordance with this Agreement.
- Overall management of, and responsibility for, the Customer's project.
- Ensure that Customer team members are knowledgeable about the scope as defined in section 1.
- Ensure that Customer team members are available for all discussions, Workshops and activities as needed.
- Minimize the change in Customer team members throughout the duration of the Services.
- Manage the Customer's third-party service providers.
- Supply SAP with the names and contact information of Customer team members and third-party resources.
- Organizational change management activities, training and knowledge transition activities which include, but are not limited to the following: communication plan, organizational transition plan, business readiness for go live, design and roll-out of end-user training, coordination with remote sites, and project communication to the company.
- Provide SAP (and Customer team members) with necessary access to Customer systems during and after normal business hours, on weekends, and on holidays. Limitation of SAP access during these times may reduce SAP's ability to maintain Customer's project schedule.
- 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. These systems shall be available throughout the Services according to the project schedule.

- Ensure a consistent, stable, and fast SAP remote support connection/service connection is available between SAP and the Customer at the required times.
- Provide SAP with the necessary authorizations for remote access to Customer's systems.
- Provide technical advice regarding any third-party systems to which the team will have access.
- Customer is responsible for the acts, omissions, and defects of parties that Customer contracts or instructs to perform Customer's duties (notably other third parties not engaged by SAP as if they were Customer's own acts, omissions, and defects. As between SAP and Customer's other, third-party contractors, such other contractors are therefore parties performing duties on Customer's behalf.
- Ensure Customer compliance with any relevant governmental and regulatory requirements.
- Performance by Customer of its collaborative duties in this contract is a primary contractual duty and is a necessary precondition for the proper performance of SAP's duties. Failure on the part of Customer to meet or fulfil any of the specified Customer responsibilities or requirements in this Agreement might result in a delay of the provision of the Services and/or in the estimated schedule.

7 ASSUMPTIONS

The following assumptions apply:

- The Services as per this scope document are valid up to 6 months from the date of purchase.
- SAP may require between two (2) to three (3) weeks to assemble a team. SAP reserves the right not to start the Services until SAP has assembled a team.
- The Services shall be provided 100% remotely from any location in SAP.
- The Services shall be consumed in consecutive days and shall be completed within 4 weeks after Services started.
- Any changes to scope shall not be allowed for purchases through SAP Store.
- Any unutilized days shall expire automatically at the end of the Term of the Agreement and there is no refund and no service credits provided towards any unutilized days.
- The Services language is English, and the Services report and all documentation will be prepared in English. Services meetings and workshops will be held in English and minutes will be prepared in English.
- Customer should have valid licenses for the scope of work. Customer should ensure that the valid licenses for the SAP modules in scope (as selected in section 1 Scope of Services) have been procured by Customer from SAP.
- Customer shall have consultants who are trained in respective modules (Training is not part of this Scope Document).
- Technical team shall be provided by Customer on need basis.
- Customer shall give access of system to SAP for investigation and providing recommendation.
- SAP may use certain software and tools (all referred to as Tools herein) for its work, for which the rights are not already regulated through a software license agreement. All title to and rights in Tools, including without limitation copyright and rights of authorship, remain with SAP or SAP SE. These Tools may be copied to Customer's system and Customer is granted non-exclusive rights to use Tools for the term of and solely for the purposes related to the Services. No other use, including the creation of further copies or use on another system, is permitted. Tools and all permitted copies of Tools 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 Tools for any other remaining purpose except documentation. Such Tools are 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.
- All supporting documentation will be developed using personal computers/laptops using Microsoft Office applications (Word, Excel, MS Project, Visio and PowerPoint) or other mutually agreed documentation tools.

8 EXCLUSIONS

Any items or services not defined as in scope for this Services are deemed out of scope, including, but not limited to the following exclusions:

- Deliverables not explicitly described in this Scope Document.

- Advise of any Localization requirements.
- Procurement of software licenses (SAP and non-SAP licenses).
- An analysis of as-is business processes.
- Data cleansing of migrated data from Customer systems.
- Content for end-user training.
- Upgrade to the SAP solution components, operating systems or database systems.
- Effort for the use of verification and validation testing processes which may be required by regulatory industry or governmental requirements.
- Developments that modify the standard SAP Software source code.
- Design the project architecture or decision on the proposed architecture for implementation.
- Build or release management.
- Project and resource management & task allocation.
- System Back-up and restore.
- Any acceptance criteria in any shape and forms.
- Adjustments/ validations of project plan, migration strategy, testing strategy, SLA measurements, system monitoring.
- Any support related to the set-up, configuration, administration or tuning of hardware, network, operating system or database.
- Any testing / verification activities.
- Performance test execution.
- Test Stub development.
- Hardware sizing.
- Copying systems, installation of hardware/software.
- Integration with any third-party middleware.
- Any other sections, clauses and terms and conditions is out of scope except as described in this Document
- Any RFP or any contractual obligations issued by Customer.
- The development of new functionality, extensions or co-innovation.
- SAP shall provide the Services only and shall not be responsible for any implementation/support/maintenance related services.

9 DEFINITIONS

1. **SAP Best Practices:** SAP's predefined business processes, configuration content and documentation for SAP Software. SAP Best Practices may be used as the basis for SAP implementation activities.
2. **SAP Rapid-Deployment solutions:** packaged content that provides a predefined scope, delivery approach and SAP Best Practices business processes and configuration to accelerate the deployment of SAP software.
3. **Engineered Service:** a service delivered by SAP that has a predefined scope, delivery approach and accelerators.
4. **Workflows:** a workflow is a sequence of connected steps triggered by an event to automate a process such as a document approval. Examples include SAP Business Workflows.
5. **Reports:** technical objects designed to deliver business figures or reports with no change to application data.
6. **Interfaces:** technical objects to transfer information from one system to another, usually referring to objects that are not part of the SAP licensed Software. Examples of technology include SAP Process Orchestration and Intermediate Documents (IDocs).
7. **Conversions:** technical objects used to migrate data to SAP systems during the Service. Examples of technology include data migration programs, SAP Data Services and Legacy System Migration Workbench (LSMW).
8. **Enhancements:** changes and additions to SAP functionality using development objects specifically provided for Customer changes. Examples include the use of user exits and business add-ins (Exits).
9. **Forms:** printed or electronic forms containing formatted information from SAP applications. Examples of technology include SAPscripts, Smart Forms and SAP Interactive Forms by Adobe.