**Scope Document for activation service for SAP Business Network Global Track and Trace**

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.    **"SAP Business Network"** means the SAP B2B collaboration platform where companies connect, transact, and partner on shared processes and information. in the context of these Services, SAP Business Network refers to SAP Business Network Global Track and Trace.

1.3.    **"Services"** means the service(s) to be provided by SAP as described in this Scope Document.

1.4.    **"Test System"** means an SAP system environment is used for configuration or testing content prior to moving it to the Production System.

1.5.    **"Visibility Provider"** means a non-open source third party solution allowing trading partners (such as suppliers and manufacturers) to share data on shipments as well as other movements in the supply chain.

**2.    SCOPE OF SERVICES**

2.1.    SAP shall provide Services as described herein to assist Customer with the implementation of SAP Cloud Service SAP Business Network Global Track and Trace.

2.2.    The following items form the scope of Services and will be confirmed in a kick-off meeting.

2.3.

| Scope Item/ Business Process | Scope Details |
|---|---|
| Assistance to connect, configure and test SAP Business Network Global Track and Trace | • Assistance with scope validation for 1 delivery or shipment tracked process in SAP Business Network.<br>• Activation of SAP Business Network tenant in SAP BTP.<br>• Assistance with connectivity and integration to Customer system for 1 delivery or shipment tracked process using 1 SAP Business Network standard tracking template.<br>• Assistance with running DRF program to integrate location master data when SAP S/4HANA is in scope.<br>• Configuration of 1 standard tracking scenario and 1 standard tracking app in SAP Business Network and in SAP BTP.<br>• Assistance with integration of 1 Visibility Provider for the shipment tracking scenario in scope. Visibility provider selected must be already transacting on SAP Business Network to be in scope.<br>• Configuration of event to action script in SAP Business Network and connection with Customer system so events data can be used in it.<br>• Assistance with system integration test.<br>• Assistance with user acceptance test.<br>• Knowledge transfer to key users to manage/use SAP Business Network.<br>• Assistance to production cutover.<br>• Production of Services technical documentation on SAP BTP and SAP Business Network configuration.<br>• Reactive go live support for 2 weeks. |

### 2.3.1. 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 |
|---|---|---|---|---|
| Transactional data integration | SAP S/4HANA | >> | SAP Business Network Global Track and Trace | Transfer of process relevant documents to SAP Business Network. The transaction data integration refers to how data is extracted. Specifying which data is extracted will require Customer to code relevant mapping(s). |
| Master data integration: via DRF program | SAP S/4HANA | >> | SAP Business Network Global Track and Trace | Duplication of relevant locations from SAP S/4HANA to SAP Business Network. |

### 2.4. Scope Boundaries and Conditions

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

### 2.4.1. Functional Scope Boundaries

(a) Standard applications for SAP Business Network: 1

(b) Standard tracking template for SAP Business Network: 1

(c) Number of tracking scenarios: 1 of those supported by the SAP Business Network standard template selected by Customer in 2.3.1 (b).

(d) Visibility Provider with an existing connection to SAP Business Network: 1 (when used by Customer). Existing means the Visibility Provider has an active/transacting connection through SAP Business Network to be in scope.

(e) SAP PI/PO: 1 (when used by Customer to integrate to SAP Business Network)

(f) SAP Business Network shipper tenant: 1

(g) SAP ERP or SAP S/4HANA system/client: 1

(h) Company code: 1

(i) Number of Customer legal entities: 1

(j) Plant: 1

(k) Country/countries in scope: countries supported by SAP Business Network. Countries supported are defined in the product page of SAP Help Portal.

(l) User Interface language/s: supported by SAP Business Network are defined in the product page of SAP Help Portal.

(m) System language/s: English only

(n) Language/s for all business data in the system: English only

### 2.4.2. Services Scope Conditions

(a) The kick-off meeting is set up as a telephone call or online-meeting with standard application such as Zoom or MS Teams and will last maximum 3 hours.

(b) Services are delivered in English only.

(c) SAP will assist with Customer inquiries on selected standard tracking template implementation and data mapping for a maximum of 4 person days.

(d) Visibility Provider integration:

- Is based on the standard functionality and capabilities of the SAP Business Network.

- SAP will spend a maximum of 3 person days.

(e) SAP will assist Customer with system integration test for a maximum of 1 person day over 3 continuous business days.

(f) SAP will assist Customer with move to user acceptance test environment for a maximum of 1 person day over 3 continuous business days.

(g) User acceptance test

- SAP will assist Customer for a maximum of 1 person day over 5 continuous business days.

- No more than 3 Customer persons will execute user acceptance test.

(h) Knowledge transfer session during the Services realization:

- SAP will spend a maximum of 1 person day over no more than 2 continuous business days.

- No more than 5 Customer project team members will attend.

(i) SAP will assist Customer with the move to the Production System for a maximum of 1 person day over 2 continuous business days.

(j) Go live support

- SAP support is reactive only. Customer will inform SAP about issues to analyze.

- SAP will provide a maximum of 4 person days, remotely for up to 2 continuous weeks.

- Go live support will begin when technical cutover has been executed. Cutover to Production is expected to be executed by Customer within 1 week of knowledge transfer session.

2.5. Prerequisites

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

2.5.1. Customer has a valid cloud subscription or software license (as applicable) for the following:

(a) SAP Business Network Global Track and Trace latest available version

(b) SAP BTP latest available version

(c) 1 of the Customer backend systems listed below:

(i) SAP S/4HANA Cloud, private edition

(ii) SAP S/4HANA (on Premise) 1909 or higher

(iii) SAP ERP ECC 6 or above

Applicable Cloud Service and Software is provisioned, licensed, and fully set up (2.4.1 (a) and (b)) / fully functional (2.4.1 (c)).

2.5.2. Customer provides access to the following tiered system landscape: Test System, Production System.

2.5.3. Customer shall activate the following in the Test System, Production System:

(a) SAP PI/PO (only relevant if SAP Business Network should be connected via PI/PO)

(b) Relevant firewalls settings

2.5.4. Customer provides the following information:

(a) Functional and non-functional specifications documents

(b) Role, profile, and security design document

(c) Detailed technical design documents

(d) Key design decision logs

(e) Architecture documentation including application, logical, physical and integration design documents

2.6. Out of Scope

The following is out of scope, including without limitation:

(a) Any 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) Upgrade to the SAP solution components, operating systems, or database systems.

(e) Any tracking template which are not part of the SAP Business Network standard templates (the standard templates are documented in SAP product documentation under SAP Help Portal).

(f) Documentation of customization carried out by Customer on SAP Business Network standard tracking templates.

(g) The available tracking information and status updates may vary based on region, mode of transport, logistics service provider, Visibility Provider. There is no entitlement to extend this data as part of these Services.

(h) Integration with a Visibility Provider which is not already transacting with a Customer through SAP Business Network.

(i) SAP TM integration with SAP Business Network.

(j) Analysis of as-is business processes.

(k) Programs or content to migrate data from legacy systems.

(l) Data cleansing or data clean up.

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

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

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

(p) Unit testing in any other environment besides the environment where the initial configuration was completed.

(q) Verification and validation testing processes that may be required by regulatory, industry or governmental requirements.

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

## 3. APPROACH AND RACI

3.1. The Customer has overall accountability for the project. SAP and Customer agree on the following responsibility matrix for the key activities.

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

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

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

| Activity | SAP | Customer |
|---|---|---|
| **Services Preparation** | | |
| Send Services pre-packaged instructions, templates, and pre-requisites list for download | R | C |
| Confirm Customer project team | I | R |
| Hold kick-off meeting: Communicate the Services, roles and responsibilities, expectations, and schedule | R | I |
| Confirm completion of pre-requisites | C | R |
| **Services Exploration** | | |
| Activate SAP Business Network tenant in SAP BTP | R | I |

| Activity | SAP | Customer |
|---|---|---|
| SAP ERP, SAP S/4HANA system access | I | R |
| Provide solution / feature / functionality documentation | R | I |
| Schedule Q&A workshop with Customer to provide additional information or insight, if needed | R | C |
| Architecture and scope validation for 1 delivery or shipment tracked process in SAP Business Network. | R | C |
| **Services Realization** | | |
| Prerequisites check of the SAP S/4HANA system and check the provisioning of the SAP Business Network tenant | C | R |
| Installation of the SAP Business Network templated data extraction (standard tracking template as well as relevant SAP notes) | C | R |
| Integration of the Customer backend system with the SAP Business Network tenant. Ping test with the tenant to verify connection to SAP Business Network tenant | C | R |
| Configuration of the templated data extraction for the 1 selected delivery or shipment tracked process | C | R |
| Master data (business partner and location) integration from the Customer system in scope of Services to SAP Business Network | C | R |
| Configuration and deployment of 1 delivery or shipment tracking scenario in SAP Business Network | R | I |
| Configuration and deployment of 1 delivery or shipment tracking app in SAP BTP | R | I |
| Configuration in SAP Business Network of the integration with 1 existing Visibility Provider for the delivery or shipment tracking scenario selected by Customer | R | C |
| Configuration of event to action script | R | C |
| Establishing the connection to update the Customer backend system based on SAP Business Network Global Track and Trace events | R | C |
| Execute system integration tests (SIT) | C | R |
| Execute user acceptance tests (UAT) | C | R |
| Hold knowledge transfer session | R | C |
| Provide Services technical documentation | R | I |

| Activity | SAP | Customer |
|---|---|---|
| **Services Deployment** | | |
| Production cutover | C | R |
| Support go live for 2 weeks | C | R |
| Services closure and handover of closing workshop minutes | R | C |

## 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 4 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 16 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 the 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

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

5.1.2. The SAP team includes the following roles:

(a) Business Process Consultant

(b) Technology Consultant

5.1.3. SAP may elect to staff a single Consultant to serve multiple roles, or multiple Consultants to serve a single role.

5.1.4. SAP team roles are in general staffed on a part time basis.

5.1.5. Services are delivered remotely.

5.2. Customer Team

5.2.1. The Customer team includes the following key 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 solution 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) IT / Master data Functional Lead: Undertakes configuration alongside 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 undertake testing and training

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

5.2.3.  Customer is expected to staff the roles per the time allocations as required for the project or as recommended by SAP.

5.3.  Governance

5.3.1.  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.

5.3.2.  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.

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

## 6.  SAP DELIVERABLES

6.1.  The following Deliverables shall be deemed completed and approved by Customer when the below completion criteria have been met.

6.2.  Deliverables

| Deliverable | Deliverable Description | Completion Criteria |
|---|---|---|
| Services Technical Documentation | Technical documentation covering configuration on SAP BTP and SAP Business Network in scope of these Services | SAP provides the technical documentation to the Customer |
| Closing Workshop Minutes | Meeting minutes describing the project wrap-up | Closing workshop minutes provided |

## 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 fulfil 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 applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:

7.2.1.  Services-specific Customer Responsibilities

(a)  Customer shall read SAP Business Network Cloud Service documentation to be knowledgeable about the Cloud Service.

(b)  Customer shall configure relevant firewalls settings.

(c)  Customer shall have deployed SAP ECC, SAP S/4 HANA, modules relevant to the Services.

(d)  Customer shall implement relevant SAP notes in SAP ECC, SAP S/4HANA.

(e)  Sending tracking data to SAP Business Network is the responsibility of the logistics service provider, Customer, or any other external party.

(f)  From system integration test start to Services closure, Customer shall not be permitted to change any customization/settings in any system in scope with SAP Business Network since this may interfere with the implementation of the Services.

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 and assign all necessary IT and business resources 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 learning materials

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

(m) Customer shall sign off the completion of the Services in written form upon request

## 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. SAP provides general updates of the Cloud Service for general availability regularly. 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) Will follow applicable parts of the SAP Activate standard implementation methodology

(b) May utilize accelerators

(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. Knowledge transfer does not replace the necessity for formalized training on the solution(s) which may be available through separate SAP agreements.

8.6. The estimated timelines are based on continuous availability of systems (if required) as well as Customer fulfilling their prerequisites and responsibilities as set forth herein.

8.7. 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.