Scope Document for Accelerated Implementation Service for SAP Commerce Cloud

This Scope Document is part of the Order Form.

1.   DEFINITIONS

1.1.   **"Cloud Portal"** means the self-service portal included with the SAP Commerce Cloud, where an authorized user can manage builds, deployments, and other aspects of the implementation.

1.2.   "**Development System**" means an SAP system environment in which initial configuration and build activities are completed in a non-productive environment.

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

1.4.   "**Product Variant**" means products that differ in some aspect from one another but are based on the same basic model. An example for variants is color and size for a t-shirt product.

1.5.   "**Quality System**" means an SAP system environment is used for configuration or testing content from the Development System prior to moving it to the Production System.

1.6.   "**SAP Best Practices**" means SAP's predefined business processes, configuration content and documentation for SAP solutions.

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

2.   SCOPE OF SERVICES

2.1.   SAP shall provide accelerated implementation service for SAP Commerce Cloud (**Services**) to assist Customer with the implementation of SAP Commerce Cloud.

2.2.   The following items form the scope of Services and will be confirmed in a kick-off meeting which will last maximum 2 hours: setup, configuration and deployment of the SAP Commerce Cloud solution to a Development System, Quality System and a Production System.

2.3.   The Customer Defined Options column indicates the configuration selections available to the Customer, based on provided templates.

Scope Item	Scope Details	Customer Defined Options
Design Session	Define design configuration in scope of the Services and document backlog of future configurations not in scope of the Services	

Data Load	• Configure file-based load of up to 1000 products into 1 single product catalog (staged and online versions)
	• Configure file-based load of price rows for up to 1000 products
	• Configure file-based load of tax rows for up to 1000 products
	• Configure file-based load of up to 2000 media
	• Configure load of 20 employees tied to the following pre-defined user groups:
	  o employeegroup
	  o admingroup
	  o cmsmanagergroup
	  o employeemanagergroup
	  o csagentmanagergroup
	  o customersupportmanagergroup
	  o backofficeadmingroup
	  o marketingmanagerrole
		Customer to provide data up to limits defined using provided templates

Scope Item	Scope Details	Customer Defined Options
	• Load navigation content and structure up to 2 levels • Load up to 50 points of service (stores) • Load up to 4 warehouses • Load up to 200,000 stock levels	
Localization	• Configure file-based load of up to 2 language packs • Configure 1 currency	Customer to select 2nd language (non-English), Customer to provide translations for provided file-based language pack
Network Configuration	• Configure 1 VPN connection between SAP Commerce Cloud and Customer's network • Configure 1 IP filters for each available Service • Configure connection to 1 SMTP provider for sending emails	Provide gateway IP and (optional) pre-shared key (optional) Provide IP address for Network Address Translation (NAT)
Content Branding	• Configure 1 global brand logo • Configure styling of global elements • Configure 1 email template for each of: order placement, order cancellation, order return	
Payments	• Define connection to 1 payment service provider • Configure payment at delivery • Configure buy online and pickup in store	Customer to select from a list of pre-defined payment service providers: o SAP Digital Payment add-on o Barclaycard Smartpay o Checkout.com Payments o Worldpay o Digital River o Nexi XPay
Checkout	• Deliver end-to-end checkout flow: o Billing & shipping address entry o Payment o Order review o Order placement	
Order Management	Configure the following features: • Order confirmation • Wishlist • Excel order import • Saved cart • Self-service returns and cancellations	
Promotions	• Configure up to 5 promotions	
Analytics	• Configure Google Tag Manager connection	Customer to provide connection details
Customer Service	• Enable Assisted Service Module (ASM) • Enable backoffice support cockpit	
Go-live Support	• Conduct smoke test	

Scope Item	Scope Details	Customer Defined Options
	• Conduct business user enablement for items delivered as part of the Services • Provide hypercare following go-live	

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
Payment	SAP Commerce Cloud	Bi-directional	Payment Provider	Includes all order and payment data required to authorize and capture funds for the order
Analytics	SAP Commerce Cloud	>>	Google Tag Manager	Sends data about configured tags in SAP Commerce Cloud to Google Tag Manager servers to be used for site analytics with Google Analytics

2.4.   Scope Boundaries and Conditions

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

2.4.1.   Functional Scope Boundaries

(a)   Company code: 1

(b)   Number of Customer legal entities: 1

(c)   Country/countries in scope: 1

(d)   Data Center: 1

(e)   SAP to test currency: 1 – defined by Customer

(f)   SAP to test language: English

(g)   System language/s: 2, English (mandatory), 2nd language (optional) to be confirmed by Customer

(h)   Language 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 2 hours.

(b)   No more than 5 business days of design sessions will be undertaken during the delivery of the Services.

(c)   SAP will assist testing in weeks 2 through 9.

(d)   No more than 5 Customer project team members will execute testing.

(e)   SAP will assist Customer with the move to the Production System for a maximum of 5 continous business days.

(f)   SAP will provide hypercare support following go-live for a maximum 5 continuous business days within the Services delivery. Go-live support begins after the execution of the technical cutover to the Production System.

(g)   SAP has determined the duration of workshop sessions and knowledge transfer activities. Timing will be confirmed in the kick off meeting.

2.5.   Prerequisites

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

2.5.1.   Customer has a valid cloud subscription for one of the following:

(a)   SAP Commerce Cloud, premier edition

     (b)   SAP Commerce Cloud, standard edition

     (c)   SAP Commerce Cloud, professional edition

     (d)   SAP Commerce Cloud, enterprise edition

     (e)   SAP Commerce Cloud, composable edition with Storefront Composer and Search add-ons

     SAP Commerce Cloud Development System is provisioned.

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

2.5.3.   Customer provides the following information:

     (a)   Access to any project documentation, including branding guidelines

     (b)   System architecture diagram for items connecting to SAP Commerce Cloud

     (c)   License and configuration details for Google Tag Manager

     (d)   Completed initial system setup questionnaire

     (e)   Data as stated in Customer Defined Options of section 2.2 must be provided by a mutually agreed upon date

     (f)   Access to source code repository where code will be stored

     (g)   S-User for SAP to create tickets on behalf of Customer

     (h)   CUSTOMER_SYS_ADMIN role assigned to SAP Team for SAP Commerce Cloud

     (i)   Valid SSL Certificates for all Custom Domains (based on SAP recommendations)

2.5.4.   Customer will ensure SAP's authorized access to the third party software (Google Tag Manager)

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)   Analysis of as-is business processes

     (e)   Programs or content to migrate data from legacy systems

     (f)   Development of new functionality, extensions, or co-innovation

     (g)   Custom developments and software developments

     (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 other environment besides the environment where the initial configuration was completed

     (m) Configuration of SAP Commerce Cloud outside of what is provided as part of Cloud Portal, including but not limited to domain names, API gateways and content delivery network

     (n)   Integration(s) to or from SAP Commerce Cloud and 3rd party solutions not described in section 1.3

     (o)   Storefronts other than SAP Commerce Cloud, composable storefront (project "Spartacus")

     (p)   Configuring and loading of Product Variants

     (q)   The Services will only be delivered with B2C features. B2B, B2B2C or any other scenario is not included

     (r)   UX Design of storefront

     (s)   Customizations to cockpits/backoffice

     (t)   Automatic refund handling

     (u)   Native mobile application

     (v)   Configuration of workflows and/or approval process

(w) Payment methods other than credit card, including but not limited to, gift cards and bitcoin

(x) Configuration of intelligent selling services

(y) Performance and security and/or penetration testing

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

(aa) 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
Project Initiation		
Carry out pre-requisites steps as needed to perform the Services	C	R
Prepare SAP's schedule	R	I
Prepare Customer's overall project schedule	I	R
Prepare a recommended project structure including key roles and templates	R	C
Confirm project structure	I	R
Project Support Tools and System Setup		
Provide system access to SAP project team members	C	R
Confirm, in writing, completion of scope prerequisites	C	R
Perform a detailed check to confirm the prerequisites for the start of the Services are met	R	C
Kick-off Meeting		
Prepare the kick-off meeting including presentation, schedule, and list of participants	R	C
Hold kick-off meeting: communicate the Services, roles and responsibilities, expectations and schedule	R	C
Provide overview of the business processes included in the Services scope	R	I
Design Session		

Activity	SAP	Customer
Share the pre-defined Services scope use cases and results	R	C
Configuration		
Implement Functional Scope defined in section 2.2.2	R	C
Execute SAP Enterprise Support Continuous Quality Check for Deployment Readiness	R	C
Create documentation	R	I
Testing		
Execute smoke tests	R	C
Run regression tests	C	R
Finalize the integration testing approach and test plan	C	R
Develop test scenarios and test scripts for Customer testing	C	R
Prepare and set up test data with actual business data	C	R
Manage test status and produce test report; document and prioritize all testing issues/defects encountered	C	R
Finalize the user acceptance test approach and test plan	I	R
Develop test scenarios and test scripts for Customer testing; Customer can evaluate the re-use of content from SAP's unit test scripts	I	R
Prepare and set up test data with actual business data	I	R
Perform user acceptance test by Customer nominated end-users to validate the end-to-end business processes	I	R
Execute security and/or penetration test	I	R
Execute performance test	I	R
Manage test status and produce test report; document and prioritize all testing issues/defects encountered	I	R
Resolve test issues related to Services	R	C
Resolve non-conforming results which are related to Customer responsibilities	I	R
Cutover Preparation		

Activity	SAP	Customer
Develop and review cutover plan	I	R
Organize and deliver business user enablement for SAP Commerce Cloud	R	C
Cutover & Go-Live		
Execute dry run of cutover	C	R
Handover system Production System to Customer	R	I
Make go / no-go decision	I	R
Cutover to Production System	R	I
Go-live and release for end-user usage	I	R
Go-Live Support		
Provide hypercare support following go-live	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 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 10 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

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

5.1.2. The SAP team includes the following roles:

(a) Project Manager
(b) Business Analyst
(c) Technology Architect
(d) Developer
(e) Quality Assurance Lead

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:

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(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. Takes 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 experts represents the business and will be involved in issue resolution and data migration

(d) Functional Lead: Undertakes configuration alongside Consultants

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

(f) End Users: Nominated system end users that join the project to undertake testing and training

(g) Quality Assurance Lead: Single point of contact for all quality and testing activities

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 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 scope implementation	Services scope implementation based on pre-defined use cases	SAP Cloud Service live in Production System
Documentation	Documentation of completed use cases, development and deployment instructions, smoke test, solution architecture diagram and enablement documentation	Documentation provided to Customer

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) If required to perform the Services, Customer shall provide technology support

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.