

Scope Document for Accelerated Implementation Service for SAP SuccessFactors Employee Central Payroll

This Scope Document is part of the Agreement between SAP and Customer.

1. DEFINITIONS

- 1.1. **“Deployment Date”** means the date on which initial configuration of scope items is performed on the Development System.
- 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. **“Intelligent Services”** means a tool in SAP SuccessFactors that enables (i) the publication of events from any SAP SuccessFactors application and (ii) the subscription to such events through SAP SuccessFactors or third party applications.
- 1.4. **“Production System”** means a live SAP system used for running Customer’s internal business operations and where Customer’s data is processed.
- 1.5. **“SAP Best Practices”** means SAP’s predefined business processes, configuration content and documentation for SAP solutions.
- 1.6. **“Services”** means the service(s) to be provided by SAP as described in this Scope Document.
- “Test System”** means a SAP system environment is used for configuration or testing content prior to moving it to the Production System.

2. SCOPE OF SERVICES

SAP shall provide the Services as described herein to assist Customer with the implementation of the Cloud Service SAP SuccessFactors Employee Central Payroll.

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

Scope Item	Scope Details
Kick-off meeting	Introduction of the Services including the presentation of the predefined scope, roles and responsibilities, expectations, and timelines
Workshop sessions	SAP provides 6 knowledge transfer sessions during Services delivery for the following topics: • Session 1: Payroll process walkthrough and system demonstration • Session 2: Payroll administration options • Session 3: Payroll banking processing • Session 4: Payroll posting processing • Session 5: Payroll integration • Session 6: Reporting overview
Solution configuration	• Set up of the solution by activating SAP Best Practices content in the Development System • Configuration of the solution based on the Fit-to-Standard analysis scope • Additional configuration of the solution as allowed based on the Functional Scope detailed in the contract in section 2.1.1
Testing and go-live support	• Assist Customer with 1 round of unit testing, and user acceptance testing in a non-production environment • Move SAP SuccessFactors Employee Central Payroll SAP Best Practices and contract configuration items into the Production System • Provide go-live support after the move to the Production System based on the cutover plan

- 2.1.1. Functional Scope

The following SAP Best Practices scope items form the functional scope of the Services.

HCM / SAP SuccessFactors Employee Central Payroll Processes	SAP Best Practice Scope Items / Functionality
Prepare production payroll	Replication of employee master data created during hiring or updated as result of performing changes in the employee file, as well as the correctness check of that data Import of external data, maintenance of payroll-specific employee data and data quality checks for ensuring correctness Key features: • Initiate payroll period • Manage master data for payroll • Import external data for payroll • Check payroll data quality • Process core HR data alert • Process payroll data alert
Run production payroll	Calculation of employee's basic remuneration including also special payments, overtime payments, or bonuses that must take effect in the payroll period Key features: • Run regular payroll (for original and retro periods) • Run off-cycle payroll
Post payroll	Executing tasks related to making payments, posting payroll to finance, and running of reports which can only be executed after the gross to net payroll has been executed Key features: • Execute payroll payments • Execute payroll postings • Execute payroll reporting
Periodical activities	Prepare and carry out the activities required for day-end, month-end, quarterly-end, and year-end closing in payroll For this purpose, the system provides a series of standard reports that can be used to generate evaluations and analyses of payroll. For quarterly and year-end closing, several payroll tax reports can be generated using the Tax Reporter functionality The system helps you to do the following: • Review payroll results and wage type details • Reconcile payroll postings • Execute quarterly reports and year-end activities Key features: • Execute Wage Type Reporter • Execute payroll journal report

	• Process FI posting run • Execute payroll reconciliation report
Customer value adoption	• Gross to Net Payroll will be implemented (for 1 standard localization country) • Enterprise structure, personal structure • Up to 3 personnel areas • Up to 3 personnel subarea per personnel areas • Up to 3 employee groups • Up to 3 employee subgroups • Up to 2 payroll areas including pay calendar and periods • Pay scale structure • 1 PS type • 1 PS area • 1 PS group • 1 PS level • 1 holiday calendar • Up to 1 work schedule configuration in SAP SuccessFactors Employee Central Payroll • Up to 25 Customer-specific earnings and deduction codes on top of the system delivered wage types • Up to 2 absence processing in payroll • Up to 5 business rule in SAP SuccessFactors Employee Central Payroll for payroll related items • Overpayment recovery/arrear processing using claims clearing functionality • Up to 2 HR payees • Up to 2 Customer-specific personnel calculation rules in payroll schema (1 low (up to 20 lines of code) and 1 medium (up to 40 lines of code)) • 1 payroll statement/pay stubs for all employees with standard layout and only logo changes if using SAP SuccessFactors Employee Central Payroll/ SAP SuccessFactors Employee Central pay statement • Up to 2 payment methods • Standard bank transfer file generation through the system • Symbolic accounts and general ledger mapping • Posting to SAP General Ledger • 3rd party remittance posting within SAP landscape format • Standard payroll product forms (monthly, quarterly, yearly) and reports • Standard off-cycle payroll processing using one appropriate approach • Standard security roles delivered by SAP will be copied to create Customer-specific roles • Standard payroll control centre using SAP Rapid Deployment solutions – Manage Configuration Workbench which includes adjustment of up to 5 delivered KPI's and validation rules

General	• Payroll input components upload to SAP SuccessFactors Employee Central is included in the respective track implementation • Standard SAP SuccessFactors Employee Central mashup screen will be used for recording country specific payroll data • Standard Pay Stub in SAP SuccessFactors Employee Central will be activated • Only standard tax forms • Benefit enrollment or tracking of year to date (YTD) values for plan contribution will need to be managed by benefit providers. • Federally governed limits like 401k, FSA will be managed in SAP SuccessFactors Employee Central Payroll • Payroll related 401k calculations like limits and employer match
SAP Joule use case activation	Activation of the following standard payroll use case: • View and download pay statement
Reporting	Activation/set up of standard reports: All standard reports available in SAP SuccessFactors Employee Central Payroll that are delivered by the product for global customers (Depending upon the usability of the Customer)
Country specific details	For the country selected in scope the below is included: • 1 FEIN- Federal Employer Identification Number • Up to 2 3rd party vendors • Up to 2 garnishments (Name changes, code changes, wage types, vendors, payees are allowed) using standard delivered garnishment rules/functions. • Up to 2 benefit plans including employer employee (savings plan like 401k). Health benefits will be part of regular wage type configuration. • Enabling BSI Tax Factory and BSI eForms Factory • Standard SAP SuccessFactors Employee Central Payroll tax function with BSI integration • Up to 2 Customer specific tax models- up to 10 customizations in T5UTM, T5UTE, and T5UTY • Standard federal, state and local tax reports are included in the government acceptable format • Standard reciprocity tables – up to 2 tax authorities • Month end accrual – up to 2 accrual posting run
Country-specific scope for United States	Country-specific components (As per Customer value adoption scope): • BSI integration • Tax calculation • Benefits integration • Garnishment • Deductions Industry leading best practices payroll processes scope Periodical activities (U.S.-specific): • Execute garnishment details report • Execute tax infotype summary report • Execute exemption expiration report • Execute W-4 withholding allowance report • Third-party remittance report • Execute SUI wage reporting • Execute multiple worksite report

	• Execute W-2 simulation run • Execute W-2 production run • Generate form 940 By law, companies are required to report the results of their payroll calculation to several tax authorities – including federal government, state, and local governments – on a periodic basis (for example, quarterly and yearly). The Tax Reporter functionality will enable the payroll group to produce these regulatory reports for these government authorities in the format that they require
Country-specific scope for Canada	Country-specific components (As per Customer value adoption scope): • Federal and Quebec tax calculation • Canada Pension Plan (CPP), Quebec Pension Plan (QPP), Employment Insurance (EI), Provincial Parental Insurance Plan (PPIP) • Benefits integration • Garnishment • Deductions • Workers' compensation Country-specific Customer value adoption scope: • Up to 1 business registration number • Up to 2 3rd party vendors • Up to 2 garnishments (Name changes, code changes, wagetypes, vendors, payees are allowed) using standard delivered garnishment rules/functions • Up to 2 benefit plans including employer and employee contributions. Health benefits will be part of regular wagetype configuration • Standard federal and Quebec tax reports are included in the government acceptable format • Standard reciprocity tables – up to 2 tax authorities • Month end accrual – up to 2 accrual posting run Industry leading best practices payroll processes scope Periodical activities (Canada-specific): • Execute garnishment eetails report • Execute ROE (Record of employment) report • Third-party remittance report • Pensionable and insurable earnings review (PIER) reporting • Execute year end tax forms- T4/T4A/T4A-NR • Execute year end tax forms for Ministry of Revenue of Quebec- Relevé1(Employment and other income) and Relevé2 (Retirement income and annuities) • Workers' compensation board (WCB) reporting By law, companies are required to report the results of their payroll calculation to several tax authorities – including federal & Quebec. The Tax Reporter functionality will enable the payroll group to produce these regulatory reports for these government authorities in the format that they require
Country-specific scope for United Kingdom	Country-specific components: • NI calculation • HMRC tax form updates • Tax calculation

	• Average weekly earnings (AWE) • Statutory absences payments/benefits (SXP) • Pension funds • Court orders and student loans • Company cars • RTI-FPS and earlier year update (EYU) reporting using B2A Manager • Year end reporting - P60, P11D form • Standard BACS reversal report Country-specific Customer value adoption scope: • Standard SAP SuccessFactors Employee Central Payroll tax function (GTAX) • Standard SAP SuccessFactors Employee Central Payroll NI calculation function (GBNIC) • Enabling AVERA function for deriving average weekly earnings for statutory absences entitlement payments • Statutory absence payments calculation using standard function (GBSXP) • Up to 1 flat rate pension schemes (with 1 WT configured each for EE and ER pension contributions) • Tax code update periodic job (for P9/P9X forms) configured and scheduled • Enabling reporting of real-time information (RTI) to HMRC using RTI-FPS reporting through B2A Manager utility • Standard reporting of full payment summary (FPS) for employees • Employer payment submission (EPS) for employer to HMRC included • Enabling standard report for BACS reversal • Enabling standard year end reports P60 and P11D in compliance with HMRC • Starter notification report (generates P45 form). Industry leading best practices payroll processes scope Periodical activities (U.K.-specific) – some are pay period specific, while others may be yearly/quarterly: • Payroll schema will calculate the gross to net part for GB specific standard processes (Income Tax, National Insurance, Pension Fund) • Absence valuation as per the standard method • Statutory absence entitlements and payments (SXP) as per the standard guidelines • Income tax and national insurance deductions based on 'In-period' earnings concept • Pension funds/contributions determination as per standard SAP solution Reports: SAP standard reports: • Earlier year update (EYU/FPSA) report • Employer payment summary (EPS) report • End of year report • Full payment submission (FPS) report • Starter notification report (generates P45 form) • Tax code uplift report • Taxable benefits report (generates P11D and P11D(b) forms) • Wage type reporter
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	By law, companies are required to report the results of their payroll calculation to HMRC - including pension regulatory authorities and local councils – on a periodic basis (for example, weekly, fortnightly, monthly and yearly). The B2A Manager utility publishes relevant payroll results to HMRC through RTI/FPS reporting every pay period
Country-specific scope for France	Country-specific components (As per Customer value adoption scope): • Social security contribution • Charge models for calculation of contributions in SAP SuccessFactors Employee Central Payroll • Garnishment • DSN (Nominative Social Declaration), withholding tax calculation • Expense reduction • IJSS calculation • Maternity/paternity as per legal compliance • Termination and dismissal allowances • Net social Country-specific Customer value adoption scope: • Up to 2 3rd party vendors • Up to 2 garnishments (Name changes, code changes, wagetypes, vendors, payees are allowed) using standard delivered garnishment rules/functions • Standard withholding tax reports are included in the government acceptable format • Month end accrual – up to 2 accrual posting run • Up to 5 URSSAF contributions • Up to 2 pôle emploi contribution • Up to 5 pension fund contribution • Up to 2 other expense contribution Industry leading best practices payroll processes scope Periodical activities • Execute garnishment details report • Execute electronic payroll reporting (DSN) reports • Third-party remittance report • Execute social security and contribution reports • Pension abd retirement fund reporting • Execute income tax withholding report

2.1.2. 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
Organisation and employee data	SAP SuccessFactors Employee Central	>	SAP SuccessFactors Employee Central Payroll	Organisation and employee data

Employee's benefits related payments/deductions	SAP SuccessFactors Employee Central Global Benefits (As applicable)	>	SAP SuccessFactors Employee Central Payroll	Employee's benefits related payments/deductions
Employee's leave related information	SAP SuccessFactors Employee Central Time Management	>	SAP SuccessFactors Employee Central Payroll	Employee's leave related Information
Employee's time-based payment rates	SAP SuccessFactors Time Tracking (As applicable)	>	SAP SuccessFactors Employee Central Payroll	Employee's time-based payment rates

2.1.3. Data Migration Scope

The Services include the following:

- (a) SAP will provide subject matter expertise on data migration for 40 hours. Customer is responsible for data cleansing, data mapping, transformation and importing data numbers of migration objects.
- (a) Only top-of-the-stack employee data will be migrated into the SAP SuccessFactors Employee Central Payroll environment. SAP will assist by providing data templates, guiding Customer on data upload and replication processes, and addressing any technical issues encountered during the data migration. Standard templates will be used for data migration, for replication of data from SAP SuccessFactors Employee Central to SAP SuccessFactors Employee Central Payroll solution, point-to-point integration related utilities will be used.

2.2. Scope Boundaries and Conditions

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

2.2.1. Functional Scope Boundaries

- (a) Countries in scope: 1 with standard localization (United States or Canada or United Kingdom or France; for country-specific scope please see chapter 2.1.1).
- (b) The SAP Best Practices scope items are provided only for the supported countries in accordance with the then-current release version of the Cloud Service at the Deployment Date. Customer can check the supported countries in the SAP Help Portal prior to the kick-off meeting.
- (c) Number of headcount in scope: Up to 5000
- (d) Number of Customer legal entities: 1
- (e) Workforce type: White collar population only
- (f) Workforce status: Active (full-time) employees with single employment only
- (g) Testing: Up to 50 test scenarios/scripts, all executed manually
- (h) Language: English (U.S.) only
- (i) System language/s: English only
- (j) Language/s for all business data in the system: English only

2.2.2. Services Scope Conditions

- (a) Services are delivered remotely.
- (b) The project language is English, and all Services documentation and Deliverables will be provided in English only, unless otherwise agreed in the kick-off meeting.

- (c) All meetings and sessions are set up as a phone call or online-meeting with standard applications such as Zoom or MS Teams.
- (d) No more than 6 workshop sessions will be undertaken during the delivery of the Services.
- (e) No more than 5 Customer team members will attend the workshop sessions as well as the kick-off meeting. Only Customer team members with good knowledge of benefits and SAP SuccessFactors Employee Central should attend the workshops sessions.
- (f) The kick-off meeting will last a maximum of 2 hours.
- (g) Maximum duration of a workshop session will be 4 hours. The concrete schedule will be confirmed in the kick-off meeting within the Services duration in accordance with section 'Schedule'.
- (h) SAP will assist with the activation of SAP Best Practices configuration in the Development and Test Systems for up to 2 business days.
- (i) SAP will provide subject matter expertise on data migration for maximum 40 hours.
- (j) SAP will assist with 2 iterations of testing for maximum 3 business days each.
- (k) System integration testing (SIT) and user acceptance testing (UAT) will run in parallel. Similarly cutover will be started in the last week of parallel payroll testing.
- (l) 1 iteration of configuration and testing will be conducted for SAP SuccessFactors Employee Central Payroll, with details finalized during scope alignment.
- (m) Functional specifications must be signed off by Customer before integration activities begin. Changes after sign-off are not accepted.
- (n) SAP will conduct unit testing only for the configuration done by SAP.
- (o) SAP will assist with cutover planning for maximum 2 business days.
- (p) SAP will assist Customer with the move to the Production System on maximum 2 continuous business days.
- (q) SAP will provide 16 hours of go-live support on maximum 7 continuous business days within the Services delivery. Go- live support begins after the execution of the cutover.

2.3. Prerequisites

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

2.3.1. Customer has a valid cloud subscription that is provisioned for the following:

- (a) SAP SuccessFactors Employee Central
- (b) SAP SuccessFactors Employee Central Payroll
- (c) SAP SuccessFactors Employee Central Payroll Global Benefits
- (d) SAP SuccessFactors Time Tracking
- (e) SAP Business Technology Platform (SAP BTP)
- (f) SAP Business Suite or SAP S/4HANA Finance or SAP S/4HANA Cloud Private Edition or SAP Cloud ERP Private, tailored option

2.3.2. Customer provides access to the following tiered system landscape for SAP SuccessFactors Employee Central Payroll: Development System, Test System, Production System.

2.3.3. Customer systems are fully set up.

2.3.4. SAP SuccessFactors Employee Central system is set up and running with below functions (In case not implemented in parallel):

- (a) SAP SuccessFactors Employee Central, core HR option (with changes required for accommodating SAP SuccessFactors Employee Central Payroll solution)
- (b) SAP SuccessFactors Time Management, time off functionality

2.3.5. SAP SuccessFactors Employee Central system is set up and running with below functions as applicable (In case not implemented in parallel).

- (a) SAP SuccessFactors Employee Central Global Benefits
 - (b) SAP SuccessFactors Time Tracking
- 2.3.6. SAP BTP tenants and account set up (As applicable) for
- (a) Cloud platform integration
 - (b) SAP Joule productized use cases for SAP SuccessFactors Employee Central Payroll
- 2.3.7. Finance management (FICO) in SAP Business Suite or SAP S/4HANA (on-premise) or SAP S/4HANA Cloud Private Edition or SAP Cloud ERP Private, tailored option is up and running.
- 2.3.8. Customer fulfills the following preparation instructions for the Services ("Services Instructions"):
- (a) Project team orientation completed by Customer before or at start of the Services.
 - (b) Embedded Launch Activities (EmLA) overview completed before or at start of the Services.
 - (c) Customer must complete SAP SuccessFactors Customer Training and SAP SuccessFactors Expert Accreditation (SFdX) training on the module as part of the Services Preparation Phase.
 - (d) Customer provides a dedicated payroll team (With decision making authority) to support the SAP Best Practices implementation.
 - (e) Customer provides a dedicated change management team to support the organisational transformation to adopt the SAP SuccessFactors Employee Central Payroll industry leading best practice processes.
 - (f) Customer provides all documents related to payroll requirements or current solution and SAP SuccessFactors Employee Central, SAP SuccessFactors Time Management and SAP SuccessFactors Employee Central Global Benefits related information / knowledge (In case these modules are not implemented in parallel).
 - (g) Activation of stories in SAP SuccessFactors People Analytics (eSAC).
 - (h) Identity Authentication Service (IAS) set up and configuration before or at start of the Services.
 - (i) SAP Router and Virtual Private Network (VPN) set up and configuration before or at start of the Services.
- 2.4. Out of Scope
- Any services not expressly listed in this Scope Document are out of scope, including without limitation:
- (a) analysis of as-is business processes or system analysis;
 - (b) programs or customer data/content to migrate data from legacy systems;
 - (c) data cleansing or data clean up;
 - (d) Customer specific authorization roles and security concepts. SAP will use the standard authorization content provided with the Cloud Service;
 - (e) any changes required because of pre-existing Customer specific enhancements or developments;
 - (f) any changes required because of quality or values of Customer's master and transactional data;
 - (g) unit testing in any other environment besides the environment where the initial configuration was completed;
 - (h) any configuration for a country not in the supported list;
 - (i) implementation of the configuration elements identified in the backlog;
 - (j) creation of any custom reports in advanced analytics;
 - (k) SAP SuccessFactors platform set up;
 - (l) SAP performing the Customer data file loads;
 - (m) SAP performing data migration or data transformation for the Customer;
 - (n) activation of SAP Joule;
 - (o) activation of stories in SAP SuccessFactors People Analytics (eSAC);
 - (p) creation of customized reports;
 - (q) integration with third-party systems;

- (r) implementation of language packs other than those defined in this Services scope;
- (s) setting up multiple brands on the site;
- (t) creation of graphics/video/flash, stock photography or copy;
- (u) private or on-site training sessions;
- (v) custom integrations with SAP SuccessFactors Employee Central Payroll;
- (w) Intelligent Services;
- (x) Bank keys creation;
- (y) integration from SAP SuccessFactors Employee Central Payroll to benefit providers;
- (z) any deviation from the standard overpayment recovery process, including custom PCRs;
- (aa) SAP SuccessFactors cross-module integration configuration and cross-module updates/ alignment due to existing SAP SuccessFactors solutions not detailed in the Services scope;
- (bb) User Interface mash-up;
- (cc) any recalculation (retro) before the date of go-live;
- (dd) historical pay result and pay or deduction inputs migration;
- (ee) any custom / SAP SuccessFactors People Analytics payroll reporting solution;
- (ff) SAP SuccessFactors or supporting features/functionality, modules, processes, applications, integrations, configuration/value items, forms/reports not explicitly mentioned in the Services scope;
- (gg) SAP SuccessFactors release management in between the implementation;
- (hh) geographies, organizations, populations, or languages not listed in the Services scope;
- (ii) partner/third-party solution analysis or implementation;
- (jj) indirect valuation of pay components in SAP SuccessFactors Employee Central;
- (kk) digital signature solutions or integrations;
- (ll) any development of new functionality, extensions, or co-innovation;
- (mm) additional language packs or translation of custom fields;
- (nn) functionality not released at project inception;
- (oo) creation of ad-hoc reports or dashboards;
- (pp) upgrades to SAP solution components, operating systems, or databases;
- (qq) deployment of major SAP SuccessFactors releases during execution;
- (rr) developments modifying SAP source code;
- (ss) regression testing for SAP SuccessFactors Employee Central after the changes relevant for SAP SuccessFactors Employee Central Payroll;
- (tt) verification/validation testing for regulatory or industry requirements;
- (uu) replication of organizational expansions post-scope alignment;
- (vv) service ownership for product defects;
- (ww) supporting any activity that is owned by SAP Cloud operations team and Customer as a part of SAP SuccessFactors Employee Central Payroll landscape application hosting;
- (xx) change management for process/policy transformation or advisory;
- (yy) changes to productized or pre-built integrations;
- (zz) shift planning;
- (aaa) union contracts;
- (bbb) the administration of 401(k);
- (ccc) any third-party tools discussion/integration;
- (ddd) deviations to the calculation rules for social insurance and gratuity calculation. SAP standard functionality will be used;

- (eee) subscription to any Cloud Services or purchase of SAP Software;
- (fff) any development of custom code, updates or upgrades to SAP products;
- (ggg) training services, such as SAP standard training on SAP solutions for project team members, training for users or end user documentation.

3. APPROACH AND RACI

The Customer has overall accountability for the project. SAP and Customer agree on the following responsibility matrix for the key activities. Details may be defined during Services delivery.

- (a) **Responsible (R)**: Charged with performing the activities.
- (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		
Conduct SAP SuccessFactors Customer Training and SAP SuccessFactors Expert Accreditation (SFdX) training on the module	I	R
Confirm completion of prerequisites	C	R
Confirm availability of Customer team members	I	R
Conduct kick-off meeting	R	C
Review of provided documents	R	C
Schedule workshop session/s	R	C
Activate SAP Best Practice content in the Test System	R	I
Sign-off phase completion in written form	I	R
Services Exploration		
Conduct fit-to-standard analysis, validate Customer landscape	R	C
Showcase the standard processes covered in fit-to standard analysis in a demo system	R	C
Document solution configuration requirements as defined in the fit-to-standard analysis (solution design)	R	C
Sign-off functional specifications, workbooks and process models	I	R
Review the available standard SAP authorization roles and map them to Customer's user roles	C	R
Data load / data migration preparation: Prepare the required system data (both master and transactional) and develop the programs to extract the data from	I	R

Activity	SAP	Customer
existing systems into the specified file formats. Execute data cleansing to remove duplicates and deal with inconsistencies		
Test planning: Create and document the test strategy, schedule the test plan and define the test scope	C	R
Sign-off phase completion in written form	I	R
Services Realization		
Set up Test System and create users	R	C
Configure solution in scope based on solution design documentation	R	C
Set up integrations in the Test System	R	C
Implement the solution in the Test System using incremental build in time-boxed iterations (sprints)	R	C
Conduct solution walkthrough/ knowledge transfer to demonstrate the configured solution to the stakeholders	R	C
Conduct workshop sessions	R	C
Prepare the test scenarios, test cases, and/or test scripts for test execution	I	R
Execute data migration in the Test System	I	R
Execute all testing (system integration, user acceptance or parallel testing)	C	R
Resolve test issues related to the Services	R	C
Resolve test issues related to Customer responsibilities	C	R
Create cutover plan	R	C
Sign-off phase completion in written form	I	R
Services Deployment		
Prepare the Production System	R	C
Execute the cutover plan to production	R	C
Test and validate the systems after the cutover has finished	C	R
Obtain the production approval sign-off from applicable Customer's stakeholders	I	R

Activity	SAP	Customer
Provide go- live and after go- live support	R	C
Handover final configuration documentation	R	I
Sign-off phase completion in written form	I	R

4. SCHEDULE

- 4.1. Services are provided on a one-time basis and will be delivered in an estimated duration of 16 consecutive weeks following the kick-off meeting.
- 4.2. SAP reserves the right not to start the Services until SAP has assembled a team, which may require a lead time of up to 2 weeks.

5. ORGANIZATION

5.1. SAP Team

- 5.1.1. SAP provides the Services through a team that typically includes technical or functional Consultants or both. A designated Service Lead will serve as SAP's primary point of contact for the Customer. If multiple resources are assigned to deliver the Services, SAP may allocate a single Consultant to fulfill multiple roles or assign multiple Consultants to a single role. In general, SAP team roles are staffed on a part-time basis.

5.1.2. The SAP team includes the following roles:

- (a) Service Lead: acts as the Services point of contact to the Customer
- (b) Functional Consultant(s)
- (c) Technical Consultant(s)

5.2. Customer Team

- 5.2.1. Customer must appoint a project manager or equivalent role to serve as the sole point of contact for SAP. The Customer's team must include relevant business process owners or subject matter experts. If multiple resources are assigned to a single role, the Customer must clearly delineate each resource's responsibilities.
- 5.2.2. Customer team is available for the duration of the Services delivery per the time allocations as required for the Services 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
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Solution configuration	Configuration of Services scope based on pre-defined use cases	Handover of configuration for testing to Customer
Technical documentation	Technical documentation covering the configuration of the SAP solution in scope of these Services	Handover of technical documentation 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 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 applicable terms and conditions, Customer shall fulfill, in particular, the following responsibilities:

7.2.1. Services-specific Customer Responsibilities

- (a) Customer shall provide a dedicated, empowered team with business process knowledge and decision-making authority to support the Services.
- (b) Customer is responsible to review all training materials provided.
- (c) Customer shall sign-off functional specifications before integration activities begin. Changes after sign-off are not accepted.
- (d) Customer shall sign-off finalized workbooks and process models before integration design begins; these serve as the baseline for data flow.
- (e) Customer is responsible for building out any reports following knowledge transfer.
- (f) Customer is responsible for data cleansing, mapping and transformation and for operating any imports and exports.
- (g) Customer is responsible for data migration.
- (h) Customer is responsible for user acceptance testing.
- (i) Customer shall participate in workshops and make timely decisions.
- (j) Customer is responsible for any legacy system changes, testing, or decommissioning.
- (k) Customer is responsible for managing third-party vendors not under SAP's scope, including timely input mobilization for SAP teams.
- (l) Customer is responsible for handling all business change and implementation activities within agreed timelines, including HR process/policy confirmation, legal compliance, business readiness, data preparation, and end-user training. These will be part of the project plan.
- (m) Customer is responsible for submitting a request to copy Production System back into Development System.
- (n) If the finance system is an external non-SAP system: Customer is responsible for coordinating with the system owner to ensure necessary changes as per the Services schedule. Interface mechanisms will be determined in the Services Preparation phase.
- (o) Customer is responsible for creating sample data in the Test System or performing real (live) data migration in the Production System.

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 complete the relevant SAP standard training
- (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. Unless otherwise specified, the Services are provided within normal business hours, Monday through Friday, excluding SAP recognized holidays.
- 8.3. Services are based on a predefined scope and delivery model. In performing the Services, SAP:
 - (n) will follow applicable parts of the SAP Activate standard methodology for the implementation of and transition to SAP solutions;
 - (o) may utilize project accelerators; and
 - (p) 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.
- 8.4. Knowledge transfer does not replace the necessity for standard SAP training on SAP solution(s) which may be available through separate SAP agreements.
- 8.5. 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.
- 8.6. 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.
- 8.7. In advanced analytics, it is not possible to create custom reports. The existing reports are standard and designed to provide valuable information through data filtering.