Scope Document for Quality Assurance Service for SAP Business Network Freight Collaboration

This Scope Document is part of the Order Form.

1. DEFINITIONS

1.1. **"Carrier"** means a company or a person legally entitled to transport goods by land, water, and air. Usually, the carrier works with shippers to ship goods from one place to the other.

1.2. **"Logistics Service Provider"** means an outsourced company that provides supply chain management services such as transportation, warehousing or distribution services. It includes 3PL, 4PL and LLP.

1.3. **"Partner"** means a third party engaged by Customer supporting Customer with its implementation of the SAP Business Network Global Track and Trace Cloud Service.

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. **"QA Session"** means a session where Customer and Partner can ask questions to SAP team regarding the deliverables which are part of these Services.

1.6. **"Functional Scope Analysis Session"** means a session to clarify the Customer specific functional scope of the project in scope for these Services.

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

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

1.9. **"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 assessment of Partner implementation of SAP Cloud Service SAP Business Network Freight Collaboration.

2.2. The following items form the scope of Services and will be confirmed in a kick-off meeting that will last maximum 3 hours.

(a) Confirm the project schedule.

(b) Confirm the project structure (including key roles to staff).

(c) Provide all relevant SAP Business Network Freight Collaboration, SAP documentation for pre read by Customer and its Partner.

(d) Run QA Session with Customer and its Partner on SAP Business Network Freight Collaboration SAP documentation.

(e) Run the Services kick-off.

(f) Information gathering on technical architecture relevant to SAP Business Network Freight Collaboration implementation to prepare functional exploration.

(g) Prepare phase closure document.

(h) SAP Business Network Freight Collaboration implementation assessment through following sessions with Customer and its Partner:

- Functional scope assessment

- Visibility Provider integration assessment

- User roles & authorization assessment

(i) Assessments are solely focused on SAP Business Network Freight Collaboration solution. Analysis of any other solution is excluded from these Services.

(j) Provide Customer specific recommendations related to SAP Business Network Freight Collaboration implementation based on SAP leading practises.

(k) Through a serie of leading questions, help Customer and Partner assess if they have followed SAP recommendation to implemement SAP Business Network Freight Collaboration.

(l) Provide production cutover plan SAP leading practises for SAP Business Network Freight Collaboration.

(m) Attend over 6 consecutive months a bi weekly 0.5 hour meeting with Customer and its Partner to answer questions (maximum of 12 meetings).

2.3. Scope Boundaries and Conditions

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

2.3.1. Functional Scope Boundaries

(a) Standard applications for SAP Business Network Freight Collaboration

(b) SAP Business Network Freight Collaboration shipper tenant: 1

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

(d) Company code: 1

(e) Number of Customer legal entities: 1

(f) Plant: 1

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

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

(i) System language/s: English only

(j) All business data language in the system: English only

2.3.2. 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) Analysis of the implementation of SAP Business Network Freight Collaboration by the Customer Partner will be carried out through 2 sessions:

• Architecture review – technical review session

• Functional Scope Analysis Session

(d) SAP will provide up to 1 QA Session on product documentation for SAP Business Network Freight Collaboration.

(e) SAP has determined the duration of analysis/assessment/leading practises sessions activities. Timing will be confirmed in the kick off meeting.

(f) During Services exploration, no more than 1 bi-weekly project status meeting of 0.5 hour over 6 months. No more than twelve 12 project status meetings during this phase.

2.4. Prerequisites

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

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

(a) SAP Business Network Freight Collaboration latest available version

(b) SAP Business Technology Platform latest available version

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

(i) SAP S/4HANA Cloud, private edition or SAP S/4HANA (on Premise) 1909 or higher

(ii) SAP TM 9.3 or above

(iii) SAP ECC 6.0 or above

Applicable Cloud Service and Software is provisioned, licensed, and fully functional .

2.4.2.   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

2.5.   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)   An analysis of as-is business processes.

(d)   Analysis of any systems/applications other than standard applications of SAP Business Network Freight Collaboration

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

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

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

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

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

(j)   Data cleansing or data clean up

(k)   Quality assurance of implementation for Visibility Provider enablement (Such as project44, Shippeo, Transporeon, Fourkites, FarEye)

(l)   Quality assurance of implementation for Intelligent Insight Global Track and Trace Add-on

(m)   Quality assurance of implementation for Intelligent Insight Freight Collaboration Add-on

(n)   Quality assurance of implementation for SAP Business Network Global Track and Trace

(o)   Quality assurance of integration to any third party systems

(p)   Upgrade to the SAP solution components, operating systems or database systems

(q)   Testing in any environment

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

(s)   Content for end user training

(t)   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		
Define project team (solution owners, admin users, IT representative, subject matter experts, implementation Partner relevant team member)	I	R
Prepare recommended SAP's schedule for these Services	R	I
Prepare Customer's overall project schedule for these Services	I	R
Prepare a recommended project structure including key roles and templates for these Services	R	C
Confirm project structure for these Services	I	R
Confirm latest location for the product documentation for these Services (For the Customer to review if needed)	R	I
Customer project team read provided documentation ahead of the architecture review – technical review session	I	R
QA Session on the documentation with the implementation Partner	R	C
Prepare the kick off to explain the Services scope	R	C
Run the kick off with the Customer team	R	C
Architecture review – technical review session Prepare functional exploration by clarifying technical architecture through a serie of leading questions in an architecture review - technical review session	R	C
Summarize what was done during Services preparation (including any observation) in a prepare phase closure document	R	I
Services Exploration		
Functional scope analysis session with Partner and Customer: identify business processes, Visibility Provider integration, user roles & authorization	R	C
Provide an SAP recommendations document (related to implementation of SAP Business Network Freight Collaboration by Partner) Recommendation will incorporate input gathered through the prepare and explore phase sessions ran with Customer and Partner: • Architecture review – technical review session • Scope analysis through scoping session	R	C
Services Realization		

Activity	SAP	Customer
Implementation assessment based on SAP recommendation provided at the end of Services exploration: QA Session with Customer and Partner on SAP recommendations document provided at the end of Services exploration	R	C
Presentation of Partner final implementation strategy	C	R
Partner fixes any issue identified through the Implementation assessment in scope of this Service realization phase.	I	R
SAP provide baseline production cutover plan do's and don't to Customer	R	C
Partner and Customer build production cutover plan (related to implementation of SAP Business Network Freight Collaboration)	I	R
1 Bi- Weekly 0.5 hour project status meeting for maximum 6 months.	C	R

4. SCHEDULE

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

4.2. SAP may require a lead time of up to 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 24 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 role:

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

(c) Functional Lead: Undertakes configuration alongside Consultants

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

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.

5.4. 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
Architecture Review – Technical review session	Prepare functional exploration by clarifying technical architecture through a serie of leading questions	Session completed
Prepare Phase Closure Document	Document summarizing what was done during Services preparation (including any observation)	Document delivered to Customer
Functional Scope Analysis Session	During this session SAP ask leading questions to Customer and Partner to assess the scope of the implementation	Session completed
SAP Recommendations Document	Recommendation document is based on SAP leading practices related to SAP Business Network Freight Collaboration implementation. Recommendation will incorporate input gathered through these Services preparation and exploration sessions: - Architecture review – technical review session - Scope analysis scoping session	SAP recommendation document delivered to Customer
Baseline Cutover Plan	SAP provide baseline production cutover plan do's and don't to Customer and Partner	Baseline cutover plan delivered to Customer

Deliverable	Deliverable Description	Completion Criteria
	The cutover plan is strictly focused on implementation of SAP Business Network Freight Collaboration.	

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 is responsible to confirm Partner availability and attendance to all sessions in scope of these Services.

   (b) Customer is in charge of driving Partner to implement SAP Business Network Freight Collaboration based on SAP recommendations document.

   (c) Customer is responsible for defining with Partner SAP Business Network Freight Collaboration Customer specific Cutover plan.

   (d) Customer is responsible to ensure Partner to provide any information needed through these 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) Customer shall provide technical advice regarding any third-party systems accessible to the SAP team

   (j) If required to perform the Services, Customer shall review applicable SAP learning materials

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

   (l) 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 of the SAP Business Process Consultant staffed on these Services.

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.