SAP AI SERVICES LIST

1. DEFINITIONS

1.1. **"Action"** is a menu item click within the Cloud Service's menu options.

1.2. **"Employee Insight"** is an insight summary generated via the Cloud Service per employee by their manager.

1.3. **"Message"** is an electronic communication exchanged via the capabilities of the Cloud Service. For Cloud Services that include Joule, a user request, together with the corresponding response from Joule, is 1 Message. This metric has a yearly entitlement and depletes with usage.

1.4. **"Object"** is a data object, representing any physical object, managed via the Cloud Service.

1.5. **"Page"** is up to one page of content that is processed and generated.

1.6. **"Record"** is an individual data object of supported file types ingested by the Cloud Service and/or available for retrieval in Joule.

1.7. "**Transaction**" is any message, job, action, response, proposal, and/or task processed via the Cloud Service.

2. AI SERVICES

2.1. The SAP AI Services and AI Unit Supplemental in effect as of the Effective Date or the Order Form shall apply to SAP AI Unit. This AI Services List includes an overview of the Eligible AI Services available for use by Customer subject to the Per-Unit Factor (AI Unit Conversion Factor). Any capitalized but undefined terms have the meaning given to them in the SAP AI Services and AI Unit Supplemental described herein.

SAP may update this list of AI Services from time to time in accordance with the Agreement.

Eligible AI Service	Unit of Measure*	Block Size	Minimum Usage Requirements	No. of Blocks	AI Unit Conversion Factor
SAP Cash Application FI-AR[1, 3, 6]	Transaction	10,000	1 Block	1 - 20	110
				21 - 50	63
				51 - 100	35
				101 - 400	26
				401 +	26
SAP Cash Application, add-on for contract accounting[1, 3, 6]	Transaction	10,000	1 Block	1 - 20	54
				21 - 50	25
				51 - 100	12
				101 - 400	4
				401 +	3
SAP S/4HANA Cloud for Business Integrity Screening, private edition[1, 2, 3, 6]	User	1	2 Blocks	1 - 20	56
				21 - 50	17
				51 - 100	8
				101 – 200	4
				201 +	2
Joule[3]	Message	10,000	None	1 +	7

SAP SuccessFactors AI- Assisted content generation[3]	Page	1	None	1 +	0.007
SAP Sales Cloud Version 2, AI-assisted content generation[3]	Transaction	1,000	None	1 +	7
SAP Service Cloud Version 2, AI-assisted content generation[3]	Transaction	1,000	None	1 +	7
SAP CX AI Toolkit[5]	Transaction	125	None	1 +	1
SAP Ariba Category Management AI services	Transaction	1	None	1 +	0.25
SAP SuccessFactors AI-assisted writing[3]	Action	1	None	1 +	0.01
SAP SuccessFactors AI-assisted people insights[3]	Employee Insight	1	None	1 +	0.2
SAP SuccessFactors AI-assisted Applicant Screening[3, 7,9]	Transaction	1	None	1 +	1
SAP SuccessFactors AI-assisted Skill Architecture Creation[3, 7]	Object	1	None	1 +	2
SAP Field Service Management, AI-assisted services[3,7]	Transaction	1	None	1 +	0.01
SAP Fieldglass Contingent Workforce Management, AI-assisted job	Transaction	1	None	1 +	0.01

description creation[3]					
SAP Fieldglass Contingent Workforce Management, AI-assisted job description translation[3]	Transaction	1	None	1 +	0.01
SAP Fieldglass Services Procurement, AI-assisted SOW description creation[3]	Transaction	1	None	1 +	0.04
Document Grounding[3, 8]	Record	1	None	1 +	0.005
SAP Enterprise Service Management, AI-assisted content generation[3]	Transaction	1,000	None	1 +	7
SAP Enable Now, cloud edition, AI-assisted authoring	Action	1	None	1+	.004
SAP Intelligent Product Recommendation, AI-assisted requirements processing	Transaction	1	1 Block	1+	1.5
SAP Signavio solutions, AI-assisted process recommender[3]	Transaction	1	None	1+	0.08
SAP Signavio solutions, AI-assisted performance indicators recommender[3]	Transaction	1	None	1+	0.04
SAP Sustainability Control Tower, AI-assisted ESG report generation[3]	Page	100	None	1+	12
SAP S/4HANA Cloud, AI-assisted	Revenue & Expense	50 million EUR	3 blocks	1 – 10	80
				11 – 30	72
				31 – 60	43

behavioral insights for contract accounting[3, 6]				61 – 120	31
				121 +	22
SAP Market Communication for Utilities, AI-assisted CONTRL-message explanation[3]	Transaction	1000	None	1+	130
SAP Enterprise Service Management, AI-assisted backend entity extraction[3]	Transaction	1	1 Block	1 +	0.05
SAP SuccessFactors AI-assisted advanced writing [3]	Action	1	None	1+	.1
SAP SuccessFactors AI-Assisted Microsoft Teams App Chat [3]	Transaction	1	None	1+	.002
SAP SuccessFactors AI-Assisted Skill Inference [3, 7]	Object	1	None	1+	.1
SAP SuccessFactors AI-Assisted Job Recommendations on Career Sites [3, 7, 9]	Transaction	1	None	1+	1
SAP Batch Release Hub for Life Sciences, AI-assisted custom release checks	Transaction	100	None	1+	25
SAP S/4HANA Cloud Private Edition, AI-assisted master data governance [3,6]	Transaction	1	None	1+	0.01
SAP Transportation Management, AI-assisted goods receipt analysis[2, 6]	Page	100	None	1+	20
SAP Transportation Management, AI-assisted conversational planning[2, 6]	Object	100	None	1+	1
SAP S/4HANA Cloud Private	Transaction	100	None	1+	15

Edition, AI-assisted sales order fulfillment monitoring[2, 6]					
SAP Datasphere, AI-assisted search	Transaction	1	None	1+	.007
SAP Datasphere, AI-assisted content generation for catalog	Transaction	1	None	1+	.29
SAP Datasphere, AI-assisted semantic generation	Request	1	None	1+	0.200
SAP Signavio solutions, AI assisted process modeler[3]	Transaction	1	None	1+	0.22
SAP LeanIX solutions, AI-assisted inventory builder[3]	Page	1	None	1+	0.2
AI-assisted Image Generation	Transaction	1	None	1+	0.15
Explain Pay	Request	1	None	1+	0.05
AI-assisted Sentiment Analysis[3]	Action	1	None	1+	0.02
AI-assisted Translation	Transaction	1	None	1+	0.007
SAP Service Cloud Version 2, AI-assisted entity extraction[3]	Transaction	1	1 Block	1+	0.007
SAP Sales Cloud and SAP Service Cloud Version 2, AI-assisted duplicate detection[3]	Transaction	1	1 Block	1+	0.005
SAP S/4HANA Cloud Private Edition, AI-assisted in-house service initiation	Page	100	1	1+	13
AI-assisted Journal Upload[2,3,6]	Page	500	None	1+	200
SAP S/4HANA Cloud Private Edition, AI-assisted maintenance order recommendation [10]	Transaction	100	40 Blocks	1+	17.5
SAP CX AI	Page[11]	1,000	None	1 +	1

Toolkit Knowledge Indexing[5]					
SAP CX AI Toolkit Agents[5]	Transaction	50	None	1 +	1
SAP CX AI Toolkit Shopping Assistant[5]	Transaction	5	None	1 +	1
SAP Analytics Cloud, AI-assisted commenting	Request	1	1 Block	1+	0.08
SAP Analytics Cloud, AI-assisted advanced formula generation	Request	1	1 Block	1+	0.23
SAP Analytics Cloud, AI-assisted chart summary	Request	1	1 Block	1+	0.06
SAP Analytics Cloud, AI-assisted calculations	Request	1	1 Block	1+	0.08
Document AI, embedded edition[3]	Request	1	None	1 - 50,000	0.1000
				50,001 - 100,000	0.0786
				100,001 - 300,000	0.0614
				300,001- 500,000	0.0443
				500,001 +	0.0364
Document AI, workspace[3]	User	1	None	1+	100
AI-assisted Skill Identification from Resume[3, 7]	Object	1	None	1+	0.1
AI-assisted Successor Recommendation for Succession Planning[3, 7]	Action	1	None	1+	0.1
AI-assisted user learning and change management[3, 12, 13]	Record	1	400 Blocks	1+	0.115
WalkMe Joule Action Bar – Proactively[3]	Request	100	None	1+	0.000149
WalkMe Joule Action Bar – On Demand[3]	Request	1	None	1+	0.0149

*The Units of Measure describe the quantity in each block.

[1]AI Service must be used by Customer for a minimum of six (6) months from the date the AI Service is provisioned.

[2]To access the AI Service, Customers subscribed to the SAP AI Unit Cloud Service and/or the RISE with SAP S/4HANA Cloud, private edition, upgrade option will be required to submit a service request ticket through the relevant ticketing platform, specifying the desired AI Service(s) and the corresponding quantity. Upon receipt of this request, SAP will proceed to provision the requested AI Service(s).

[3]This AI Service falls under Group 2, as further described in the SAP AI Services and AI Unit supplemental terms and conditions.

[5]SAP CX AI Toolkit is only available with a subscription to SAP CX AI Toolkit.

[6]This AI Service is only available with a subscription to RISE with SAP S/4HANA Cloud, private edition or GROW with SAP S/4HANA Cloud Public Edition (as applicable) and the SAP cloud service where the AI Service is accessible.

[7] The AI Unit Conversion Factor for this AI Service is based on productive use only.

[8]Each available Record will be charged monthly up to 50 megabytes (MB) and any Record in excess will be charged in increments of 50 MB.

[9] A hire is considered a Transaction.

[10] Customer is entitled to 2 deployed machine learning models. For machine learning models in excess of this limit, Customer must purchase an additional SAP cloud service.

[11]A Page is equivalent to 20,000 characters for SAP CX AI Toolkit Knowledge Indexing AI Service.

[12]This AI Service is currently only available for eligible customers enrolled within a corresponding Early Adopter Care program.

[13]This AI Service is only available with a subscription to SAP Micro-App Hub and in particular the app; learning needs analysis micro-app. (SAP Micro-App Hub is available to purchase via the SAP store). For this AI Service, Records are the number of AI generated pages of text-based learning content, 1 Record is equal to 1 page.

3. ELIGIBLE AI SERVICE ENTITLEMENTS

3.1. Joule is only available in limited data centers and for limited SAP cloud services. Customer will only receive access to the limited quantity of Joule described herein if Joule is made available in the data center of the Cloud Service subscribed to by Customer. Additional information is available in Joule Documentation on the SAP Help Portal.

3.2. SAP SuccessFactors

3.2.1. Access to a limited quantity of Joule, as described below, is only included with a subscription to the following SAP SuccessFactors Cloud Services: SAP SuccessFactors Employee Central Service Center; SAP SuccessFactors Employee Central Payroll; SAP SuccessFactors Time Tracking; SAP SuccessFactors Opportunity Marketplace; SAP SuccessFactors Performance & Goals; SAP SuccessFactors Compensation; SAP SuccessFactors Succession & Development; SAP SuccessFactors Employee Central, core HR; SAP SuccessFactors Employee Central, core HR, functional use; SAP SuccessFactors Onboarding; SAP SuccessFactors Recruiting; SAP SuccessFactors Learning; SAP SuccessFactors Learning, functional use; and SAP SuccessFactors Validated Learning (each a “SuccessFactors Cloud Service”).

SuccessFactors Users*	Messages per Year
1 – 5,000 Users	240,000
5,001 – 25,000 Users	1,200,000
25,001 – 75,000 Users	6,000,000

75,001+ Users	9,600,000

*"Users" has the meaning given to it under the SuccessFactors Cloud Service order form.

3.3. RISE with SAP S/4HANA Cloud, Private Edition

3.3.1. Where it is expressly indicated in Customer's RISE with SAP S/4HANA Cloud, Private Edition Order Form ("RISE Cloud Service Order Form"), Customer shall have access to 2,500 Messages of Joule per Full Use Equivalent, per Contract Year with a subscription to the following RISE with SAP S/4HANA Cloud, Private Edition Services: RISE with SAP S/4HANA Cloud, Private Edition, Base; RISE with SAP S/4HANA Cloud, Private Edition, Premium; and RISE with SAP S/4HANA Cloud, Private Edition, Premium Plus (each a "RISE Cloud Service"). "Full Use Equivalent" has the meaning given to it under the RISE Cloud Service Order Form. Joule shall be considered a "Bundled Cloud Service" as described in the RISE Supplement under the RISE Agreement.

3.4. SAP Integrated Business Planning

3.4.1. Where it is expressly indicated in Customer's SAP Integrated Business Planning Cloud Service Order Form ("IBP Cloud Service Order Form"), Customer shall have access to 10,000 Messages of Joule per Contract Year with a subscription to SAP Integrated Business Planning Cloud Service.