

SAP S/4HANA Cloud Service Use Descriptions

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General

This Service Use Description applies only to the SAP S/4HANA Cloud (previously known as SAP S/4HANA Cloud, essentials edition, SAP S/4HANA Cloud, multi-tenant edition or S/4HANA Cloud) services to which Customer is subscribed. Any documents referenced herein are available upon request.

For the avoidance of doubt, all non-productive development, testing, and quality assurance, may only be conducted in non-production environments.

CORE

RISE with SAP S/4HANA Cloud (formerly, “SAP S/4HANA for enterprise management, essentials edition”)

Usage Metric	Full Usage Equivalents (FUE)																
Explanation of Usage Metric	<p>Full Use Equivalent (FUE) means the number that corresponds to the number of individuals authorized to access specified solution capabilities of the RISE with S/4HANA Cloud t Service as follows:</p> <p>1 FUE = 1 SAP S/4HANA for advanced use 1 FUE = 5 SAP S/4HANA for core use 1 FUE = 30 SAP S/4HANA for self-service use</p> <p>Customer may allocate each FUE to any one of the use package types and may change the allocation during the subscription term. A Full Use Equivalent cannot be divided between or among different use package types.</p>																
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Quality Engineering (S/4 CLD)
Quality Improvement (S/4 CLD)
Quality Inspection (S/4 CLD)
Sales Order Management and Processing (S/4 CLD)
Quotation Management (S/4 CLD)
Self-Service Requisitioning (S/4 CLD)
Service Order Management (S/4 CLD)
Subcontracting (S/4 CLD)
Time Sheet (S/4 CLD)
Transportation Management (S/4 CLD)
Warehouse Management (S/4 CLD)
Capacity Planning (S/4 CLD)

The S/4HANA Cloud for core use also covers display use rights and approval use rights.

S/4HANA Cloud for advanced use

S/4HANA Cloud
Goods Movement (S/4 CLD)
Inventory Analytics and Control (S/4 CLD)
Warehouse Management (S/4 CLD)
Transportation management (S/4 CLD)
Available to Promise (S/4 CLD)
Delivery Management (S/4 CLD)
Material Requirements Planning (S/4 CLD)
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Service Monitoring and Analytics (S/4 CLD)
Service Order Management (S/4 CLD)
Sales Order Management and Processing (S/4 CLD)
Sales Billing (S/4 CLD)
Sales Master Data Management (S/4 CLD)
Sales Contract Management (S/4 CLD)
Claims, Returns, and Refund Management (S/4 CLD)
Sales Monitoring and Analytics (S/4 CLD)
Sales Rebate Management (S/4 CLD)
Solution Billing (S/4 CLD)
Price Management (S/4 CLD)
Quotation Management (S/4 CLD)

Time Sheet (S/4 CLD)
Self-Service Requisitioning (S/4 CLD)
Requirements Processing (S/4 CLD)
Purchase Order Collaboration (S/4 CLD)
Purchase Order Processing (S/4 CLD)
Service Purchasing and Recording (S/4 CLD)
Purchasing Rebate Management (S/4 CLD)
Classification and Segmentation (S/4 CLD)
Supplier Evaluation (S/4 CLD)
Purchase Contract Management (S/4 CLD)
Source Assignment (S/4 CLD)
Spend Visibility (S/4 CLD)
Real-Time Reporting and Monitoring (S/4 CLD)
Invoice Processing (S/4 CLD)
Invoice Collaboration (S/4 CLD)
Financial Accounting (S/4 CLD)
Entity Close (S/4 CLD)
Financial Reporting (S/4 CLD)
Accounts Payable (S/4 CLD)
Accounts Receivable (S/4 CLD)
Electronic Bill Presentment and Payment (S/4 CLD)
Profitability Analysis (S/4 CLD)
Product Costing (S/4 CLD)
Overhead Cost Management (S/4 CLD)
International Trade Management (S/4 CLD)
Master Data Maintenance (S/4 CLD)
Capacity Planning (S/4 CLD)

The S/4HANA Cloud for advanced use also covers display use rights and approval use rights.

The Cloud Service includes two systems – one for system set-up and quality testing and a second for productive use. No additional systems are included in the subscription for the Cloud Service.

Block size
System
Additional Terms & Conditions

1 FUE

Up to 100GB of SAP HANA® database memory of customer data.

The following SAP cloud features are included in the Cloud Service as described below (“Cloud Features”). They may only be used in conjunction with the Cloud Service.

- (1) The Cloud Service includes use of SAP Cloud Platform, Identity Authentication, which may only be used for Authorized User authentication.
- (2) The Cloud Service includes use of SAP Cloud Platform Identity Provisioning.
- (3) The Cloud Service includes use of SAP Central Business Configuration (“SAP CBC”). Any disaster recovery capabilities and enhanced disaster recovery services are not applicable to SAP CBC. SAP CBC is only permitted for use with the non-production system set-up and quality testing system.
- (4) The Cloud Service includes limited use of SAP Forms as a Service by Adobe. Customer may make up to 2,000,000 Forms Requests per year to SAP Forms as a Service by Adobe for no additional fee. A single Form Request is counted for each document with up to five (5) pages created using this Cloud Feature. The number of Form Requests for a document created with more than five (5) pages is calculated by dividing the total pages of the document by five (5). If the result of the calculation is not a whole number, the remainder shall be counted as a single Form Request. Form Requests for which a number of pages cannot be determined (e.g., digital signature request) are counted as a single Form Request. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.

For the avoidance of doubt, (i) Cloud Features may be provisioned on the SAP Cloud Platform and in a different data center location from S/4HANA Cloud, (ii) Cloud Features do not include the same service elements that apply to the S/4HANA Cloud and (iii) the Service Level Agreement does not apply to Cloud Features.

Each Cloud Feature is subject to its own supplemental terms, available here: <http://www.sap.com/agreements-cloud-supplement> (also available from SAP upon request). Where the supplemental terms and the Service Use Description conflict, the Service Use Description shall take precedence.

Central User Administration. Where Customer has multiple systems, Customer shall utilize Central User Administration to monitor and maintain individual user IDs consistently across those systems. Alternatively, Customer shall manually monitor user IDs across its various systems. Customer shall remain within the Usage Metric and volume limitations indicated in the Order Form and any use outside of this scope as a result of duplicated individual user IDs may subject Customer to additional fees.

RISE with SAP S/4HANA Cloud and experience management

Usage Metric

Full Usage Equivalents (FUE)

Explanation of Usage Metric

Full Use Equivalent (FUE) means the number that corresponds to the number of individuals authorized to access specified solution capabilities of the RISE with S/4HANA Cloud t Service as follows:

- 1 FUE = 1 SAP S/4HANA for advanced use 1
- FUE = 5 SAP S/4HANA for core use
- 1 FUE = 30 SAP S/4HANA for self-service use

Customer may allocate each FUE to any one of the use package types and may change the allocation during the subscription term. A Full Use Equivalent cannot be divided between or among different use package types.

S/4HANA Cloud for self-service use

Available to Promise (S/4 CLD)
Delivery Management (S/4 CLD)
Goods Movement (S/4 CLD)
Maintenance Execution (S/4 CLD)
Material Requirements Planning (S/4 CLD)
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Time Sheet (S/4 CLD)
Transportation Management (S/4 CLD)
Warehouse Management (S/4 CLD)
Maintenance Demand Processing (S/4 CLD)

The S/4HANA Cloud for self-service use also covers display use rights and approval use rights.

S/4HANA Cloud for core use

Available to Promise (S/4 CLD)
Delivery Management (S/4 CLD)
External Processing (S/4 CLD)
Goods Movement (S/4 CLD)
Inventory Analytics and Control (S/4 CLD)
Just-in-time Processing (S/4 CLD)
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Maintenance Execution (S/4 CLD)
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Maintenance Planning (S/4 CLD)
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The S/4HANA Cloud for core use also covers display use rights and approval use rights.

S/4HANA Cloud for advanced use

S/4HANA Cloud
Goods Movement (S/4 CLD)
Inventory Analytics and Control (S/4 CLD)
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The S/4HANA Cloud for advanced use also covers display use rights and approval use rights..

The Cloud Service includes two systems – one for system set-up and quality testing and a second for productive use. No additional systems are included in the subscription for the Cloud Service.

Block size

1 FUE

System

Up to 100GB of SAP HANA® database memory of customer data.

Additional Terms & Conditions

Each one FUE comes with 25 Qualtrics EmployeeXM for IT Users. Use of the 25 Qualtrics Users is limited to use only with the RISE with SAP S/4HANA Cloud and experience management Cloud Service.

The following SAP cloud features are included in the Cloud Service as described below (“Cloud Features”). They may only be used in conjunction with the Cloud Service.

- (1) The Cloud Service includes use of SAP Cloud Platform, Identity Authentication, which may only be used for Authorized User authentication.
- (2) The Cloud Service includes use of SAP Cloud Platform Identity Provisioning.
- (3) The Cloud Service includes use of SAP Central Business Configuration (“SAP CBC”). Any

disaster recovery capabilities and enhanced disaster recovery services are not applicable to SAP CBC. SAP CBC is only permitted for use with the non-production system set-up and quality testing system.

- (4) The Cloud Service includes limited use of SAP Forms as a Service by Adobe. Customer may make up to 2,000,000 Forms Requests per year to SAP Forms as a Service by Adobe for no additional fee. A single Form Request is counted for each document with up to five (5) pages created using this Cloud Feature. The number of Form Requests for a document created with more than five (5) pages is calculated by dividing the total pages of the document by five (5). If the result of the calculation is not a whole number, the remainder shall be counted as a single Form Request. Form Requests for which a number of pages cannot be determined (e.g., digital signature request) are counted as a single Form Request. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.

For the avoidance of doubt, (i) Cloud Features may be provisioned on the SAP Cloud Platform and in a different data center location from S/4HANA Cloud, (ii) Cloud Features do not include the same service elements that apply to the S/4HANA Cloud and (iii) the Service Level Agreement does not apply to Cloud Features.

Central User Administration. Where Customer has multiple systems, Customer shall utilize Central User Administration to monitor and maintain individual user IDs consistently across those systems. Alternatively, Customer shall manually monitor user IDs across its various systems. Customer shall remain within the Usage Metric and volume limitations indicated in the Order Form and any use outside of this scope as a result of duplicated individual user IDs may subject Customer to additional fees.

SAP S/4HANA Cloud, Digital Access

Usage Metric	Documents
Explanation of Usage Metric	<p>Documents are unique records created in or written to the Cloud Service in a contract year by or through non-human, non-SAP technology (including bots, IoT devices and sensors, intelligent devices, third party systems and Customer or partner developed apps). A contract year is a 12- month period beginning on the first day of the Subscription Term or its annual anniversary. Documents are measured by multiplying the total number of each type of Document by the Document multiplier (specified in the Additional Terms section below) and summing up each result to arrive at the total number of Documents.</p> <p>Sales Document means: (i) a line item record that represents the material and/or service being sold or quoted; and/or (ii) a record that represents an individual order/release against a scheduling agreement which indicates the material and/or service being sold.</p> <p>Purchase Document means: (i) a line item record that represent s the material and/or service being ordered or requested; and/or (ii) a record that represents the release against a scheduling agreement which indicates the material and/or service being procured.</p> <p>Invoice Document means: a line item record that represents the material and/or service being billed. For SAP S/4HANACloud for Digital Access only, an Invoice Document shall also include a line item record that represents a description of the material being purchased, including the material name, number and quantity of the material.</p> <p>Manufacturing Document means: (i) a record which represents the production -related details associated with manufacturing a material, including: the type, quantity and color of what to produce, when to produce it, where to produce it and/or other distinguishing characteristics; and/or (ii) a record that represents a confirmation which indicates the status of the processing activities associated with manufacturing orders.</p> <p>Material Document means: a line item record that represents a specific material being received, issued or transferred to, from or within a storage location or plant.</p> <p>Quality Management Document means: (i) a record that represents the details of a nonconformance being reported including the information required for problem solving; and/or (ii) a record that represents results of an inspection. For SAP S/4HANACloud for Digital Access only, a Quality Management Document shall also include a record that</p>

	<p>represents the details of a nonconformance.</p> <p>Service & Maintenance Document means:</p> <p>(i) a record that represents the details of work to be performed including the information needed to plan, execute and bill for a service or maintenance request; and/or (ii) a record that represents the details of a problem being reported including the information required for problem solving; and/or (iii) a record that represents the status of the processing associated with service orders and maintenance orders; and/or (iv) a record that represents a claim by a customer for repair or replacement or compensation for under-performance, pursuant to terms in a warranty document.</p> <p>Financial Document means:</p> <p>a record that represents accounting information in a financial journal.</p> <p>Time Management Document means:</p> <p>(i) a record that represents an employee's time worked and assigned to business related objects; and/or (ii) a record that represents deviations from an employee's assigned work schedule and/or pay rate.</p>
Block size	1000 Documents
Additional Terms & Conditions	Each Document shall count as one (1) Document, except for Material Documents and Financial Documents which shall each count as two tenths (0.2) of a Document. However, where the automated processing in Cloud Service of a Document from one Document Type results in the subsequent creation in the cloud service of one or more additional Documents of different Document Type(s), such additional Documents shall not be counted.

SAP S/4HANA Cloud, in-memory extension

Usage Metric	GB of Memory
Explanation of Usage Metric	<p>GB of memory is defined as an amount of memory</p> <p>100GB of SAP HANA® database memory is available for each of a customer's production and quality systems. A customer may subscribe to additional SAP HANA database memory in increments of 1GB per month for both the production and quality system.</p>
Block size	1 GB

SAP S/4HANA Cloud, test tenant

Usage Metric	Flat fee
Explanation of Usage Metric	Flat Fee means a fixed fee for the Cloud Service
Block size	1
	The SAP S/4HANA Cloud test tenant may only be used for non-productive testing of certain Cloud Service add-ons, and Customer may not process any personal data using the SAP S/4HANA Cloud test tenant. The Service Availability SLA does not apply to SAP S/4HANA Cloud test tenant. not apply to SAP S/4HANA Cloud test tenant.

SAP S/4HANA Cloud customer evaluation system

Usage Metric	Flat fee
Explanation of Usage Metric	Flat Fee means a fixed fee for the Cloud Service
Block size	1
Additional Terms & Conditions	The SAP S/4HANA Cloud customer evaluation system may only be used for non-productive testing of certain Cloud Service add-ons by up to 50 Authorized Users, and Customer may not process any personal data using the SAP S/4HANA Cloud customer evaluation system. The Service Availability SLA does not apply to SAP S/4HANA Cloud customer evaluation system.

SAP S/4HANA Cloud, disaster recovery

Usage Metric	Flat fee
Explanation of Usage Metric	Flat Fee means a fixed fee for the Cloud Service
Block size	1
Additional Terms & Conditions	Contingent upon express agreement in an Order Form and payment of additional charges, SAP shall provide enhanced disaster recovery services (as further described below) in the following production data centers: Sterling, Virginia USA; Sydney, Australia and St. Leon- Rot, Germany. Enhanced disaster recovery services include (i) Recovery Point Objective (RPO): no more than 30 minutes of data loss; (ii) Recovery Time Objective (RTO): administrator access to data and service restoration within 12 hours; (iii) failover to a functional alternate site with an in-place network, security, storage and a complement of basic replacement servers and (iv) standby production databases maintained at remote site with near-real time asynchronous replication. Other Cloud Services subscribed under the same Order Form are not entitled to this Enhanced Option. SAP S/4HANA Cloud, disaster recovery is only permitted for use with the production system.

SAP S/4HANA Cloud, disaster recovery in-memory extension

Usage Metric	GB of Memory
Explanation of Usage Metric	GB of memory is defined as an amount of memory
Block size	1
Additional Terms & Conditions	Memory extensions that are needed on Customer's productive environment would need to be matched in the subscription of the disaster recovery services. SAP S/4HANA Cloud, disaster recovery in-memory extension is only permitted for use with the production system.

ADD-ON PACKAGES

SAP S/4HANA Asset Management for resource Scheduling

Usage Metric	Resources
Explanation of Usage Metric	A Resource is a unique individual or non-human asset accessing or being managed by the Cloud Service. Resources are sold in Blocks and the pricing for Blocks is divided into Tiers.
Block size	1

SAP S/4HANA Cloud for receivables management

Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service.
Block size	1

SAP S/4HANA Cloud for cash management

Usage Metric	Users
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Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service.
Block size	1

SAP S/4HANA Cloud for contract accounting and invoicing

Usage Metric	Revenues and Expenses
Explanation of Usage Metric	Revenues and Expenses are the sum of revenues received and annual expenses paid which are processed through the Cloud Service in a contract year. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.
Block size	€ 50 million (converted to local currency using SAP standard exchange rates)

SAP S/4HANA Cloud for contract and lease management

Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service
Block size	1

SAP S/4HANA Cloud for treasury and risk management

Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service.
Block size	1

SAP S/4HANA Cloud for advanced payment management

Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service.
Block size	1

SAP S/4HANA Cloud for project and product innovation

Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service
Block size	1

SAP S/4HANA Cloud for Projects

Usage Metric	FUE
Explanation of Usage Metric	<p>Full Use Equivalent (FUE) represents an individual, authorized to access the Cloud Service. The quantity of Users is based on the number of FUEs as indicated in a Customer's Order Form. Customer may allocate each FUE User to any one of the use packages, and may change the allocation during the Subscription Term. An FUE cannot be divided between or among different use packages.</p> <p>1 FUE = 1 SAP S/4HANA Cloud for Projects Professional Use</p> <p>1 FUE = 10 SAP S/4HANA Cloud for Projects Standard Use</p>

Block size	1
Additional Terms & Conditions	Customer may allocate each FUE to any one of the use packages, and may change the allocation during the subscription term. FUEs cannot be divided between or among different use packages.

SAP S/4HANA Cloud for group reporting

Usage Metric	Entities
Explanation of Usage Metric	Entities are the total number of legal entities processed by the Cloud Service.
Block size	25
Additional Terms & Conditions	Subscriptions to SAP S/4HANA Cloud for group reporting include the use of SAP Group Reporting Data Collection. 50 Entities of SAP S/4HANA Cloud for group reporting is included in each subscription of SAP S/4HANA Cloud enterprise management regardless of the number of FUEs Documents in the subscription, provided the block of Entities will not include use of SAP Group reporting Data Collection.

SAP S/4 HANA Cloud for advanced compliance reporting

Usage Metric	Transactions
Explanation of Usage Metric	Transactions are messages, jobs, or tasks processed by the Cloud Service in a contract year. Each report/declaration prepared by ACR is equal to one transaction (ex: quarterly reporting counts as 4; Monthly reporting counts as 12). 24 transactions per year are free of charge. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.
Block size	1
Additional Terms & Conditions	<p>One block of 24 Transactions is included in each subscription of SAP S/4HANA Cloud enterprise management regardless of the number of FUEs or Documents in the subscription. Use in excess of 24 Transactions per contract year requires a separate subscription to SAP S/4 HANA Cloud for advanced compliance reporting.</p> <p>SAP S/4 HANA Cloud for advanced compliance reporting includes a design time environment to support Customer to create custom reports. Customer can use the reports only in SAP S/4 HANA Cloud for advanced compliance reporting.</p> <p>EU Access is not available for SAP S/4 HANA Cloud for advanced compliance reporting.</p>

SAP S/4 HANA Cloud for product compliance

Usage Metric	Documents
Explanation of Usage Metric	Documents are uniquely identified objects processed by the Cloud Service in a contract year. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.
Block size	100,000

Additional Terms & Conditions	In addition to the hosted portion of the Cloud Service, SAP makes available for download by Customer the SAP S/4HANA Cloud for product compliance application for the Cloud Service (the "Add-On Application"). The Add-On Application may only be used to integrate the Cloud Service with the on-premise Customer environment and may only be used by Authorized Users. The Add-On Application may not be modified or altered in any way except by SAP. The Add-On Application is part of the Cloud Service. Customer shall be responsible for the physical security of the Add-On Application and the System Availability SLA does not apply. Customer is responsible for the installation and operation of the Add-On Application, including any updates made available by SAP. SAP support and maintenance policies apply to the Add-On Application in addition to the support policy referenced in the Order Form, and can be found at https://launchpad.support.sap.com/#/notes/2658835 (made available upon Customer Request). The Add-On Application may not be used to connect SAP S/4HANA Cloud for product compliance to a third-party database licensed from SAP under a run-time license. Customer must license a full-use license from the applicable database vendor to use the Integration Application to replicate data from such database into SAP S/4HANA Cloud for product compliance.
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SAP Procurement Intelligence

Usage Metric	Recommendations
Explanation of Usage Metric	Recommendations are any responses returned by SAP Procurement Intelligence, including suggestions, predictions, and classifications.
Block size	1
Additional Terms & Conditions	Customer Data is transmitted to SAP Procurement Intelligence via the Cloud Service API. Customer Data only persists in SAP Procurement Intelligence for as long as required to perform the Customer-requested analysis per processed Recommendation. Therefore, Customer Data cannot be accessed by Customer from the SAP Procurement Intelligence during the Subscription Term or thereafter.

SAP S/4HANA Cloud for Procurement Planning

Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service.
Block size	1

SAP S/4HANA Cloud for upstream oil and gas

Usage Metric	Barrel of Oil Equivalent per Day (BOEPD)
Explanation of Usage Metric	Barrel of Oil Equivalent per Day (BOEPD) is a unit of measure used in the oil and gas industry that allows aggregating the produced, scheduled or sold quantities of hydrocarbons from both conventional and unconventional sources, which are managed by the Cloud Service in a contract year. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.
Block size	10,000

SAP S/4HANA Cloud for advanced ATP

Usage Metric	Revenues
Explanation of Usage Metric	For SAP S/4HANA Cloud for advanced ATP, only the revenues processed by the Cloud Service have to be considered. Revenues exclude indirect taxes such as VAT, Excise Duty or any similar sales related taxes.
Block size	€ 250 million (converted to local currency using SAP standard exchange rates)

SAP S/4HANA Cloud for demand-driven replenishment

Usage Metric	Revenues
Explanation of Usage Metric	For SAP S/4HANA Cloud for demand-driven replenishment, only the revenues processed by the Cloud Service have to be considered. Revenues exclude indirect taxes such as VAT, Excise Duty or any similar sales related taxes.
Block size	€ 250 million (converted to local currency using SAP standard exchange rates)

SAP S/4HANA Cloud for enterprise contract management and assembly

Usage Metric	Records
Explanation of Usage Metric	Records are uniquely identified objects that are active and maintained within the software. All "Legal Transactions" in status 'On Track', 'Pending', 'Open Issues' are counted as Records.
Block size	1
Additional Terms & Conditions	EU Access is not available for the Cloud Service.
Additional Terms & Conditions	All "Legal Transactions" in status 'On Track', 'Pending', 'Open Issues' are counted as Records

SAP S/4HANA Cloud for resource management

Usage Metric	Resources
Explanation of Usage Metric	A Resource is a unique individual or non-human asset accessing or being managed by the Cloud Service.
Block size	1

SAP S/4HANA Cloud for central procurement

Usage Metric	Spend Volume
Explanation of Usage Metric	Spend Volume is the total monetary amount of all purchase orders or call-offs from a contract processed through SAP S/4HANA Cloud for central procurement in a contract year. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.
Block size	€ 1 million (converted to local currency using SAP standard exchange rates)
Additional Terms & Conditions	In addition to the hosted portion of the Cloud Service, SAP makes available for download by Customer the SAP S/4HANA Cloud for central procurement add-on application for the Cloud Service (the "Add-On Application"). The Add-On Application may only be used to integrate the Cloud Service with the on-premise Customer environment and may only be used by Authorized Users. The Add-On Application may not be modified or altered in any way except by SAP. The Add-On Application is part of the Cloud Service. Customer shall be responsible for the physical security of the Add-On Application and the System Availability SLA does not apply. Customer is responsible for the installation and operation of the Add-On Application, including any updates made available by SAP. SAP support and maintenance policies apply to the Add-On Application in addition to the support policy referenced in the Order Form, and can be found at Note 2518105 (made available upon Customer Request).

SAP S/4HANA Cloud for master data governance

Usage Metric	Master Data Objects
Explanation of Usage Metric	Master data objects are all unique records stored or managed in the Cloud Service.
Block size	5000
Additional Terms & Conditions	Customer is allowed to create new tables and new views (database views, analytical views, projection views, attribute views, calculation views, etc.) on the database as long as they are used in the context of the SAP Business Integrity Screening for S/4HANA Cloud solution (e.g. to setup rules which access these tables/views).

SAP S/4HANA Cloud for advanced financial closing

Usage Metric	Entities
Explanation of Usage Metric	Entities are the total number of legal entities processed by the Cloud Service
Block size	25

SAP S/4HANA Cloud for EHS incident management

Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service.
Block size	100

SAP S/4HANA Cloud for EHS environment management

Usage Metric	Users
Explanation of Usage Metric	Users are individuals authorized to access the Cloud Service.
Block size	100