SAP Digital Manufacturing

Supplemental Terms and Conditions

This Supplement is part of an Agreement between SAP and Customer and applies solely to SAP Digital Manufacturing Cloud Service.

1. USAGE METRIC

1.1. The Usage Metric for the Cloud Service is Resource.

1.2. "Resource" means any authorized individual or physical asset accessing, being managed by, monitored via, or otherwise processed through the Cloud Service.

1.3. Each Resource includes an entitlement of 300,000 production events per year.

2. TENANTS

2.1. The Cloud Service includes 1 productive tenant and 1 non-productive tenant. The non-productive tenant may only be used for non-productive development and testing.

3. ENTITLEMENTS

The service entitlements are designed based on the intended use of SAP Digital Manufacturing as a Manufacturing Execution System (MES).

As part of the subscription, SAP provisions:

- One productive tenant
- One non-productive tenant

The non-productive tenant is intended exclusively for development, testing, and validation activities. As a result, the HANA service entitlement for the non-productive tenant differs from the productive tenant entitlement.

3.1. HANA Service

The values below represent the maximum SAP HANA memory entitlement available for the SAP Digital Manufacturing subscription.

The entitlement defines the maximum HANA capacity available under the subscription agreement. It should not be interpreted as a fixed amount of memory that is permanently allocated to a tenant.

To ensure stable and efficient operation of the SAP Digital Manufacturing service, SAP continuously manages and adjusts the underlying HANA resources. The amount of memory provisioned to a tenant may therefore change over time depending on operational requirements.

If a tenant's sustained memory consumption approaches or exceeds the entitled capacity of the subscribed service tier, SAP will engage with the customer to review the usage pattern and determine appropriate next steps.

Exceeding the entitlement does not automatically result in an interruption of productive operations. However, sustained usage beyond the entitled capacity may require but not limited to optimization measures, entitlement adjustments, or subscription changes.

Tier	Resources Lower Bound	Resources Upper Bound	Productive tenant service size	Test tenant service size
1	50	100	100 GB	64 GB
2	101	250	200 GB	64 GB
3	252	450	400 GB	128 GB
4	451	750	800 GB	128 GB
5	751	1250	1.6 TB	128 GB
6	1251	2250	3.2 TB	256 GB
7	2251	*	6.4 TB	256 GB

Additional information:

HANA Resource consumption within SAP Digital Manufacturing is highly dependent on customer-specific business processes and system usage patterns.

Factors that can significantly influence HANA memory and CPU consumption include:

- Number and frequency of API calls
- Production volume and event frequency
- Integration scenarios and connected systems
- Data volume
- Custom developments and extensibility scenarios

SAP HANA is an in-memory database. Larger HANA configurations provide additional memory capacity and typically include increased CPU capacity to support the corresponding workload.

As a result, customers with a similar number of resources may experience different infrastructure requirements depending on how SAP Digital Manufacturing is used.

Efficient business process design, data management, and integration architecture can significantly reduce infrastructure consumption and improve overall system performance.

SAP can support customers in reviewing resource utilization and identifying optimization opportunities. If you require assistance, please contact your SAP representative.

3.2. **BTP Print Service**

Tier	Included prints/year
1	600k Prints
2	900k Prints
3	1,800k Prints
4	3,000k Prints
5	5,000k Prints
6	15,000k Prints
7	20,000k Prints

BTP Print Service is used and can be subscribed separately in the case where additional entitlement is required by the customer.

3.3. **Edge Node**

Entitlement for SAP Digital Manufacturing for edge is included in the base license of SAP Digital Manufacturing for execution.

Tier	Edge Node in any Combination of Productive or QA Usage
1	2
2	4
3	6
4	8
5	10
6	12
7	14

*Note that Partner Test & Demo license includes entitlement for 1 edge node

4. USAGE RIGHTS TO ADDITIONAL SOFTWARE

4.1. Customer shall be responsible for the administration and management of the on-premise components and use it only for its intended purpose with this Cloud Service.

4.2. Customer is responsible for the installation and operation of the on-premise component (such as production connector for SAP Digital Manufacturing including any updates made available by SAP according to SAP's recommended timing. SAP support and maintenance policies apply to the on-premise component in addition to the support policy referenced in the Order Form, and can be found at https://launchpad.support.sap.com/#/notes/2658835.

5. CUSTOM PLUGINS

5.1. "**Custom Plugin**" means a software plugin, add-on and/or development by an entity other than SAP, without SAP's participation, that adds new and independent functionality to the Cloud Service and/or to its on-premise components (including but not limited to production connector) but that does not modify or decrease existing functionality, and which allows hardware to communicate with or call on the Cloud Service and/or its on-premise components.

5.2. Customers may install, develop and/or use Custom Plugins with the Cloud Service and/or its on-premise components. Customer is solely responsible for all installation, management and support for any Custom Plugins. Customer is solely responsible for testing and resolving source code issues, compatibility issues, security vulnerabilities or other conflicts that may arise from its use or development of Custom Plugins. The Service Level Agreement and Support Schedule shall not apply to Custom Plugins. Customer will inform SAP without undue delay if it discovers any issues or vulnerabilities with Custom Plugins that may impair or degrade the Cloud Service and/or its on-premise components. SAP shall not be responsible for any impairments or degradations of the Cloud Service and/or its on-premise components or any SAP cloud service, caused by any Custom Plugins.

5.3. Customer is solely responsible for its use or development of any Custom Plugins, including adhering to all export controls, confidentiality, data privacy laws, and other applicable laws when developing, or using any Custom Plugins. SAP provides no support for Custom Plugins and does not provide any guarantee or warranties in relation to the Custom Plugins. Custom Plugins must not enable the circumventing of any restrictions set forth in the Agreement, nor impair or degrade the performance, system availability, operability, or security of the Cloud Service and/or its on-premise components. Customer is responsible for testing and resolving source code issues, compatibility issues, security vulnerabilities or other conflicts that may arise in connection with its Custom Plugins and is solely responsible for providing any patches or workarounds in a timely manner.

6. ADDITIONAL TERMS

6.1. The System Availability SLA is changed solely with respect to System Availability SLA. System Availability SLA is replaced with a percentage of 99.9% during each Month for the production version of the Cloud Service for the Cloud Service.

6.2. The Cloud Service may include an edge version running on specific Kubernetes versions (on-premises). This edge version is Customer managed and must be upgraded before the next release of the Cloud Service.

6.3. S/4 HANA Compatibility Pack

6.3.1. **"S/4HANA Compatibility Pack"** means an S/4HANA compatible copy of classical (non-S/4HANA) SAP ERP software ("classical use"). Only the S/4HANA Compatibility Pack provided as a part of the SAP ERP software is available as a part of this package as further described in Part 4 (Attachments) of the SAP S/4HANA Compatibility Scope Matrix referenced in SAP Note 2269324. The S/4HANA Compatibility Pack may be used by Customer until the earlier of any termination or expiration of the Cloud Service subscription; or the date referenced in SAP Note 2269324.

6.3.2. Certain features are not included as a part of S/4HANA Compatibility Pack as further described in the SAP S/4HANA Feature Scope Description.

6.3.3. Notwithstanding Section 5.3.1 and 5.3.2 above, Customer may use the S/4HANA Compatibility Packs (**"Compatibility Packs"**) with the Cloud Service through December 31, 2030; however, such use is subject to the Compatibility Pack's availability as described in SAP Note 2269324. Customers of the Cloud Service may also use the Compatibility Packs with on-premise SAP software systems (**"On-Premise Environment"**) provided, however, that Customer must convert at least fifty percent (50%) of the annual On-Premise Environment SAP Support Fee on the Cloud Service Order Form Effective Date via the Cloud Extension Program. If Customer has subscribed to the Cloud Service before January 1, 2025, and in lieu of the foregoing requirement, Customer may subscribe to the Cloud Service with an Annual Fee that is equivalent to at least fifty percent (50%) of the current annual On-Premise Environment SAP Support Fee on the Cloud Service Order Form Effective

Date. Use of Compatibility Packs is subject to Customer's subscription to the underlying Cloud Service, a license to the underlying SAP solution in the On-Premise Environment, or both, as applicable.

6.3.4. Extension for a Specific Compatibility Pack.

6.3.4.1. Subject to the conditions set forth herein, Customer may use a specific Compatibility Pack (as defined below) until the earlier of: (i) any termination or expiration of Customer's subscription to the Corresponding Cloud Service (as defined below); or (ii) the date referenced in SAP Note 2269324. The conditions are as follows:

a) This specific Compatibility Pack must be set forth in SAP Note 2269324;

b) Customer must subscribe to a corresponding cloud service for such Compatibility Pack as set forth in SAP Note 2269324 ("Corresponding Cloud Service") via the Cloud Extension Policy;

c) Customer must subscribe to the Corresponding Cloud Service in such volume and quantities that is sufficient to meet or exceed Customer's use of the specific Compatibility Pack with its SAP solution(s) in the On-Premise Environment.

6.3.4.2. This extension applies specifically to the Compatibility Pack for which Customer has subscribed to a Corresponding Cloud Service in accordance with the conditions set forth herein.

6.3.5. For the purposes of this section only, "**Compatibility Pack**" means an S/4HANA compatible copy of classical (non-S/4HANA) SAP ERP software, and "**On-Premise Environment**" means on-premise SAP software systems.

6.4. **AI Technology.** AI Technology provided with the Cloud Service is subject to the SAP AI Terms which are hereby incorporated into the Agreement and accessible at: https://www.sap.com/about/trust-center/agreements.html.