SERVICE LEVEL AGREEMENT FOR SAP CLOUD SERVICES

1.   Service Level Agreement

This Service Level Agreement for SAP Cloud Services sets forth the System Availability Service Level Agreement ("**SLA**") for the productive version of the applicable SAP Cloud Services to which customer has subscribed ("**SAP Cloud Services**") in an Order Form with SAP.

This Service Level Agreement for SAP Cloud Services shall not apply to any SAP Cloud Service for which a System Availability SLA is explicitly set forth in the applicable Supplemental Terms and Conditions for such SAP Cloud Service or for which the applicability of the System Availability SLA is explicitly excluded in the Agreement.

2.   Definitions

"**Downtime**" means the Total Minutes in the Month during which the productive version of the applicable SAP Cloud Service is not available, except for Excluded Downtimes.

"**Month**" means a calendar month.

"**Monthly Subscription Fees**" means the monthly (or 1/12 of the annual fee) subscription fees paid for the Cloud Service which did not meet the System Availability SLA.

"**Total Minutes in the Month**" are measured 24 hours at 7 days a week during a Month.

"**UTC**" means Coordinated Universal Time standard.

3.   System Availability SLA and Credits

3.1   Claim process, Reports

Customer may claim a credit in the amount described in the table of Section 3.2 below in case of SAP's failure to meet the System Availability SLA, which credit Customer may apply to a future invoice relating to the SAP Cloud Service that did not meet the System Availability SLA.

Claims under this Service Level Agreement for SAP Cloud Services must be made in good faith and by submitting a support case within thirty (30) business days after the end of the relevant Month in which SAP did not meet the System Availability SLA.

SAP will provide to customers a monthly report describing the System Availability percentage for the applicable SAP Cloud Service either (i) by email following a customer's request to its assigned SAP account manager, (ii) through the SAP Cloud Service or (iii) through an online portal made available to customers, if and when such online portal becomes available.

3.2   System Availability

System Availability percentage is calculated as follows:

$$System\ Availability\ Percentage = \left(\frac{Total\ Minutes\ in\ the\ Month - Excluded\ Downtime - Downtime}{Total\ Minutes\ in\ the\ Month - Excluded\ Downtime}\right) * 100$$

System Availability SLA	99.5% System Availability percentage during each Month for productive versions
Credit	2% of Monthly Subscription Fees for each 1% below System Availability SLA, not to exceed 100% of Monthly Subscription Fees
Excluded Downtime	Total Minutes in the Month attributable to: (i) a Scheduled Downtime for which a Regular Maintenance Window is described in Section 4 below, or (ii) any Major Upgrade Window described in Section 5 for which the customer has been notified at least five (5) business days prior to such Major Upgrade Window or (iii) unavailability caused by factors outside of SAP's reasonable control, such as unpredictable and unforeseeable events that could not have been avoided even if reasonable care had been exercised.
Scheduled Downtime	Scheduled Downtime for the applicable SAP Cloud Services to which customer has subscribed is set forth in Section 4 below entitled "Maintenance Windows for SAP Cloud Services".

4.   Maintenance Windows for SAP Cloud Services

SAP can use the following maintenance windows for Scheduled Downtimes as listed below. Time zones refer to the location of the primary data center where the SAP Cloud Service is hosted. SAP will provide Customer reasonable notice without undue delay of any major upgrades or emergency maintenance to the SAP Cloud Services.

4.1   Weekly Maintenance Windows for SAP Cloud Services – Standard Windows

SAP weekly standard maintenance windows are scheduled as listed below for the Cloud Services in this section:

Start Time in UTC per region

MENA	FRI	7 pm	UTC
APJ	SAT	3 pm	UTC
Europe:	SAT	10 pm	UTC
Americas	SUN	4 am	UTC

The above-mentioned maintenance windows define the maximum scheduled downtime from which certain cloud services consume only partially.

Cloud Services maintenance window durations	
SAP Asset Manager SAP Browse Manager and Conversion Manager SAP Cloud Platform SAP Cloud Platform Credential Stores SAP Connected Parking SAP Customer Identity, SAP Customer Identity, B2B add-on, SAP Customer Consent, SAP Customer Profile SAP Enterprise Messaging SAP Exchange Media SAP Fiori Cloud SAP Logistics Business Network, global track and trace SAP Merchandising SAP TwoGo SAP Vehicles Network SAP Work Manager, Cloud Edition	**Zero Downtime**
S/4HANA Cloud for credit integration S/4HANA Cloud for customer payments SAP Big Data Margin Assurance, cloud edition SAP Brand Impact SAP Cloud Peering SAP Cloud Platform Gamification SAP Data Quality Management SAP Knowledge Workspace SAP Public Budget Formulation, cloud edition SAP Service Ticket Intelligence (formerly SAP Service Ticketing)	**1 hour**
SAP Agile Data Preparation SAP Cash Application SAP Cloud Platform API Management SAP Cloud Platform Integration SAP Connected Goods SAP Customer Attribution SAP Digital Payments SAP Health Engagement SAP Innovation Management SAP IoT Application Enablement SAP Leonardo IoT	**2 hours**

SAP Localization Hub, electronic invoicing for Brazil (nota fiscal electronica) SAP Market Rates Management SAP Multi – Bank Connectivity SAP Network Logistics Hub (formerly SAP Connected Logistics) SAP Predictive Maintenance and Service, cloud edition SAP Resolve SAP Roambi	
SAP Financial Statements Insights SAP RealSpend	**3 hours**
Fieldglass S/4HANA Cloud Edition SAP Agent Connection SAP Analytics Cloud (formerly BusinessObjects Cloud, or Cloud for Analytics, or Cloud for EPM (includes Cloud for Planning) SAP Analytics Hub SAP Asset Intelligence Network SAP Asset Strategy and Performance Management SAP Authentication 365, SAP LiveLink 365, SAP People Connect 365 SAP Business ByDesign SAP Cloud Data Warehouse SAP Cloud for Customer SAP Cloud for Energy SAP Cloud for Real Estate SAP Cloud for Travel and Expense SAP Cloud Identity Access Governance SAP Cloud Platform, ABAP environment SAP Cloud Platform, Cloud Foundry Environment, Infrastructure SAP Cloud Platform Consent Repository SAP Cloud Platform Excise Tax Service SAP Cloud Platform, Hyperledger Fabric SAP Cloud Platform Job Schedule SAP Cloud Platform Master Data for Business Partners SAP Cloud Platform, MultiChain SAP Cloud Platform Personal Data Manager SAP Cloud Platform, Quorum SAP Cloud Platform SAP HANA service, Enterprise edition SAP Cloud Platform SAP HANA service, Standard edition SAP Cloud Platform Transport Management SAP Cloud Platform Virtual Machine SAP Commerce Cloud SAP Commerce Cloud, context-driven services SAP Connected Agriculture SAP Consumer Insight 365 SAP Consumer Sales Intelligence SAP Contact Center, Cloud Edition SAP Contact Center 365 SAP Conversational AI SAP CoPilot SAP CPQ, edition for variant configuration SAP Customer Engagement Center SAP Customer Order Sourcing SAP Data Custodian SAP Data Intelligence SAP Data Privacy Governance	**4 hours**

SAP Digital Manufacturing Cloud SAP Distributed Manufacturing SAP Document Compliance SAP Edge Services SAP Enable Now SAP Enterprise Architecture Designer, cloud edition SAP Enterprise Chatbot SAP Entitlement Management SAP Field Service Management, SAP Crowd Service SAP Integrated Business Planning SAP Intelligent Product Design SAP Intelligent Notification 365 SAP Intelligent Robotic Process Automation SAP Leonardo IoT Bridge SAP Leonardo Machine Learning Foundation SAP Live Customer Cloud SAP Localization Hub, tax service SAP Logistics Business Network; SAP Logistics Business Network, freight collaboration option SAP Loyalty SAP Marketing Cloud SAP Market Communication for Utilities SAP Omnichannel Promotion Pricing SAP Product Configuration add on for SAP Commerce, SAP Product Configuration Intelligence, SAP Product Configuration SAP Product Content Hub SAP Product Stewardship Network SAP Qualtrics SAP Sales and SAP Service SAP Search and Discovery SAP Subscription Billing SAP SuccessFactors People Analytics SAP Supply Base Optimization SAP Translation Hub SAP Upscale Commerce SAP Vehicle Insights SAP Watch List Screening trading platform integration for SAP Treasury and Risk Management and SAP Cash Management

4.2 Weekly Maintenance Windows for SAP Cloud Services – Individual Windows
Due to specific business reasons, the below listed SAP Cloud Services use individual maintenance windows

Cloud Services with individual maintenance window durations		
Cloud Service	**Maintenance Window**	**Duration**
Concur	Europe: SAT 10 pm UTC (Winter) SAT 9 pm UTC (Summer) Americas: SUN 1 am UTC (Winter) SUN 12 am UTC (Summer)	4 hours
SAP Agent Performance Management (formerly Producer Pro)	Winter: SUN 8 am UTC Summer: SUN 7 am UTC	6 hours

SAP Ariba Cloud Services	MENA: FRI 7 pm UTC APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 12 am UTC	4 hours

SAP Business One Cloud, SAP-Hosted Option	Europe: MON 12 am UTC
	Americas:
	  North America: MON 7 am UTC
	  Latin America: MON 4 am UTC
		4 hours

SAP Cloud Appliance Library	**Bi-weekly** (odd calendar weeks): APJ, Europe, Americas: THU 6 am UTC	1 hour
SAP Commissions SAP Territory and Quota	Winter: SUN 8 am UTC Summer: SUN 7 am UTC	6 hours

SAP CPQ	Every 3rd Saturday of each month.
	     Winter 2 am UTC
	     Summer 1 am UTC
		4 hours

SAP Event Ticketing, Event Ticketing Pro	Europe:
	      SUN 11 pm UTC &
	      WED 2 am UTC
	Americas:
	      MON 4 am UTC &
	      WED 5 am UTC
		5 hours
		1 hour
		
		5 hours
		1 hour

SAP Information Collaboration Hub for Life Sciences	APJ: SAT 5.30 am UTC Europe: SAT 5.30 am UTC Americas: SAT 5.30 am UTC	4 hours
SAP Intelligent Sales Execution	Winter: SUN 8 am UTC Summer: SUN 7 am UTC	6 hours
SAP IoT Connect 365	Up to once every month: SAT 10 pm UTC	4 hours
SAP Jam Collaboration SAP Jam Communities SAP Learning Hub SAP SuccessFactors HXM Suite (except Employee Central Payroll)	MENA: FRI 7 pm UTC APJ: SAT 3 pm UTC Europe: FRI 10 pm UTC (Amsterdam DC2 & St Leon Rot DC12) SAT 10 pm UTC (Biere DC16 & Moscow DC18 Americas: SUN 4 am UTC	7 hours
SAP Litmos Training, all editions ViewCentral	**Bi-Weekly** APJ: FRI 5 pm UTC Europe: FRI 10 pm UTC Americas: SAT 12 am UTC **Monthly – 3rd Sunday** All Regions: SUN 1 am UTC (Summer)	Bi-Weekly: 2 hours Monthly: 5 hours
SAP Localization Hub, advanced compliance reporting service	Europe: SAT 2 am UTC	2 hours
SAP Logistics Business Network, material traceability option	MENA: FRI 7 pm UTC APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC **Early Adoption Hours:** Europe: THU 9 am UTC	4 hours 2 hours
SAP Predictive Engineering Insights	APJ, Europe, Americas FRI 3 pm UTC	2 hours

SAP Product Lifecycle Costing, cloud edition	**Monthly:** Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	6 hours
SAP SportsOne	**Bi-Weekly:** APJ: MON 10 pm UTC Europe: TUE 5 am UTC Americas: TUE 11 am UTC	2 hours
	APJ: WED 10 pm UTC Europe: THU 5 am UTC Americas: THU 11 am UTC	1 hour
SAP SuccessFactors Employee Central Payroll	MENA: FRI 7 pm UTC APJ: SAT 3 pm UTC Europe: FRI 10 pm UTC Americas: SUN 4 am UTC	4 hours

5.   Major Upgrade Windows for SAP Cloud Services

For more extensive changes to the SAP Cloud Services such as changing product versions, SAP uses the following Major Upgrade Windows for SAP Cloud Services

Cloud Services with Major Upgrade Windows	
Cloud Service	**Major Upgrade Windows**
Fieldglass	**Up to 5 times per year:** (requires 5 days advance notice): Europe: FRI 9 pm – SUN 2 pm UTC Americas: SAT 5 am – SUN 9 pm UTC
SAP Agile Data Preparation	**Up to 4 times per year:** SAT 1 am - SAT 8 am UTC
SAP Analytics Cloud (formerly BusinessObjects Cloud or Cloud for Analytics or SAP Cloud for EPM (includes Cloud for Planning))	**Up to 4 times per year:** MENA: FRI 7 pm – SAT 1 am UTC APJ: SAT 3 pm – SAT 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – SUN 10 am UTC *These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform.*
SAP Analytics Hub SAP Roambi SAP SuccessFactors People Analytics	**Up to 4 times per year:** MENA: FRI 7 pm – SAT 1 am UTC APJ: SAT 3 pm – SAT 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – SUN 10 am UTC
SAP Ariba Cloud Services	**Up to 2 Times per year:** MENA: FRI 7 pm – SAT 3 am UTC APJ, Europe, Americas: SAT 7 pm – SUN 3 am UTC
SAP Asset Intelligence Network	**Up to 4 times per year:** Europe: SUN 1:30 am – SUN 5:30 am UTC
SAP Asset Manager SAP Big Data Margin Assurance, cloud edition SAP Connected Agriculture SAP Exchange Media S/4HANA Cloud for credit integration S/4HANA Cloud for customer payments SAP Supply Base Optimization	**Up to 4 times per year:** APJ: SAT 12 am – SAT 6 am UTC Europe: SAT 7 am – SAT 1 pm UTC Americas: SAT 1 pm – SAT 7 pm UTC

SAP Asset Strategy and Performance Management	**Up to 4 times per year** Europe: SUN 1:30 am - SUN 5:30 am UTC
SAP Authentication 365, SAP LiveLink 365, SAP People Connect 365	**Up to 4 times per year:** Americas: SAT 4 am to SAT 2:00 pm UTC
SAP BusinessByDesign SAP Cloud for Real Estate SAP Cloud for Travel and Expense	**Up to 4 times per year:** APJ: FRI 10 pm - SAT 10 pm UTC Europe: SAT 5 am - SUN 5 am UTC Americas: SAT 11 am - SUN 11 am UTC
SAP Business One Cloud, SAP-hosted Option	**Up to 4 times per year:** Europe, Americas: SAT 9 am – SAT 3 pm UTC
SAP Cash Application	**Up to 4 times per year:** Europe: SAT 7 am – SAT 1 pm UTC
SAP Cloud Appliance Library	**Up to 12 times per year**, during a one (1) hour window made known by SAP at least one (1) week in advance.
SAP Data Warehouse	**Up to 4 times per year:** Europe: SAT 10 pm - SUN 2 am UTC Americas: SUN 4 am - SUN 8 am UTC
SAP Cloud for Customer	**Up to 4 times per year:** APJ: FRI 10 am - SAT 10 pm UTC Europe: SAT 5 pm - SUN 5 am UTC Americas: SAT 11 pm - SUN 11 am UTC
SAP Cloud for Energy	**Up to 4 times per year:** Europe: FRI 3:30 am – FRI 3:30 pm
SAP Cloud Identity Access Governance	**Up to 4 times per year** Americas: SAT 1 pm – SAT 7 pm UTC
SAP Cloud Platform SAP Cloud Platform, Cloud Foundry Environment Infrastructure. SAP Cloud Platform Credential Store SAP Cloud Platform Excise Tax Service SAP Cloud Platform Gamification SAP Cloud Platform, Hyperledger Fabric SAP Cloud Platform Job Scheduler SAP Cloud Platform Mobile Service for app and device management SAP Cloud Platform, MultiChain SAP Cloud Platform Mobile Service for SAP Fiori SAP Cloud Platform Virtual Machine SAP Cloud Platform, Quorum SAP Fiori Cloud	**Up to 4 times per year:** APJ: FRI 2 pm – FRI 6 pm UTC Europe: FRI 10 pm – SAT 2 am UTC Americas: SAT 4 am – SAT 8 am UTC
SAP Agent Connection SAP Cloud Platform, ABAP environment SAP Cloud Platform Transport Management SAP Commerce Cloud, context-driven services SAP Entitlement Management SAP Intelligent Robotic Process Automation	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Cloud Platform API Management	**Up to 4 times per year:** APJ: FRI 2 pm – SAT 2 pm UTC Europe: FRI 10 pm – SAT 10 pm UTC Americas: SAT 4 am – SUN 4 am UTC

SAP Cloud Platform Consent Repository	**Up to 4 times per year** Europe: FRI 10 pm – SAT 2 am UTC Americas: SAT 4 am –SAT 8 am UTC
SAP Cloud Platform Integration SAP Document Compliance	**Up to 4 times per year:** APJ: FRI 2 pm – SAT 2 am UTC Europe: FRI 10 pm – SAT 10 am UTC Americas: SAT 4 am – SAT 4 pm UTC
SAP Cloud Platform Master Data for Business Partners SAP Crowd Service SAP Data Privacy Governance SAP Field Service Management SAP Localization Hub, tax service SAP Loyalty SAP Product Lifecycle Costing, Cloud Edition	**Up to 4 times per year**
SAP Cloud Platform Personal Data Manager	**Up to 4 times per year** Europe: FRI 10 pm – SAT 2 am UTC Americas: SAT 4 am –SAT 8 am UTC
SAP Cloud Platform SAP HANA service, enterprise edition SAP Cloud Platform SAP HANA service, standard edition	**Up to 4 times per year for 8 hours:** APJ: FRI 9 pm – SAT 5 am UTC Europe: SAT 4 am – SAT 12 pm UTC Americas: SAT 10 am – SAT 6 pm UTC
SAP Commerce Cloud SAP CPQ, edition for variant configuration SAP Product Configuration add on for SAP Commerce SAP Product Configuration Intelligence SAP Product Configuration SAP Product Configuration as part of SAP CPQ, edition for variant configuration	**Up to 4 times per year:** APJ: SAT 3 pm – SAT 11 pm UTC Europe: SAT 10 pm – SUN 6 am UTC Americas: SUN 4 am – SUN 12 pm UTC
SAP Connected Goods SAP Contact Center, Cloud Edition SAP Contact Center 365	**Up to 4 times per year:** APJ: FRI 2 pm – SUN 7 pm UTC Europe: FRI 9 pm – MON 2 am UTC Americas: SAT 3 am – MON 8 am UTC
SAP Connected Parking	**Up to 4 times per year:** Europe: SAT 9 pm – MON 5 am UTC Americas: SUN 3 am- MON 11 am UTC
SAP Consumer Insight 365	**Up to 4 times per year:** APJ: SAT 3 pm – SUN 1 am UTC
SAP Consumer Sales Intelligence	**Up to 4 times per year:** Europe: MON 10 pm – TUE 4 am Americas: TUE 10 pm – WED 4 am
SAP Conversational AI	**Up to 4 times per year:** SAT 4 am to SUN 4 am UTC
SAP Customer Attribution	**Up to 4 times per year**: Americas: SAT 1 pm - SUN 1 pm UTC Europe: SAT 7 am - SUN 7 am UTC
SAP Customer Engagement Center	**Up to 4 times per year:** APJ: FRI 3 pm - SUN 7 pm UTC Europe: FRI 10 pm - MON 2 am UTC Americas: SAT 4 am - MON 8 am UTC

SAP Customer Order Sourcing	**Up to 4 times per year for 8 hours:**
	APJ: FRI 9 pm – SAT 5 am UTC
	              FRI 2 pm – FRI 6 pm UTC
	Europe: SAT 4 am – SAT 12 pm UTC
	              FRI 10 pm – SAT 2 am
	Americas: SAT 10 am – SAT 6 pm UTC
	              SAT 4 am – SAT 8 am UTC

SAP Data Custodian	**Up to 4 times per year:** Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Digital Manufacturing Cloud	**Up to 4 times per year** Europe, Americas: SAT 10 am - SAT 10 pm UTC
SAP Digital Payments	**Up to 4 times per year:** SAT 7 am to SUN 1 pm UTC
SAP Distributed Manufacturing	**Up to 4 times per year:** Europe: FRI 3:30 am – FRI 3:30 pm UTC
SAP Edge Services	**Up to 4 times per year:** FRI 10:00 pm to MON 3:00 am UTC
SAP Enable Now	**Up to 4 times per year:** APJ: THU 8 am - THU 10 pm UTC Europe: THU 3 pm - FRI 5 am UTC Americas: THU 9 pm – FRI 11 am UTC
SAP Enterprise Architecture Designer, cloud edition	**Up to 4 times per year:** Europe: SAT 8 am – SAT 8 pm UTC
SAP Enterprise Chatbot	**Up to 4 times per year:** APJ: SAT 3 pm – SUN 3 pm UTC Europe: SAT: 10 pm – SUN 10 pm UTC Americas: SUN 4 am – MON 4 am UTC Max downtime 24 hours. Every second Saturday of March, June, September, December.
SAP Enterprise Messaging	**Up to 4 times per year**: APJ: FRI 2 pm – FRI 6 pm UTC Europe: FRI 10 pm – SAT 2 am UTC Americas: SAT 4 am – SAT 8 am UTC
SAP Financial Statements Insights	**Up to 4 times per year:** APJ, Europe, Americas: SAT 7 am – SAT 1 pm UTC
SAP Health Engagement	**Up to 4 times per year:** Europe: FRI 4 am – FRI 10 am UTC Americas: SAT 5 am – SAT 11 am UTC
SAP Information Collaboration Hub for Life Sciences	**Up to 4 times per year:** Planned 4 times per year for regular upgrades: February, May, August, November.
SAP Innovation Management	**Up to 4 times per year:** APJ: FRI 2 pm - MON 6 am UTC Europe: FRI 9 pm - MON 2 pm UTC Americas: SAT 3 am - MON 8 pm UTC

SAP Integrated Business Planning S/4HANA Cloud Edition	**Up to 4 times per year:** MENA: FRI 1 am – SAT 1 am UTC APJ: FRI 9 pm - SAT 9 pm UTC Europe: SAT 4 am - SUN 4 am UTC Americas: SAT 10 am - SUN 10 am UTC
SAP Intelligent Product Design	**Up to 4 times per year:** APJ: SAT 12 am – SUN 12 am UTC Europe: SAT 7 am – SUN 7 am UTC Americas: SAT 3 pm – SUN 3 pm UTC
SAP IoT Application Enablement	**Up to 4 times per year:** APJ: SAT 12 am – SAT 12 pm UTC Europe: SAT 7 am – SAT 7 pm UTC Americas: SAT 3 am – SAT 3 pm UTC
SAP IoT Connect 365	**Up to 4 times per year:** SAT 7 am – SAT 1 pm UTC
SAP Knowledge Workspace	**Up to 8 times per year**
SAP Jam Collaboration SAP Jam Communities SAP Learning Hub SAP SuccessFactors HXM Suite (except Employee Central Payroll)	**Up to 6 times per year:** MENA: FRI 7 pm – SAT 2 am UTC APJ: FRI 3 pm – FRI 10 pm UTC Europe: FRI 10 pm – SAT 5 am UTC Americas: SAT 4 am – SAT 11 pm UTC
SAP Leonardo IoT	**Up to 4 times per year.** APJ: SAT 3 pm – SAT 7 pm UTC Europe: SAT 10 pm – SUN 2 am UTC Americas: SUN 4 am – SUN 8 am UTC
SAP Leonardo IoT Bridge SAP Multi-Bank Connectivity	**Up to 4 times per year** APJ: FRI 2 pm – SUN 7 pm UTC Europe: FRI 9 pm – MON 2 am UTC Americas: SAT 3 am – MON 8 am UTC
SAP Leonardo machine learning foundation SAP Sales and SAP Service	**Up to 4 times per year:** APJ: FRI 10 pm – SAT 10 pm UTC Europe: SAT 5 am – SUN 5 am UTC Americas: SAT 11 am – SUN 11 am UTC
SAP Litmos Training, all editions View Central	**Up to 4 times per year** APJ: FRI 5 pm – FRI 10 pm UTC Europe: FRI 10 pm – SAT 3 am UTC Americas: SAT 12 am – SAT 5 am UTC
SAP Live Customer Cloud	**Up to 4 times per year:** APJ: SAT 3 pm – 9 pm UTC Europe: SAT 10 pm – SUN 4 am UTC Americas: SUN 4 am – 10 am UTC
SAP Localization Hub, advanced compliance reporting service	**Up to 12 times a year:** Four (4) hours window made known by SAP at least one (1) week in advance.
SAP Localization Hub, electronic invoicing for Brazil (nota fiscal electronica)	**Up to 4 times per year:** Europe: SUN 3 am UTC Americas: SAT 3 am UTC
SAP Logistics Business Network; SAP Logistics Business Network, freight collaboration option SAP Logistics Business Network, material traceability	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Logistics Business Network, global track and trace	**Odd Numbered Weeks** 5 am - 7 am UTC

SAP Marketing Cloud	**Up to 4 times per year:** MENA: FRI 1 am – SAT 1 am UTC APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Market Communication for Utilities	**Up to 4 times per year:** APJ: FRI 2 pm – SAT 2 am UTC Europe: FRI 10 pm – SAT 10 am UTC Americas: SAT 4 am – SAT 4 pm UTC
SAP Market Rates Management	**Up to 10 times per year**
SAP Network Logistics Hub (formerly SAP Connected Logistics)	**Up to 4 times per year:** APJ, Europe, Americas: Any weekday: 3:30 am – 7:30 am UTC

SAP Omnichannel Promotion Pricing	**Up to 4 times per year for 8 hours:**
	APJ: FRI 9 pm – SAT 5 am UTC
	              FRI 2 pm – FRI 6 pm UTC
	Europe: SAT 4 am – SAT 12 pm UTC
	              FRI 10 pm – SAT 2 am
	Americas: SAT 10 am – SAT 6 pm UTC
	              SAT 4 am – SAT 8 am UTC

SAP Predictive Engineering Insights	**Up to 8 times per year:** APJ, Europe, Americas: FRI 3 pm – MON 7 am UTC
SAP Predictive Maintenance and Service, Cloud Edition	**Up to 4 times per year:** Europe: SUN 1:30 am – SUN 5:30 am UTC
SAP Product Content Hub	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am to SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Product Stewardship Network	**Up to 4 times per year:** APJ, Europe, Americas: TUE 4 am – TUE 11 am UTC
SAP RealSpend	**Up to 4 times per year:** APJ, Europe, Americas: SAT 7 am – SAT 1 pm UTC
SAP Resolve	**Up to 4 times per year:** APJ, Europe, Americas: SAT 3 am – MON 8 am UTC
SAP Search and Discovery	**Up to 8 times per year** Europe: FRI 3:30 am - FRI 3:30 pm UTC
SAP Service Ticket Intelligence	**Up to 4 times per year:** Europe: WED 2 am-4 am UTC Americas: WED 6 am – 8 am UTC
SAP SportsOne	**Once per year, 8 hours**
SAP Subscription Billing	**Up to 4 times per year** Europe: SAT 10 pm – SUN 6 am UTC Americas: SUN 4 am - SUN 12 pm UTC
SAP SuccessFactors Employee Central Payroll	**Up to 6 times per year:** MENA: FRI 7 pm – FRI 11 pm UTC APJ: FRI 3 pm – FRI 7 pm UTC Europe: FRI 10 pm – SAT 2 am UTC Americas: SAT 4 am – SAT 8 am UTC

SAP Translation Hub	**Up to 12 times per year:** During a 4 hour window made known by SAP at least 1 week in advance.
SAP TwoGo	**Up to 12 times per year:** Europe: FRI 9 pm to MON 2 am UTC
SAP Vehicle Insights	**Up to 4 times per year:** APJ: SAT 11 am- SAT 11 pm UTC Europe: SAT 7 am– SAT 7 pm UTC Americas: SAT 1 pm– SUN 1 am UTC
SAP Vehicles Network	**Up to 4 times per year:** APJ: SAT 2 pm– SUN 10 pm UTC Europe: SAT 9 pm– MON 5 am UTC Americas: SUN 3 am– MON 11 am UTC
SAP Watch List Screening	**Up to 4 times per year:** FRI 7 am to 10 pm
SAP Work Manager, Cloud Edition	**Up to 12 times per year:** Europe: THU 6 pm – THU 8 pm UTC
trading platform integration for SAP Treasury and Risk Management and SAP Cash Management	**Up to 4 times per year:** APJ: SAT 3 am – SAT 9 pm UTC Europe: SAT 9 am – SUN 3 am UTC Americas: SAT 3 am – SAT 9 pm UTC

NOTE: Maintenance and upgrade windows for products on Callidus pricelist are available on Callidus website. Please contact Callidus support for further details.

VENDOR BRANDED CLOUD SERVICES	Regular Maintenance Start Time in UTC per region		Duration	Comments & Major Upgrades Timeframe in UTC per region
Ruum by SAP	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	1 hour	**Up to 3 times per year**
SAP Access Violation Management by Greenlight	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	1 hour	**Up to 12 times per year:** Every 4th Saturday of March and September 11 pm UTC – 3 am UTC
SAP Account Reconciliation & Automation by Blackline SAP Account Reconciliation & Automation by BlackLine, premier edition SAP Intercompany Financial Hub by Blackline	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	1 hour	**Up to 12 times per year:** On request to SAP
SAP Advanced Data Migration by Syniti, cloud edition	MENA: APJ: Europe: Americas:	FRI 7 pm UTC SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	4 hours	
SAP Archiving and Document Access by OpenText, cloud edition	**APJ**: **Europe**: Frankfurt Amstelveen **Americas**: Toronto Ashburn Austin Lithia Springs	SAT 7 am UTC & WED 10 am UTC FRI 7 pm UTC & WED 10 pm UTC FRI 7 pm UTC & WED 10 pm UTC & SUN 3 pm UTC SAT 1 am UTC & TUE 8 pm UTC SAT 2 am UTC SAT 1 am UTC & TUE 8 pm UTC SAT 1 am UTC & TUE 8 pm UTC & SUN 2 am UTC	5 hours 3 hours 5 hours 3 hours 5 hours 3 hours 2 hours 5 hours 3 hours 4 hours 5 hours 3 hours 5 hours 3 hours 4 hours	**Up to 12 times per year:**
SAP Assessment Management by Questionmark	Europe: Americas:	SAT 9 am UTC SAT 10 am UTC	12 hours	Regular Maintenance windows on a third Saturday of each month
SAP Commerce Marketplace Management by Mirakl	12:00 am to 8:00 am UTC upon written request from the partner and mutual agreement.		4 hours	Upon written request from partner and agreement.
SAP Communication Center by Ancile	**OPTION 1:** APJ: Europe: Americas: **OPTION 2:** APJ: Europe: Americas:	 MON & WED 6 pm UTC TUE & THU 1 am UTC TUE & THU 7 am UTC FRI 6 pm UTC SAT 1 am UTC SAT 7 am UTC	2 hours 4 hours	Customer may select from any one of the maintenance window options 1 or 2.
SAP Content Stream by Skillsoft	SUN 6 pm UTC		2 hours	None
SAP Data Visualization by Zoomdata	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	4 hours	**Up to 4 times per year:** MON 11 pm – TUE 3 am Region Local Time

VENDOR BRANDED CLOUD SERVICES	Regular Maintenance Start Time in UTC per region		Duration	Comments & Major Upgrades Timeframe in UTC per region
SAP Digital Asset Management Cloud by OpenText	Europe:	SAT 7:00 pm UTC SUN 3:00 pm UTC	5 hours 2 hours	**Up to 52 times per year**
	Americas:	SAT 1:00 am UTC SUN 2:00 am UTC	5 hours 4 hours	
SAP Dynamic Pricing by GK 1.0	APJ: Europe: Americas:	SAT 3 am UTC SAT 10 pm UTC SUN 4 am UTC	8 hours	**Up to 4 times per year:**
SAP Energy Self-Service Accelerator for Utilities by SEW, cloud edition Supplement	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	4 hours	None.
SAP Extended Enterprise Content Management by OpenText, cloud edition	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	4 hours	**Up to 12 times per year:** APJ: FRI 4 pm to 8 pm UTC+8 Europe: FRI 9 am to 1 pm UTC+1 Americas: FRI 3 am to 7 am UTC−5
SAP Extended Enterprise Content Management by OpenText, add-on for capital projects and operations	Europe: Amstelveen, NL, and Woking, GB (twin-capable facilities) Americas: Lithia Springs, GA, and Allen, TX (twin-capable facilities)	FRI 8 pm UTC SUN 4 pm (this window may be used a maximum of 4 times per year.) SAT 2 am UTC SUN 3 am UTC	5 hours 2 hours 5 hours 4 hours	**Up to 1 time per year:** A major system upgrade would not be done more than once in year and the update and upgrade activity will be planned around the established maintenance windows and should not require downtime outside of those.
SAP Extended Enterprise Content Management by OpenText, add-on for Microsoft Office 365	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	4 hours	**Up to 1 time per year:**
SAP Knowledge Central by Mindtouch	**OPTION 1:** APJ: Europe: Americas: **OPTION 2:** APJ: Europe: Americas:	MON & WED 6 pm UTC TUE & THU 1 am UTC TUE & THU 7 am UTC FRI 6 pm UTC SAT 1 am UTC SAT 7 am UTC	2 hours 4 hours	**Up to 4 times per year:** Customer may select from any one of the maintenance window options 1 or 2. APJ: FRI 2 pm - SAT 2 pm UTC Europe: FRI 9 pm - SAT 9 pm UTC Americas: SAT 3 am - SUN 3 am UTC
SAP Mobile Consumer Assistant by GK, cloud edition	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Omnichannel POS by GK	MENA APJ: Europe: Americas:	FRI 7 pm UTC SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 2 pm – SAT 2 pm UTC Europe: FRI 10 pm – SAT 10 pm UTC Americas: SAT 4 am – SUN 4 am UTC
SAP Process Mining by Celonis, cloud edition	APJ: Europe: Americas:	SAT 3 pm UTC SAT 10 pm UTC SUN 4 am UTC	4 hours	**Up to 4 times per year:** APJ: FRI 9 pm – SAT 9 pm UTC Europe: SAT 4 am – SUN 4 am UTC Americas: SAT 10 am – SUN 10 am UTC
SAP Productivity Pak by Ancile	APJ: Europe: Americas:	SAT 1 pm UTC SAT 8 pm UTC SUN 2 am UTC	6 hours	**Up to 4 times per year:** APJ: SAT 1 pm – SAT 7 pm UTC Europe: SAT 8 pm – SUN 2 am UTC Americas: SUN 2 am – SUN 8 am UTC
SAP Quality Center, LoadRunner, and StormRunner by Micro Focus	Europe:	SUN 8 am UTC	2 hours	**Up to 12 times per year.**

VENDOR BRANDED CLOUD SERVICES	Regular Maintenance Start Time in UTC per region	Duration	Comments & Major Upgrades Timeframe in UTC per region

SAP S/4HANA Cloud Invoice Processing by OpenText	Europe:
	   FRI 8 pm to SAT 1 am UTC,
	   SUN 4 pm to SUN 6 pm UTC (this window may be used a maximum of 4 times per year)
	Americas:
	   FRI 3 pm to SAT 8 pm UTC
	   SAT 4 pm to SUN 8 pm UTC
		2 hours	

SAP Scheduling and Resource Management by ClickSoftware	APJ: SAT 3 pm UTC Europe: SAT 10 pm UTC Americas: SUN 4 am UTC	4 hours	**Up to 2 times per year** 30 June, 31 December
SAP Signature Management by DocuSign	None	N/A	

SAP SuccessFactors Document Management by OpenText	Europe: SAT 19:00 UTC
	          SUN 15:00 UTC
	
	Americas: SAT 1:00 UTC
	          SUN 2:00 UTC
		5 hours
		2 hours
		
		5 hours
		4 hours
			Up to 52 times per year

SAP Time and Attendance Management by Workforce Software SAP Workforce Forecasting and Scheduling by WorkForce Software	APJ: SAT 1 pm UTC Europe: SAT 8 pm UTC Americas: SUN 2 am UTC	4 hours	
SAP Time Management by Kronos	APJ: FRI 2 pm UTC Europe: FRI 11 pm UTC Americas: FRI 7 pm UTC	4 hours	**Up to 4 times per year.**

SAP Trade Repository Reporting by Virtusa	APJ, Europe, Americas:
	  Weekdays 7 pm UTC
	
	APJ, Europe, Americas:
	  Every 4th MON of every month
	  11 pm UTC
		2 hours
		
		4 hours
			APJ, Europe, Americas:
			 SAT 5 am – SUN 8 pm UTC

SAP U.S. Benefits Management by Benefitfocus	Americas: SAT 4 am UTC	8 hours	
SAP User Experience Management by Knoa	Europe: WED 9 pm UTC Americas: SAT 10 am UTC THU 3 am UTC	2 hours 12 hours 2 hours	