<u>**SERVICE LEVEL AGREEMENT FOR SAP CLOUD SERVICES/**</u>
<u>**PERJANJIAN TINGKAT LAYANAN UNTUK LAYANAN CLOUD SAP**</u>

1. **Service Level Agreement/**
 Perjanjian Tingkat Layanan
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./
Perjanjian Tingkat Layanan untuk Layanan Cloud SAP ini menyatakan Perjanjian Tingkat Layanan (Service Level
Agreement - "**SLA**") Ketersediaan Sistem untuk versi produktif dari Layanan Cloud SAP yang berlaku, yang
untuknya pelanggan telah berlangganan (**"Layanan Cloud SAP"**) dalam Formulir Pemesanan dengan 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./
Perjanjian Tingkat Layanan untuk Layanan Cloud SAP ini tidak akan berlaku untuk setiap Layanan Cloud SAP yang
untuknya SLA Ketersediaan Sistem dinyatakan secara tegas dalam Syarat dan Ketentuan Tambahan yang berlaku
untuk Layanan Cloud SAP tersebut atau yang untuknya penerapan SLA Ketersediaan Sistem secara tegas tidak
termasuk dalam Perjanjian.

2. **Definitions/**
 Definisi
"**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./
"**Waktu Henti**" berarti Total Menit dalam Bulan saat tidak adanya versi produktif dari Layanan Cloud SAP yang
berlaku, kecuali untuk Waktu Henti yang Dikecualikan.
"**Month**" means a calendar month./
"**Bulan**" berarti bulan kalender.
"**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./
"**Imbalan Berlangganan Bulanan**" berarti imbalan berlangganan bulanan (atau 1/12 dari imbalan tahunan)
yang dibayarkan untuk Layanan Cloud yang tidak memenuhi SLA Ketersediaan Sistem.
"**Total Minutes in the Month**" are measured 24 hours at 7 days a week during a Month./
"**Total Menit dalam Satu Bulan**" adalah waktu 24 jam yang diukur selama 7 hari dalam satu minggu selama
satu Bulan.
"**UTC**" means Coordinated Universal Time standard./
"**UTC**" berarti standar Waktu Universal Terkoordinasi (*Coordinated Universal Time*).

3. **System Availability SLA and Credits/**
 SLA Ketersediaan Sistem dan Kredit
3.1 **Claim process, Reports/**
 Proses Klaim, Laporan-laporan
 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./
 Pelanggan dapat mengklaim kredit dalam jumlah yang dijelaskan pada tabel di Pasal 3.2 di bawah apabila
 SAP tidak mampu memenuhi SLA Ketersediaan Sistem, di mana Pelanggan dapat menggunakan kredit
 tersebut pada faktur di masa mendatang yang berkaitan dengan Layanan Cloud SAP yang tidak memenuhi
 SLA Ketersediaan Sistem.

 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./

Klaim-klaim berdasarkan Perjanjian Tingkat Layanan untuk Layanan Cloud SAP ini harus dibuat dengan iktikad baik dan dengan mengirimkan kasus dukungan dalam waktu tiga puluh (30) hari kerja setelah akhir Bulan terkait ketika SAP tidak memenuhi SLA Ketersediaan Sistem.

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./
SAP akan memberikan laporan bulanan untuk pelanggan yang menjelaskan persentase Ketersediaan Sistem untuk Layanan Cloud SAP yang berlaku, baik (i) melalui email setelah adanya permintaan pelanggan ke manajer akun SAP yang ditunjuk oleh pihaknya, (ii) melalui Layanan Cloud SAP, maupun (iii) melalui portal online yang disediakan untuk pelanggan, jika dan bilamana portal online tersebut telah tersedia.

3.2   System Availability/
Ketersediaan Sistem

System Availability percentage is calculated as follows:/
Persentase Ketersediaan Sistem dihitung sebagai berikut:

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

Persentase Ketersediaan Sistem

System Availability SLA/ **SLA Ketersediaan Sistem**	99.5% System Availability percentage during each Month for productive versions/ 99,5% persentase Ketersediaan Sistem setiap Bulan untuk versi produktif
Credit/ **Kredit**	2% of Monthly Subscription Fees for each 1% below System Availability SLA, not to exceed 100% of Monthly Subscription Fees/ 2% dari Imbalan Berlangganan Bulanan untuk setiap 1% di bawah SLA Ketersediaan Sistem dan tidak melebihi 100% Imbalan Berlangganan Bulanan
Excluded Downtime/ **Waktu Henti yang Dikecualikan**	Total Minutes in the Month attributable to:/ Total Menit dalam Bulan yang disebabkan oleh: (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./ (i) Waktu Henti Terjadwal yang untuknya Jangka Waktu Pemeliharaan Reguler dijelaskan dalam Bagian 4 di bawah ini, atau (ii) Jangka Waktu Pemutakhiran Besar yang dijelaskan dalam Bagian 5 di mana pelanggan telah diberitahu setidaknya lima (5) hari kerja sebelum Jangka Waktu Pemutakhiran Besar tersebut, atau (iii) ketidaktersediaan yang disebabkan oleh faktor-faktor di luar kendali SAP yang wajat, seperti peristiwa yang tidak terduga dan tidak dapat diramalkan yang tidak dapat dihindari bahkan jika perawatan yang wajar telah dilakukan.
Scheduled Downtime/ **Waktu Henti Terjadwal**	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"./ Waktu Henti Terjadwal untuk Layanan Cloud SAP yang berlaku yang atasnya pelanggan telah berlangganan, ditetapkan pada Pasal 4 di bawah dengan judul "Jangka Waktu Pemeliharaan untuk Layanan Cloud SAP".

4. **Maintenance Windows for SAP Cloud Services/**
Jangka Waktu Pemeliharaan untuk Layanan Cloud SAP

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./

SAP dapat menggunakan jangka waktu pemeliharaan berikut untuk Waktu Henti Terjadwal sebagaimana yang tercantum di bawah ini. Zona waktu merujuk pada lokasi pusat data tempat Layanan Cloud SAP di-*host*. SAP akan memberikan pemberitahuan yang wajar tanpa penundaan yang tidak semestinya kepada Pelanggan mengenai setiap pemutakhiran besar atau pemeliharaan darurat pada Layanan Cloud SAP.

4.1 **Weekly Maintenance Windows for SAP Cloud Services – Standard Windows/**
Jangka Waktu Pemeliharaan Mingguan untuk Layanan Cloud SAP – Jangka Waktu Standar

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

Jangka waktu pemeliharaan mingguan SAP dijadwalkan seperti yang tercantum di bawah ini untuk Layanan Cloud di bagian ini:

Start Time in UTC per region/
Waktu Mulai di UTC per wilayah

MENA	FRI	7 pm	UTC/
MENA	JUMAT	19:00	UTC
APJ	SAT	3 pm	UTC/
APJ	SABTU	15:00	UTC
Europe:	SAT	10 pm	UTC/
Eropa:	SABTU	22:00	UTC
Americas	SUN	4 am	UTC/
Benua Amerika	MINGGU	04:00	UTC

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

Jangka waktu pemeliharaan yang disebutkan di atas menentukan waktu henti terjadwal maksimum yang mana layanan cloud tertentu hanya menghabiskan sebagian waktu.

Cloud Services maintenance window durations/ Durasi jangka waktu pemeliharaan Layanan Cloud	
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/ Bebas Waktu Henti**
Ruum by SAP S/4HANA Cloud for credit integration S/4HANA Cloud for customer payments SAP Big Data Margin Assurance, cloud edition SAP Brand Impact	**1 hour/ 1 jam**

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)/ SAP Service Ticket Intelligence (sebelumnya SAP Service Ticketing)	
SAP AI Business Services 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 Document Compliance outbound and inbound invoicing option for Brazili SAP Health Engagement SAP Innovation Management SAP IoT Application Enablement SAP Leonardo IoT SAP Localization Hub, advanced compliance reporting service SAP Market Rates Management SAP Multi – Bank Connectivity SAP Network Logistics Hub (formerly SAP Connected Logistics)/ SAP Network Logistics Hub (sebelumnya SAP Connected Logistics) SAP Predictive Maintenance and Service, cloud edition SAP Resolve SAP Roambi	**2 hours/ 2 jam**
SAP Digital Manufacturing Cloud SAP Financial Statements Insights SAP RealSpend	**3 hours/ 3 jam**
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 Cloud (sebelumnya BusinessObjects Cloud, atau Cloud for Analytics, atau Cloud for EPM (termasuk 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 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	**4 hours/ 4 jam**

SAP Cloud Platform Master Data for Business Partners SAP Cloud Platform Mobile Service for app and device management SAP Cloud Platform Mobile Service for SAP Fiori 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 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 Warehouse Cloud SAP Distributed Manufacturing SAP Document Compliance invoicing option for PEPPOL 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 HANA Cloud 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 Logistics Business Network project44 Add-On SAP Loyalty SAP Marketing Cloud SAP Market Communication for Utilities SAP Omnichannel Promotion Pricing SAP Privacy Governance SAP Product Configuration add on for SAP Commerce, SAP Product Configuration Intelligence, SAP Product Configuration SAP Product Content Hub SAP Product Stewardship Network SAP Project Intelligence Network	

SAP Qualtrics	
SAP Sales Cloud and SAP Service Cloud	
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/ integrasi platform perdagangan untuk SAP Treasury and Risk Management and SAP Cash Management	

4.2   Weekly Maintenance Windows for SAP Cloud Services – Individual Windows/ Jangka Waktu Pemeliharaan Mingguan untuk Layanan Cloud SAP – Jangka Waktu Individual

Due to specific business reasons, the below listed SAP Cloud Services use individual maintenance windows/

Karena alasan bisnis tertentu, Layanan Cloud SAP yang tercantum di bawah ini menggunakan jangka waktu perawatan individual

Cloud Services with individual maintenance window durations/ Layanan Cloud dengan durasi jangka waktu pemeliharaan individual		
Cloud Service/ Layanan Cloud	**Maintenance Window/ Waktu Pemeliharaan**	**Duration/ Durasi**
Concur	Europe: SAT 10 pm UTC (Winter) SAT 9 pm UTC (Summer)/ Eropa: SABTU 22:00 UTC (Musim Dingin) SABTU 21:00 UTC (Musim Panas) Americas: SUN 1 am UTC (Winter) SUN 12 am UTC (Summer)/ Benua Amerika: MINGGU 01:00 UTC (Musim Dingin) MINGGU 00:00 UTC (Musim Panas)	4 hours/ 4 jam
SAP Agent Performance Management (formerly Producer Pro)/ SAP Agent Performance Management (sebelumnya Producer Pro)	Winter: SUN 8 am UTC/ Musim Dingin: MINGGU 08:00 UTC Summer: SUN 7 am UTC/ Musim panas: MINGGU 07:00 UTC	6 hours/ 6 jam
SAP Ariba Cloud Services/ Layanan Cloud SAP Ariba	MENA: FRI 7 pm UTC/ MENA: JUMAT 19:00 UTC APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 12 am UTC/ Benua Amerika: MINGGU 00:00 UTC	4 hours/ 4 jam
SAP Business One Cloud, SAP-Hosted Option	Europe: MON 12 am UTC/ Eropa: SENIN 00:00 UTC Americas:/ Benua Amerika: North America: MON 7 am UTC/ Amerika Utara: SENIN 07:00 UTC Latin America: MON 4 am UTC/	4 hours/ 4 jam

	Amerika Latin: SENIN 04:00 UTC	

SAP Cloud Appliance Library	**Bi-weekly** (odd calendar weeks):/
	Dua mingguan (minggu kalender ganjil):
	APJ, Europe, Americas:/
	APJ, Eropa, Benua Amerika:
	        THU 6 am UTC/
	        KAMIS 06:00 UTC
		1 hour/
		1 jam

SAP Commissions SAP Territory and Quota	Winter: SUN 8 am UTC/ Musim Dingin: MINGGU 08:00 UTC Summer: SUN 7 am UTC/ Musim panas: MINGGU 07:00 UTC	6 hours/ 6 jam

SAP CPQ	Every 3rd Saturday of each month./
	Setiap Sabtu ketiga di setiap bulan
	    Winter 2 am UTC/
	    Musim Dingin 02:00 UTC
	    Summer 1 am UTC/
	    Musim Panas 01:00 UTC
		4 hours/
		4 jam

SAP Event Ticketing, Event Ticketing Pro	Europe:/
	Eropa:
	        SUN 11 pm UTC &/
	        MINGGU 23:00 UTC &
	
	Americas:/
	Benua Amerika:
	        MON 4 am UTC &/
	        SENIN 04:00 UTC &
		5 hours/
		5 jam
		
		5 hours/
		5 jam

SAP Intelligent Sales Execution	Winter: SUN 8 am UTC/ Musim Dingin: MINGGU 08:00 UTC Summer: SUN 7 am UTC/ Musim panas: MINGGU 07:00 UTC	6 hours/ 6 jam

SAP IoT Connect 365	Up to once every month:/
	Hingga sekali setiap bulan:
	        SAT 10 pm UTC/
	        SABTU 22:00 UTC
		4 hours/
		4 jam

SAP Jam Collaboration
SAP Jam Communities
SAP Learning Hub
SAP SuccessFactors HXM Suite (except Employee Central Payroll)/
SAP SuccessFactors HXM Suite (kecuali Employee Central Payroll)
SAP SuccessFactors Visa and Permit Management
	MENA: FRI 7 pm UTC/
	MENA: JUMAT 19:00 UTC
	APJ: SAT 3 pm UTC/
	APJ: SABTU 15:00 UTC
	Europe: SAT 7 pm UTC (Amsterdam DC2 & St Leon Rot DC12)/
	Eropa: SABTU 19:00 UTC (Amsterdam DC2 & St Leon Rot DC12)
	        SAT 10 pm UTC (Biere DC16 & Moscow DC18/
	        SABTU 22:00 UTC (Biere DC16 & Moscow DC18)
	Americas: SUN 4 am UTC/
	Benua Amerika: MINGGU 04:00 UTC
		7 hours/
		7 jam

SAP Litmos Training, all editions ViewCentral	**Bi-Weekly/** **Dua Mingguan** APJ: FRI 5 pm UTC/ APJ: JUMAT 17:00 UTC Europe: FRI 10 pm UTC/ Eropa: JUMAT 22:00 UTC Americas: SAT 12 am UTC/ Benua Amerika: SABTU 00:00 UTC	Bi-Weekly:/ Dua Mingguan: 2 hours/ 2 jam

	Monthly – 3rd Sunday/ **Bulanan – Hari Minggu Ketiga** All Regions: SUN 1 am UTC (Summer)/ Semua Wilayah:MINGGU 01:00 UTC (Musim Panas)	Monthly:/ Bulanan: 5 hours/ 5 jam
SAP Logistics Business Network, material traceability option	MENA: FRI 7 pm UTC/ MENA: JUMAT 19:00 UTC APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC **Early Adoption Hours:/** **Jam Early Adoption:** Europe: THU 9 am UTC/ Eropa: KAMIS 09:00 UTC	4 hours/ 4 jam 2 hours/ 2 jam

SAP Predictive Engineering Insights	APJ, Europe, Americas
	                       FRI 3 pm UTC/
	 APJ, Eropa, Benua Amerika
	                       JUMAT 03:00 UTC
		2 hours/
		 2 jam

SAP Product Lifecycle Costing, cloud edition	**Monthly:/** **Bulanan:** Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	6 hours/ 6 jam
SAP SportsOne	**Bi-Weekly:/** **Dua Mingguan:** APJ: MON 10 pm UTC/ APJ: SENIN 22:00 UTC Europe: TUE 5 am UTC/ Eropa: SELASA 05:00 UTC Americas: TUE 11 am UTC/ Benua Amerika: SELASA 11:00 UTC APJ: WED 10 pm UTC/ APJ: RABU 22:00 UTC Europe: THU 5 am UTC/ Eropa: KAMIS 05:00 UTC Americas: THU 11 am UTC/ Benua Amerika: KAMIS 11:00 UTC	2 hours/ 2 jam 1 hour/ 1 jam
SAP SuccessFactors Employee Central Payroll	MENA: FRI 7 pm UTC/ MENA: JUMAT 19:00 UTC APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	4 hours/ 4 jam

SAP Work Zone SAP Work Zone for HR	MENA: FRI 7 pm UTC/ MENA: JUMAT 19:00 UTC APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: FRI 10 pm UTC (Amsterdam DC2 & St Leon Rot DC12) SAT 10 pm UTC (Biere DC16 & Moscow DC18/ Eropa: JUMAT 22:00 UTC (Amsterdam DC2 & St Leon Rot DC12) SABTU 22:00 UTC (Biere DC16 & Moscow DC18) Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	7 hours/ 7 jam

5. **Major Upgrade Windows for SAP Cloud Services/**
   Jangka Waktu Pemutakhiran Besar untuk Layanan Cloud SAP

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/
Untuk perubahan yang lebih luas pada Layanan Cloud SAP seperti mengubah versi produk, SAP menggunakan Jangka Waktu Pemutakhiran Besar berikut untuk Layanan Cloud SAP

Cloud Services with Major Upgrade Windows/ Layanan Cloud dengan Jangka Waktu Pemutakhiran Besar	
Cloud Service/ **Layanan Cloud**	**Major Upgrade Windows/** **Jangka Waktu Pemutakhiran Besar**
Fieldglass	**Up to 5 times per year:/** **Hingga 5 kali per tahun:** (requires 5 days advance notice):/ (memerlukan pemberitahuan 5 hari sebelumnya): Europe: FRI 9 pm – SUN 2 pm UTC/ Eropa: JUMAT 21:00 - MINGGU 14:00 UTC Americas: SAT 5 am – SUN 9 pm UTC/ Benua Amerika: SABTU 05:00 - MINGGU 21:00 UTC
Ruum by SAP	**Up to 3 times per year./** **Hingga 3 kali per tahun.**
SAP Agile Data Preparation	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** SAT 1 am - SAT 8 am UTC/ SABTU 01:00 - SABTU 08:00 UTC
SAP Analytics Cloud (formerly BusinessObjects Cloud or Cloud for Analytics or SAP Cloud for EPM (includes Cloud for Planning))/ SAP Analytics Cloud (sebelumnya BusinessObjects Cloud atau Cloud for Analytics or SAP Cloud for EPM (termasuk Cloud for Planning))	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** MENA: FRI 7 pm – SAT 1 am UTC/ MENA: JUMAT 19:00 – SABTU 01:00 UTC APJ: SAT 3 pm – SAT 9 pm UTC/ APJ: SABTU 15:00 – SABTU 21:00 UTC Europe: SAT 10 pm – SUN 4 am UTC/ Eropa: SABTU 22:00 – MINGGU 04:00 UTC Americas: SUN 4 am – SUN 10 am UTC/ Benua Amerika: MINGGU 04:00 – MINGGU 10:00 UTC *These Maintenance Windows are separate from and in addition to Maintenance Windows of underlying SAP Cloud Platform./* ** Jangka Waktu Pemeliharaan terpisah dari dan sebagai tambahan untuk Jangka Waktu Pemeliharaan dari SAP Cloud Platform dasar.*

SAP Analytics Hub SAP Roambi SAP SuccessFactors People Analytics	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** MENA: FRI 7 pm – SAT 1 am UTC/ MENA: JUMAT 19:00 – SABTU 01:00 UTC APJ: SAT 3 pm – SAT 9 pm UTC/ APJ: SABTU 15:00 – SABTU 21:00 UTC Europe: SAT 10 pm – SUN 4 am UTC/ Eropa: SABTU 22:00 – MINGGU 04:00 UTC Americas: SUN 4 am – SUN 10 am UTC/ Benua Amerika: MINGGU 04:00 – MINGGU 10:00 UTC

SAP Ariba Cloud Services	**Up to 2 Times per year:/**
	Hingga 2 Kali per tahun:
	MENA: FRI 7 pm – SAT 3 am UTC/
	MENA: JUMAT 19:00 – SABTU 03:00 UTC
	APJ, Europe, Americas:/
	APJ, Eropa, Benua Amerika:
	            SAT 7 pm – SUN 3 am UTC/
	            SABTU 19:00 – MINGGU 03:00 UTC

SAP Asset Intelligence Network	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: SUN 1:30 am – SUN 5:30 am UTC/ Eropa: MINGGU 01:30 - MINGGU 05:30 UTC Americas: SUN 7:00 am – SUN 11:00 am UTC/ Benua Amerika: MINGGU 7:00 - MINGGU 11:00 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:/** **Hingga 4 kali per tahun:** APJ: SAT 12 am – SAT 6 am UTC/ APJ: SABTU 00:00 - SABTU 06:00 UTC Europe: SAT 7 am – SAT 1 pm UTC/ Eropa: SABTU 07:00 – SABTU 13:00 UTC Americas: SAT 1 pm – SAT 7 pm UTC/ Benua Amerika: SABTU 13:00 - SABTU 19:00 UTC
SAP Asset Strategy and Performance Management	**Up to 4 times per year/** **Hingga 4 kali per tahun** Europe: SUN 1:30 am - SUN 5:30 am UTC/ Eropa: MINGGU 01:30 - MINGGU 05:30 UTC
SAP Authentication 365, SAP LiveLink 365, SAP People Connect 365	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Americas: SAT 4 am to SAT 2:00 pm UTC/ Benua Amerika: SABTU 04:00 hingga SABTU 14:00 UTC
SAP BusinessByDesign SAP Cloud for Real Estate SAP Cloud for Travel and Expense	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 10 pm - SAT 10 pm UTC/ APJ: JUMAT 22:00 - SABTU 22:00 UTC Europe: SAT 5 am - SUN 5 am UTC/ Eropa: SABTU 05:00 - MINGGU 05:00 UTC Americas: SAT 11 am - SUN 11 am UTC/ Benua Amerika: SABTU 11:00 - MINGGU 11:00 UTC
SAP Business One Cloud, SAP-hosted Option	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe, Americas: SAT 9 am – SAT 3 pm UTC/ Benua Amerika: SABTU 09:00 - SABTU 15:00 UTC

SAP Cash Application	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: SAT 7 am – SAT 1 pm UTC/ Eropa: SABTU 07:00 – SABTU 13:00 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./ **Hingga 12 kali per tahun**, selama satu (1) jam jangka waktu yang diketahui oleh SAP sekurang-kurangnya satu (1) minggu sebelumnya.
SAP Data Warehouse	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: SAT 10 pm - SUN 2 am UTC/ Eropa: SABTU 22:00 - MINGGU 02:00 UTC Americas: SUN 4 am - SUN 8 am UTC/ Benua Amerika: MINGGU 04:00 - MINGGU 08:00 UTC
SAP Cloud for Customer SAP Sales Cloud and SAP Service Cloud	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** MENA: FRI 7 pm – SAT 7 am UTC/ MENA: JUMAT 19:00 – SABTU 07:00 UTC APJ: SAT 10 am - SAT 10 pm UTC/ APJ: SABTU 10:00 – SABTU 22:00 UTC GCN SAT 3 pm – SUN 3 am UTC/ GCN SABTU 15:00 – MINGGU 03:00 UTC Europe: SAT 5 pm - SUN 5 am UTC/ Eropa: SABTU 17:00 – MINGGU 05:00 UTC Americas: SAT 11 pm - SUN 11 am UTC/ Benua Amerika: SABTU 23:00 – MINGGU 11:00 UTC
SAP Cloud for Energy	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: FRI 3:30 am – FRI 3:30 pm/ Eropa: JUMAT 03:30 – Jumat 15:30
SAP Cloud Identity Access Governance	**Up to 4 times per year/** **Hingga 4 kali per tahun:** Americas: SAT 1 pm – SAT 7 pm UTC/ Benua Amerika: SABTU 13:00 - SABTU 19:00 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, MultiChain SAP Cloud Platform Virtual Machine SAP Cloud Platform, Quorum SAP Cloud Platform, SAP HANA service, enterprise edition SAP Cloud Platform, SAP HANA service, standard edition SAP Fiori Cloud	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 2 pm – FRI 6 pm UTC/ APJ: JUMAT 14:00 – JUMAT 18:00 UTC Europe: FRI 10 pm – SAT 2 am UTC/ Eropa: JUMAT 22:00 – SABTU 02:00 UTC Americas: SAT 4 am – SAT 8 am UTC/ Benua Amerika: SABTU 04:00 – SABTU 08:00 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:/** **Hingga 4 kali per tahun:** APJ: FRI 9 pm – SAT 9 pm UTC/ APJ: JUMAT 21:00 – SABTU 21:00 UTC Europe: SAT 4 am – SUN 4 am UTC/ Eropa: SABTU 04:00 – MINGGU 04:00 UTC Americas: SAT 10 am – SUN 10 am UTC/ Benua Amerika: SABTU 10:00 – MINGGU 10:00 UTC
SAP Cloud Platform API Management	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 2 pm – SAT 2 pm UTC/ APJ: JUMAT 14:00 - SABTU 14:00 UTC Europe: FRI 10 pm – SAT 10 pm UTC/ Eropa: JUMAT 22:00 – SABTU 22:00 UTC Americas: SAT 4 am – SUN 4 am UTC/ Benua Amerika: SABTU 04:00 – MINGGU 04:00 UTC
SAP Cloud Platform Consent Repository	**Up to 4 times per year/** **Hingga 4 kali per tahun:** Europe: FRI 10 pm – SAT 2 am UTC/ Eropa: JUMAT 22:00 – SABTU 02:00 UTC Americas: SAT 4 am –SAT 8 am UTC/ Benua Amerika: SABTU 04:00 – SABTU 08:00 UTC
SAP Cloud Platform Integration SAP Document Compliance/ Kepatuhan Dokumen SAP	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 2 pm – SAT 2 am UTC/ APJ: JUMAT 14:00 – SABTU 02:00 UTC Europe: FRI 10 pm – SAT 10 am UTC/ Eropa: JUMAT 22:00 – SABTU 10:00 UTC Americas: SAT 4 am – SAT 4 pm UTC/ Benua Amerika: SABTU 04:00 – SABTU 16:00 UTC
SAP Cloud Platform Master Data for Business Partners SAP Crowd Service SAP 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/** **Hingga 4 kali per tahun:**
SAP Cloud Platform Personal Data Manager	**Up to 4 times per year/** **Hingga 4 kali per tahun:** Europe: FRI 10 pm – SAT 2 am UTC/ Eropa: JUMAT 22:00 – SABTU 02:00 UTC Americas: SAT 4 am –SAT 8 am UTC/ Benua Amerika: SABTU 04:00 – SABTU 08:00 UTC
SAP Cloud Platform Mobile Service for app and device management SAP Cloud Platform Mobile Service for SAP Fiori	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 3 pm – SAT 7 pm UTC/ APJ: SABTU 15:00 – SABTU 19:00 UTC Europe: FRI 10 pm – SAT 2 am UTC/ Eropa: JUMAT 22:00 – SABTU 02:00 UTC Americas: SAT 4 am – SAT 8 am UTC/ Benua Amerika: SABTU 04:00 – SABTU 08:00 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:/** **Hingga 4 kali per tahun:** APJ: SAT 3 pm – SAT 11 pm UTC/ APJ: SABTU 13:00 – SABTU 19:00 UTC Europe: SAT 10 pm – SUN 6 am UTC/ Eropa: SABTU 22:00 – MINGGU 06:00 UTC Americas: SUN 4 am – SUN 12 pm UTC/ Benua Amerika: MINGGU 04:00 – MINGGU 12:00 UTC
SAP Connected Goods SAP Contact Center 365	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 2 pm – SUN 7 pm UTC/ APJ: JUMAT 14:00 – MINGGU 19:00 UTC Europe: FRI 9 pm – MON 2 am UTC/ Eropa: JUMAT 21:00 – SENIN 02:00 UTC Americas: SAT 3 am – MON 8 am UTC/ Benua Amerika: SABTU 03:00 – SENIN 08:00 UTC
SAP Connected Parking	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: SAT 9 pm – MON 5 am UTC/ Eropa: SABTU 21:00 – SENIN 05:00 UTC Americas: SUN 3 am- MON 11 am UTC/ Benua Amerika: MINGGU 03:00 – SENIN 11:00 UTC
SAP Consumer Insight 365	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 3 pm – SUN 1 am UTC/ APJ: SABTU 15:00 – MINGGU 01:00 UTC
SAP Consumer Sales Intelligence	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: MON 10 pm – TUE 4 am/ Eropa: SENIN 22:00 – SELASA 04:00 Americas: TUE 10 pm – WED 4 am/ Benua Amerika: SELASA 22:00 – RABU 04:00
SAP Conversational AI	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** SAT 4 am to SUN 4 am UTC/ SABTU 04:00 hingga MINGGU 04:00 UTC
SAP Customer Attribution	**Up to 4 times per year**:/ **Hingga 4 kali per tahun:** Americas: SAT 1 pm - SUN 1 pm UTC/ Benua Amerika: SABTU 13:00 – MINGGU 13:00 UTC Europe: SAT 7 am - SUN 7 am UTC/ Eropa: SABTU 07:00 – MINGGU 07:00 UTC
SAP Customer Engagement Center	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 3 pm - SUN 7 pm UTC/ APJ: JUMAT 15:00 – MINGGU 19:00 UTC Europe: FRI 10 pm - MON 2 am UTC/ Eropa: JUMAT 22:00 – SENIN 02:00 UTC Americas: SAT 4 am - MON 8 am UTC/ Benua Amerika: SABTU 04:00 – SENIN 08:00 UTC

SAP Customer Order Sourcing	**Up to 4 times per year for 8 hours:/**
	Hingga 4 kali per tahun selama 8 jam:
	APJ: FRI 9 pm – SAT 5 am UTC/
	APJ: JUMAT 21:00 – SABTU 05:00 UTC
	            FRI 2 pm – FRI 6 pm UTC/
	            JUMAT 14:00 – JUMAT 18:00 UTC
	Europe: SAT 4 am – SAT 12 pm UTC/
	Eropa: SABTU 04:00 – SABTU 12:00 UTC
	            FRI 10 pm – SAT 2 am/
	            JUMAT 22:00 – SABTU 02:00
	Americas: SAT 10 am – SAT 6 pm UTC/
	Benua Amerika: SABTU 10:00 – SABTU 18:00 UTC
	            SAT 4 am – SAT 8 am UTC/
	            SABTU 04:00 – SABTU 08:00 UTC

SAP Data Custodian	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: SAT 4 am – SUN 4 am UTC/ Eropa: SABTU 04:00 – MINGGU 04:00 UTC Americas: SAT 10 am – SUN 10 am UTC/ Benua Amerika: SABTU 10:00 – MINGGU 10:00 UTC

SAP Digital Manufacturing Cloud	**Up to 4 times per year/**
	Hingga 4 kali per tahun:
	Europe, Americas:/
	Eropa, Benua Amerika:
	            SAT 10 am - SAT 6 pm UTC/
	            SABTU 10:00 – SABTU 18:00 UTC

SAP Digital Payments	**Up to 4 times per year:/**
	Hingga 4 kali per tahun:
	            SAT 7 am to SUN 1 pm UTC/
	            SABTU 07:00 - MINGGU 13:00 UTC

SAP Distributed Manufacturing	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: FRI 3:30 am – FRI 3:30 pm UTC/ Eropa: JUMAT 03:30 – Jumat 15:30 UTC

SAP Edge Services/
Layanan SAP Edge
	Up to 4 times per year:/
	Hingga 4 kali per tahun:
	            FRI 10:00 pm to MON 3:00 am UTC/
	            JUMAT 22:00 hingga SENIN 03:00 UTC

SAP Enable Now	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: THU 8 am - THU 10 pm UTC/ APJ: KAMIS 08:00 – KAMIS 22:00 UTC Europe: THU 3 pm - FRI 5 am UTC/ Eropa: KAMIS 15:00 – JUMAT 05:00 UTC Americas: THU 9 pm – FRI 11 am UTC/ Benua Amerika: KAMIS 21:00 – JUMAT 11:00 UTC
SAP Enterprise Architecture Designer, cloud edition	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: SAT 8 am – SAT 8 pm UTC/ Eropa: SABTU 08:00 – SABTU 20:00 UTC

SAP Enterprise Chatbot	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 3 pm – SUN 3 pm UTC/ APJ: SABTU 15:00 – MINGGU 15:00 UTC Europe: SAT: 10 pm – SUN 10 pm UTC/ Eropa: SABTU 22:00 – MINGGU 22:00 UTC Americas: SUN 4 am – MON 4 am UTC/ Benua Amerika: MINGGU 04:00 – SENIN 04:00 UTC Max downtime 24 hours./ Waktu henti maksimal 24 jam. Every second Saturday of March, June, September, December./ Setiap Sabtu kedua di bulan Maret, Juni, September, Desember.
SAP Enterprise Messaging	**Up to 4 times per year**:/ **Hingga 4 kali per tahun:** APJ: FRI 2 pm – FRI 6 pm UTC/ APJ: JUMAT 14:00 – JUMAT 18:00 UTC Europe: FRI 10 pm – SAT 2 am UTC/ Eropa: JUMAT 22:00 – SABTU 02:00 UTC Americas: SAT 4 am – SAT 8 am UTC/ Benua Amerika: SABTU 04:00 – SABTU 08:00 UTC
SAP Financial Statements Insights	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ, Europe, Americas:/ APJ, Eropa, Benua Amerika: SAT 7 am – SAT 1 pm UTC/ SABTU 07:00 – SABTU 13:00 UTC
SAP HANA Cloud	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 9 pm – SAT 9 pm UTC/ APJ: JUMAT 21:00 – SABTU 21:00 UTC Europe: SAT 4 am – SUN 4 am UTC/ Eropa: SABTU 04:00 – MINGGU 04:00 UTC Americas: SAT 10 am – SUN 10 am UTC/ Benua Amerika: SABTU 10:00 – MINGGU 10:00 UTC
SAP Health Engagement	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: FRI 4 am – FRI 10 am UTC/ Eropa: JUMAT 04:00 – JUMAT 22:00 UTC Americas: SAT 5 am – SAT 11 am UTC/ Benua Amerika: SABTU 05:00 – SABTU 11:00 UTC
SAP Information Collaboration Hub for Life Sciences	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Planned 4 times per year for regular upgrades:/ Direncanakan 4 kali per tahun untuk pemutakhiran reguler: February, May, August, November./ Februari, Mei, Agustus, November. APJ: SAT 5.30 am UTC/ APJ: SABTU 05:30 UTC Europe: SAT 5.30 am UTC/ Eropa: SABTU 05:30 UTC Americas: SAT 5.30 am UTC/ Benua Amerika: SABTU 05:30 UTC

SAP Innovation Management	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 2 pm - MON 6 am UTC/ APJ: JUMAT 14:00 – SENIN 06:00 UTC Europe: FRI 9 pm - MON 2 pm UTC/ Eropa: JUMAT 21:00 – SENIN 14:00 UTC Americas: SAT 3 am - MON 8 pm UTC/ Benua Amerika: SABTU 03:00 – SENIN 20:00 UTC
SAP Integrated Business Planning S/4HANA Cloud Edition	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** MENA: FRI 1 am – SAT 1 am UTC/ MENA: JUMAT 01:00 – SABTU 01:00 UTC APJ: FRI 9 pm - SAT 9 pm UTC/ APJ: JUMAT 21:00 – SABTU 21:00 UTC Europe: SAT 4 am - SUN 4 am UTC/ Eropa: SABTU 04:00 – MINGGU 04:00 UTC Americas: SAT 10 am - SUN 10 am UTC/ Benua Amerika: SABTU 10:00 – MINGGU 10:00 UTC
SAP Intelligent Product Design	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 12 am – SUN 12 am UTC/ APJ: SABTU 00:00 – MINGGU 00:00 UTC Europe: SAT 7 am – SUN 7 am UTC/ Eropa: SABTU 07:00 – MINGGU 07:00 UTC Americas: SAT 3 pm – SUN 3 pm UTC/ Benua Amerika: SABTU 15:00 – MINGGU 15:00 UTC
SAP IoT Application Enablement	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 12 am – SAT 12 pm UTC/ APJ: SABTU 00:00 – SABTU 12:00 UTC Europe: SAT 7 am – SAT 7 pm UTC/ Eropa: SABTU 07:00 – SABTU 19:00 UTC Americas: SAT 3 am – SAT 3 pm UTC/ Benua Amerika: SABTU 03:00 – SABTU 15:00 UTC
SAP IoT Connect 365	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** SAT 7 am – SAT 1 pm UTC/ SABTU 07:00 - SABTU 13:00 UTC
SAP Knowledge Workspace	**Up to 8 times per year/** **Hingga 8 kali per tahun**
SAP Jam Collaboration SAP Jam Communities SAP Learning Hub SAP SuccessFactors HXM Suite (except Employee Central Payroll) SAP SuccessFactors Visa and Permit Management	**Up to 6 times per year:/** **Hingga 6 kali per tahun:** MENA: FRI 7 pm – SAT 2 am UTC/ MENA: JUMAT 19:00 – SABTU 02:00 UTC APJ: FRI 3 pm – FRI 10 pm UTC/ APJ: JUMAT 15:00 – JUMAT 22:00 UTC Europe: FRI 10 pm – SAT 5 am UTC/ Eropa: JUMAT 22:00 – SABTU 05:00 UTC Americas: SAT 4 am – SAT 11 pm UTC/ Benua Amerika: SABTU 04:00 – SABTU 23:00 UTC

SAP Leonardo IoT	**Up to 4 times per year./** **Hingga 4 kali per tahun.** APJ: SAT 3 pm – SAT 7 pm UTC/ APJ: SABTU 15:00 – SABTU 19:00 UTC Europe: SAT 10 pm – SUN 2 am UTC/ Eropa: SABTU 22:00 – MINGGU 02:00 UTC Americas: SUN 4 am – SUN 8 am UTC/ Benua Amerika: MINGGU 04:00 - MINGGU 08:00 UTC
SAP Leonardo IoT Bridge SAP Multi-Bank Connectivity	**Up to 4 times per year/** **Hingga 4 kali per tahun** APJ: FRI 2 pm – SUN 7 pm UTC/ APJ: JUMAT 14:00 – MINGGU 19:00 UTC Europe: FRI 9 pm – MON 2 am UTC/ Eropa: JUMAT 21:00 – SENIN 02:00 UTC Americas: SAT 3 am – MON 8 am UTC/ Benua Amerika: SABTU 03:00 – SENIN 08:00 UTC
SAP Leonardo machine learning foundation	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 10 pm – SAT 10 pm UTC/ APJ: JUMAT 22:00 – SABTU 22:00 UTC Europe: SAT 5 am – SUN 5 am UTC/ Eropa: SABTU 05:00 – MINGGU 05:00 UTC Americas: SAT 11 am – SUN 11 am UTC/ Benua Amerika: SABTU 11:00 – MINGGU 11:00 UTC
SAP Litmos Training, all editions View Central	**Up to 4 times per year/** **Hingga 4 kali per tahun** APJ: FRI 5 pm – FRI 10 pm UTC/ APJ: JUMAT 17:00 – JUMAT 22:00 UTC Europe: FRI 10 pm – SAT 3 am UTC/ Eropa: JUMAT 22:00 – SABTU 03:00 UTC Americas: SAT 12 am – SAT 5 am UTC/ Benua Amerika: SABTU 00:00 – SABTU 05:00 UTC
SAP Live Customer Cloud	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 3 pm – 9 pm UTC/ APJ: SABTU 15:00 – 21:00 UTC Europe: SAT 10 pm – SUN 4 am UTC/ Eropa: SABTU 22:00 – MINGGU 04:00 UTC Americas: SUN 4 am – 10 am UTC/ Benua Amerika: MINGGU 04:00 - 10:00 UTC
SAP Localization Hub, advanced compliance reporting service	**Up to 12 times a year:/** **Hingga 12 kali per tahun:** MENA: FRI 7 pm – 11 pm/ MENA: JUMAT 19:00 – 23:00 APJ: SAT 3 pm – 7 pm UTC/ APJ: SABTU 15:00 – 19:00 UTC Europe: SAT 10 pm – SUN 2 am UTC/ Eropa: SABTU 22:00 – MINGGU 02:00 UTC Americas: SUN 4 am – 8 am UTC/ Benua Amerika: MINGGU 04:00 – 08:00 UTC

SAP Localization Hub, electronic invoicing for Brazil (nota fiscal electronica)	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: SUN 3 am UTC/ Eropa: MINGGU 03:00 UTC Americas: SAT 3 am UTC/ Benua Amerika: SABTU 03:00 UTC
SAP Logistics Business Network; SAP Logistics Business Network, freight collaboration option SAP Logistics Business Network, material traceability	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 9 pm – SAT 9 pm UTC/ APJ: JUMAT 21:00 – SABTU 21:00 UTC Europe: SAT 4 am – SUN 4 am UTC/ Eropa: SABTU 04:00 – MINGGU 04:00 UTC Americas: SAT 10 am – SUN 10 am UTC/ Benua Amerika: SABTU 10:00 – MINGGU 10:00 UTC
SAP Logistics Business Network, global track and trace	**Odd Numbered Weeks/** **Minggu Ganjil** 5 am - 7 am UTC/ 05:00 – 07:00 UTC
SAP Marketing Cloud	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** MENA: FRI 1 am – SAT 1 am UTC/ MENA: JUMAT 01:00 – SABTU 01:00 UTC APJ: FRI 9 pm – SAT 9 pm UTC/ APJ: JUMAT 21:00 – SABTU 21:00 UTC Europe: SAT 4 am – SUN 4 am UTC/ Eropa: SABTU 04:00 – MINGGU 04:00 UTC Americas: SAT 10 am – SUN 10 am UTC/ Benua Amerika: SABTU 10:00 – MINGGU 10:00 UTC
SAP Market Communication for Utilities	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: FRI 10 pm – SUN 4 am UTC/ Eropa: JUMAT 22:00 – MINGGU 04:00 UTC
SAP Market Rates Management	**Up to 10 times per year/** **Hingga 10 kali per tahun**

SAP Network Logistics Hub (formerly SAP Connected Logistics)/
 SAP Network Logistics Hub (sebelumnya SAP Connected Logistics)
	Up to 4 times per year:/
	 Hingga 4 kali per tahun:
	 APJ, Europe, Americas:/
	 APJ, Eropa, Benua Amerika:
	   Any weekday: 3:30 am – 7:30 am UTC/
	   Setiap hari kerja: 03:30 – 07:30 UTC

SAP Omnichannel Promotion Pricing	**Up to 4 times per year for 8 hours:**
	 APJ: FRI 9 pm – SAT 5 am UTC/
	 APJ: JUMAT 21:00 – SABTU 05:00 UTC
	            FRI 2 pm – FRI 6 pm UTC/
	            JUMAT 14:00 – JUMAT 18:00 UTC
	 Europe: SAT 4 am – SAT 12 pm UTC/
	 Eropa: SABTU 04:00 – SABTU 12:00 UTC
	            FRI 10 pm – SAT 2 am/
	            JUMAT 22:00 – SABTU 02:00
	 Americas: SAT 10 am – SAT 6 pm UTC/
	 Benua Amerika: SABTU 10:00 – SABTU 18:00 UTC
	            SAT 4 am – SAT 8 am UTC/
	            SABTU 04:00 – SABTU 08:00 UTC

SAP Predictive Engineering Insights	**Up to 8 times per year:/** **Hingga 8 kali per tahun:** APJ, Europe, Americas:/ APJ, Eropa, Benua Amerika: FRI 3 pm – MON 7 am UTC/ JUMAT 15:00 – SENIN 07:00 UTC
SAP Predictive Maintenance and Service, Cloud Edition	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: SUN 1:30 am – SUN 5:30 am UTC/ Eropa: MINGGU 01:30 - MINGGU 05:30 UTC
SAP Product Content Hub	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 9 pm – SAT 9 pm UTC/ APJ: JUMAT 21:00 – SABTU 21:00 UTC Europe: SAT 4 am to SUN 4 am UTC/ Eropa: SABTU 04:00 hingga MINGGU 04:00 UTC Americas: SAT 10 am – SUN 10 am UTC/ Benua Amerika: SABTU 10:00 – MINGGU 10:00 UTC
SAP Product Stewardship Network	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ, Europe, Americas:/ APJ, Eropa, Benua Amerika: TUE 4 am – TUE 11 am UTC/ SELASA 04:00 – SELASA 11:00 UTC
SAP Project Intelligence Network	**Up to 12 times per year:/** **Hingga 12 kali per tahun:** FRI 4 am – FRI 4 pm UTC/ JUMAT 04:00 – JUMAT 16:00 UTC Date will be made known by SAP at least one (1) week in advance./ Tanggal akan diinformasikan oleh SAP setidaknya satu (1) minggu sebelumnya.
SAP RealSpend	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ, Europe, Americas:/ APJ, Eropa, Benua Amerika: SAT 7 am – SAT 1 pm UTC/ SABTU 07:00 – SABTU 13:00 UTC
SAP Resolve	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ, Europe, Americas:/ APJ, Eropa, Benua Amerika: SAT 3 am – MON 8 am UTC/ SABTU 03:00 – SENIN 08:00 UTC
SAP Search and Discovery	**Up to 8 times per year/** **Hingga 8 kali per tahun** Europe: FRI 3:30 am - FRI 3:30 pm UTC/ Eropa: JUMAT 03:30 – Jumat 15:30 UTC
SAP Service Ticket Intelligence	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Europe: WED 2 am-4 am UTC/ Eropa: RABU 02:00 – 04:00 UTC Americas: WED 6 am – 8 am UTC/ Benua Amerika: RABU 06:00 – 08:00 UTC

SAP SportsOne	**Once per year, 8 hours/** **Satu kali per tahun, 8 jam**
SAP Subscription Billing	**Up to 4 times per year/** **Hingga 4 kali per tahun:** Europe: SAT 10 pm – SUN 6 am UTC/ Eropa: SABTU 22:00 – MINGGU 06:00 UTC Americas: SUN 4 am - SUN 12 pm UTC/ Benua Amerika: MINGGU 04:00 – MINGGU 12:00 UTC
SAP SuccessFactors Employee Central Payroll	**Up to 6 times per year:/** **Hingga 6 kali per tahun:** MENA: FRI 7 pm – FRI 11 pm UTC/ MENA: JUMAT 19:00 – JUMAT 23:00 UTC APJ: FRI 3 pm – FRI 7 pm UTC/ APJ: JUMAT 15:00 – JUMAT 19:00 UTC Europe: FRI 10 pm – SAT 2 am UTC/ Eropa: JUMAT 22:00 – SABTU 02:00 UTC Americas: SAT 4 am – SAT 8 am UTC/ Benua Amerika: SABTU 04:00 – SABTU 08:00 UTC
SAP Translation Hub	**Up to 12 times per year:/** **Hingga 12 kali per tahun:** During a 4 hour window made known by SAP at least 1 week in advance./ Selama jangka waktu 4 jam yang diketahui oleh SAP setidaknya 1 minggu sebelumnya.
SAP TwoGo	**Up to 12 times per year:/** **Hingga 12 kali per tahun:** Europe: FRI 9 pm to MON 2 am UTC/ Eropa: JUMAT 21:00 hingga SENIN 02:00 UTC
SAP Vehicle Insights	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 11 am- SAT 11 pm UTC/ APJ: SABTU 11:00 – SABTU 23:00 UTC Europe: SAT 7 am– SAT 7 pm UTC/ Eropa: SABTU 07:00 – SABTU 19:00 UTC Americas: SAT 1 pm– SUN 1 am UTC/ Benua Amerika: SABTU 13:00 – MINGGU 01:00 UTC
SAP Vehicles Network	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 2 pm– SUN 10 pm UTC/ APJ: SABTU 14:00 – MINGGU 22:00 UTC Europe: SAT 9 pm– MON 5 am UTC/ Eropa: SABTU 21:00 – SENIN 05:00 UTC Americas: SUN 3 am– MON 11 am UTC/ Benua Amerika: MINGGU 03:00 – SENIN 11:00 UTC
SAP Watch List Screening	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** FRI 7 am to 10 pm/ JUMAT 07:00 hingga 22:00
SAP Work Manager, Cloud Edition	**Up to 12 times per year:/** **Hingga 12 kali per tahun:** Europe: THU 6 pm – THU 8 pm UTC/ Eropa: KAMIS 18:00 – KAMIS 20:00 UTC

SAP Work Zone SAP Work Zone for HR	**Up to 6 times per year:/** **Hingga 6 kali per tahun:** MENA: FRI 7 pm – SAT 2 am UTC/ MENA: JUMAT 19:00 – SABTU 02:00 UTC APJ: FRI 2 pm – FRI 10 pm UTC/ APJ: JUMAT 14:00 – JUMAT 22:00 UTC Europe: FRI 10 pm – SAT 5 am UTC/ Eropa: JUMAT 22:00 – SABTU 05:00 UTC Americas: SAT 4 am – SAT 11 am UTC/ Benua Amerika: SABTU 04:00 – SABTU 11:00 UTC
trading platform integration for SAP Treasury and Risk Management and SAP Cash Management/ integrasi platform perdagangan untuk SAP Treasury and Risk Management dan SAP Cash Management	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 3 am – SAT 9 pm UTC/ APJ: SABTU 03:00 – SABTU 21:00 UTC Europe: SAT 9 am – SUN 3 am UTC/ Eropa: SABTU 09:00 – MINGGU 03:00 UTC Americas: SAT 3 am – SAT 9 pm UTC/ Benua Amerika: SABTU 03:00 – SABTU 21:00 UTC

NOTE: Maintenance and upgrade windows for products on Callidus pricelist are available on http://sap.com/agreements-cloud-services-service-level-agreement. Please contact Callidus support for further details./
CATATAN: Jangka waktu pemeliharaan dan pemutakhiran untuk produk pada daftar harga Callidus tersedia di http://sap.com/agreements-cloud-services-service-level-agreement. Silakan hubungi dukungan Callidus untuk detail lebih lanjut.

VENDOR BRANDED CLOUD SERVICES/ LAYANAN CLOUD DENGAN MEREK VENDOR	Regular Maintenance/ Pemeliharaan Rutin Start Time in UTC per region/ Waktu Mulai di UTC per wilayah		Duration/ Durasi	Comments & Major Upgrades/ Komentar & Pemutakhiran Besar Timeframe in UTC per region/ Kerangka waktu di UTC per wilayah
SAP Access Violation Management by Greenlight	APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC		1 hour/ 1 jam	**Up to 12 times per year:/ Hingga 12 kali per tahun:** Every 4th Saturday of March and September 11 pm UTC – 3 am UTC/ Setiap hari Sabtu keempat pada bulan Maret dan September 23:00 UTC – 03:00 UTC
SAP Account Reconciliation & Automation by Blackline SAP Account Reconciliation & Automation by BlackLine, premier edition SAP Intercompany Financial Hub by Blackline	APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC		1 hour/ 1 jam	**Up to 12 times per year:/ Hingga 12 kali per tahun:** On request to SAP/ Atas permintaan SAP
SAP Advanced Data Migration by Syniti, cloud edition	MENA: FRI 7 pm UTC/ MENA: JUMAT 19:00 UTC APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC		4 hours/ 4 jam	
SAP Archiving and Document Access Core by OpenText	**APJ**: SAT 7 am UTC &/ **APJ**: SABTU 07:00 UTC & WED 10 am UTC/ RABU 10:00 UTC **Europe**:/ **Eropa**: Frankfurt FRI 7 pm UTC & WED 10 pm UTC/ Frankfurt JUMAT 19:00 UTC & RABU 22:00 UTC Amstelveen FRI 7 pm UTC & WED 10 pm UTC & SUN 3 pm UTC/ Amstelveen JUMAT 19:00 UTC & RABU 22:00 UTC & MINGGU 15:00 UTC **Americas**:/ **Benua Amerika**: Toronto SAT 1 am UTC & TUE 8 pm UTC/ Toronto SABTU 01:00 UTC & SELASA 20:00 UTC Ashburn SAT 2 am UTC/ Ashburn SABTU 02:00 UTC Austin SAT 1 am UTC & TUE 8 pm UTC/		5 hours/ 5 jam 3 hours/ 3 jam 5 hours/ 5 jam 3 hours/ 3 jam 5 hours/ 5 jam 3 hours/ 3 jam 2 hours 5 hours/ 5 jam 3 hours/ 3 jam 4 hours/ 4 jam 5 hours/ 5 jam 3 hours/ 3 jam	**Up to 12 times per year:/ Hingga 12 kali per tahun:**

VENDOR BRANDED CLOUD SERVICES/ LAYANAN CLOUD DENGAN MEREK VENDOR	Regular Maintenance/ Pemeliharaan Rutin Start Time in UTC per region/ Waktu Mulai di UTC per wilayah	Duration/ Durasi	Comments & Major Upgrades/ Komentar & Pemutakhiran Besar Timeframe in UTC per region/ Kerangka waktu di UTC per wilayah
	Austin　　　　SABTU 01:00 UTC & SELASA 20:00 UTC Lithia Springs　SAT 1 am UTC & TUE 8 pm UTC & SUN 2 am UTC/ Lithia Springs　SABTU 01:00 UTC & SELASA 20:00 UTC & MINGGU 02:00 UTC	5 hours/ 5 jam 3 hours/ 3 jam 4 hours/ 4 jam	
SAP Assessment Management by Questionmark	Europe:　　SAT 10 am UTC/ Eropa:　　　SABTU 10:00 UTC Americas:　SAT 10 am UTC/ Benua Amerika:　SABTU 10:00 UTC	12 hours/ 12 jam	Regular Maintenance windows on a third Saturday of each month/ Jangka waktu Pemeliharaan Rutin pada Sabtu ketiga setiap bulan
SAP Commerce Marketplace Management by Mirakl	12:00 am to 8:00 am UTC upon written request from the partner and mutual agreement./ 00:00 hingga 08:00 UTC atas permintaan tertulis dari mitra dan perjanjian bersama.	4 hours/ 4 jam	Upon written request from partner and agreement./ Atas permintaan tertulis dari mitra dan perjanjian.
SAP Communication Center by Ancile	**OPTION 1:/ OPSI 1:** APJ:　　　MON & WED 6 pm UTC/ APJ:　　　SENIN & RABU 18:00 UTC Europe:　TUE & THU 1 am UTC/ Eropa:　　SELASA & KAMIS 01:00 UTC Americas:　TUE & THU 7 am UTC/ Benua Amerika:　SELASA & KAMIS 07:00 UTC **OPTION 2:/ OPSI 2:** APJ:　　　FRI 6 pm UTC/ APJ:　　　JUMAT 18:00 UTC Europe:　SAT 1 am UTC/ Eropa:　　SABTU 01:00 UTC Americas:　SAT 7 am UTC/ Benua Amerika:　SABTU 07:00 UTC	2 hours/ 2 jam 4 hours/ 4 jam	Customer may select from any one of the maintenance window options 1 or 2./ Pelanggan dapat memilih dari salah satu opsi jangka waktu pemeliharaan 1 atau 2.
SAP Content Stream by Skillsoft	SUN 6 pm UTC/ MINGGU 18:00 UTC	2 hours/ 2 jam	None/ Tidak ada
SAP Data Visualization by Zoomdata	APJ:　　　SAT 3 pm UTC/ APJ:　　　SABTU 15:00 UTC Europe:　SAT 10 pm UTC/ Eropa:　　SABTU 22:00 UTC Americas:　SUN 4 am UTC/ Benua Amerika:　MINGGU 04:00 UTC	4 hours/ 4 jam	**Up to 4 times per year:/ Hingga 4 kali per tahun:** MON 11 pm – TUE 3 am Region Local Time/ SENIN 23:00 – SELASA 03:00 Waktu Lokal Wilayah
SAP Digital Asset Management Cloud by OpenText	Europe:　　SAT 7:00 pm UTC 　　　　　　SUN 3:00 pm UTC/ Eropa:　　　SABTU 19:00 UTC 　　　　　　MINGGU 15:00 UTC Americas:　SAT 1:00 am UTC 　　　　　　SUN 2:00 am UTC/ Benua Amerika:　SABTU 1:00 UTC 　　　　　　MINGGU 2:00 UTC	5 hours/ 5 jam 2 hours/ 2 jam 5 hours/ 5 jam 4 hours/ 4 jam	**Up to 52 times per year/ Hingga 52 kali per tahun**

VENDOR BRANDED CLOUD SERVICES/ LAYANAN CLOUD DENGAN MEREK VENDOR	Regular Maintenance/ Pemeliharaan Rutin Start Time in UTC per region/ Waktu Mulai di UTC per wilayah	Duration/ Durasi	Comments & Major Upgrades/ Komentar & Pemutakhiran Besar Timeframe in UTC per region/ Kerangka waktu di UTC per wilayah
SAP Dynamic Pricing by GK 1.0	APJ: SAT 3 am UTC/ APJ: SABTU 03:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	8 hours/ 8 jam	**Up to 4 times per year:/ Hingga 4 kali per tahun:**
SAP Self-Service Accelerator for Utilities by SEW, cloud edition	APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	4 hours/ 4 jam	None./ Tidak ada.
SAP Extended Enterprise Content Management by OpenText, cloud edition	APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	4 hours/ 4 jam	**Up to 12 times per year:/ Hingga 12 kali per tahun:** APJ: FRI 4 pm to 8 pm UTC+8/ APJ: JUMAT 16:00 hingga 20:00 UTC+8 Europe: FRI 9 am to 1 pm UTC+1/ Eropa: JUMAT 09:00 hingga 13:00 UTC+1 Americas: FRI 3 am to 7 am UTC–5/ Benua Amerika: JUMAT 03:00 hingga 07:00 UTC–5
SAP Extended Enterprise Content Management by OpenText, add-on for capital projects and operations	Europe:/ Eropa: Amstelveen, NL, and Woking, GB (twin-capable facilities)/ Amstelveen, NL, dan Woking, GB (fasilitas berkemampuan kembar) FRI 8 pm UTC SUN 4 pm (this window may be used a maximum of 4 times per year.)/ JUMAT 20:00 UTC 16:00 MINGGU (jangka waktu ini dapat digunakan maksimum 4 kali per tahun) Americas:/ Benua Amerika: Lithia Springs, GA, and Allen, TX (twin-capable facilities)/ Lithia Springs, GA, dan Allen, TX (fasilitas berkemampuan kembar) SAT 2 am UTC SUN 3 am UTC/ SABTU 02:00 UTC MINGGU 03:00 UTC	5 hours/ 5 jam 2 hours/ 2 jam 5 hours/ 5 jam 4 hours/ 4 jam	**Up to 1 time per year:/ Hingga 1 Kali per tahun:** 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./ Pemutakhiran sistem utama tidak akan dilakukan lebih dari sekali dalam setahun dan kegiatan pembaruan dan pemutakhiran akan direncanakan di sekitar jangka waktu pemeliharaan yang telah ditetapkan dan tidak perlu memerlukan waktu henti di luar itu.
SAP Extended Enterprise Content Management by OpenText, add-on for Microsoft Office 365	APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	4 hours/ 4 jam	**Up to 1 time per year:/ Hingga 1 Kali per tahun:**

VENDOR BRANDED CLOUD SERVICES/ LAYANAN CLOUD DENGAN MEREK VENDOR	Regular Maintenance/ Pemeliharaan Rutin Start Time in UTC per region/ Waktu Mulai di UTC per wilayah	Duration/ Durasi	Comments & Major Upgrades/ Komentar & Pemutakhiran Besar Timeframe in UTC per region/ Kerangka waktu di UTC per wilayah
SAP Knowledge Central by Mindtouch	**OPTION 1:/** **OPSI 1:** APJ: MON & WED 6 pm UTC/ APJ: SENIN & RABU 18:00 UTC Europe: TUE & THU 1 am UTC/ Eropa: SELASA & KAMIS 01:00 UTC Americas: TUE & THU 7 am UTC/ Benua Amerika: SELASA & KAMIS 07:00 UTC **OPTION 2:/** **OPSI 2:** APJ: FRI 6 pm UTC/ APJ: JUMAT 18:00 UTC Europe: SAT 1 am UTC/ Eropa: SABTU 01:00 UTC Americas: SAT 7 am UTC/ Benua Amerika: SABTU 07:00 UTC	2 hours/ 2 jam 4 hours/ 4 jam	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** Customer may select from any one of the maintenance window options 1 or 2./ Pelanggan dapat memilih dari salah satu opsi jangka waktu pemeliharaan 1 atau 2. APJ: FRI 2 pm - SAT 2 pm UTC / APJ: JUMAT 14:00 - SABTU 14:00 UTC Europe: FRI 9 pm - SAT 9 pm UTC/ Eropa: JUMAT 21:00 – SABTU 21:00 UTC Americas: SAT 3 am - SUN 3 am UTC/ Benua Amerika: SABTU 03:00 - MINGGU 03:00 UTC
SAP Mobile Consumer Assistant by GK, cloud edition	APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	4 hours/ 4 jam	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** 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 FRI 7 pm UTC/ MENA JUMAT 19:00 UTC APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	4 hours/ 4 jam	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: JUMAT 21:00 – SABTU 21:00 UTC APJ: FRI 2 pm – SAT 2 pm UTC/ Europe: FRI 10 pm – SAT 10 pm UTC/ Eropa: SABTU 04:00 – MINGGU 04:00 UTC Americas: SAT 4 am – SUN 4 am UTC/ Benua Amerika: SABTU 10:00 – MINGGU 10:00 UTC
SAP Process Mining by Celonis, cloud edition	APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	4 hours/ 4 jam	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: FRI 9 pm – SAT 9 pm UTC/ APJ: JUMAT 14:00 - SABTU 14:00 UTC Europe: SAT 4 am – SUN 4 am UTC/ Eropa: JUMAT 22:00 – SABTU 22:00 UTC Americas: SAT 10 am – SUN 10 am UTC/ Benua Amerika: SABTU 04:00 – MINGGU 04:00 UTC
SAP Productivity Pak by Ancile	APJ: SAT 1 pm UTC/ APJ: SABTU 13:00 UTC Europe: SAT 8 pm UTC/ Eropa: SABTU 20:00 UTC Americas: SUN 2 am UTC/ Benua Amerika: MINGGU 02:00 UTC	6 hours/ 6 jam	**Up to 4 times per year:/** **Hingga 4 kali per tahun:** APJ: SAT 1 pm – SAT 7 pm UTC/ APJ: SABTU 13:00 - SABTU 19:00 UTC

VENDOR BRANDED CLOUD SERVICES/ LAYANAN CLOUD DENGAN MEREK VENDOR	Regular Maintenance/ Pemeliharaan Rutin Start Time in UTC per region/ Waktu Mulai di UTC per wilayah	Duration/ Durasi	Comments & Major Upgrades/ Komentar & Pemutakhiran Besar Timeframe in UTC per region/ Kerangka waktu di UTC per wilayah
			Europe: SAT 8 pm – SUN 2 am UTC/ Eropa: SABTU 20:00 – MINGGU 02:00 UTC Americas: SUN 2 am – SUN 8 am UTC/ Benua Amerika: MINGGU 02:00 - MINGGU 08:00 UTC
SAP Quality Center, LoadRunner, and StormRunner by Micro Focus	Europe: SUN 8 am UTC/ Eropa: MINGGU 08:00 UTC	2 hours/ 2 jam	**Up to 12 times per year./ Hingga 12 kali per tahun.**
SAP S/4HANA Cloud Invoice Processing by OpenText	Europe:/ Eropa: 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)/ JUMAT 20:00 hingga SABTU 01:00 UTC, 16:00 MINGGU hingga 18:00 MINGGU UTC (jangka waktu ini dapat digunakan maksimum 4 kali per tahun) Americas:/ Benua Amerika: FRI 3 pm to SAT 8 pm UTC/ JUMAT 15:00 hingga SABTU 20:00 UTC SAT 4 pm to SUN 8 pm UTC/ SABTU 16:00 hingga MINGGU 20:00 UTC	2 hours/ 2 jam	
SAP Scheduling and Resource Management by ClickSoftware	APJ: SAT 3 pm UTC/ APJ: SABTU 15:00 UTC Europe: SAT 10 pm UTC/ Eropa: SABTU 22:00 UTC Americas: SUN 4 am UTC/ Benua Amerika: MINGGU 04:00 UTC	4 hours/ 4 jam	**Up to 2 times per year/ Hingga 2 kali per tahun** 30 June, 31 December/ 30 Juni, 31 Desember
SAP Signature Management by DocuSign	None/ Tidak ada	N/A	
SAP SuccessFactors Document Management Core by OpenText	Europe: SAT 10 am UTC/ Eropa: SABTU 10:00 UTC Americas: SAT 4 pm UTC/ Benua Amerika: SABTU 16:00 UTC	4 hours/ 4 jam	
SAP SuccessFactors xECM by OpenText	APJ: **Australia**: FRI 6 pm to SAT 2 am UTC WED 12 am UTC/ JUMAT 18:00 hingga SABTU 02:00 UTC RABU 12:00 UTC **Japan**: MON 3 pm UTC/ SENIN 15:00 UTC Europe:/ Eropa: FRI 7 pm to SAT 12 am UTC, SUN 3 pm UTC (this window is limited to 4 times per year)/	5 hours/ 5 jam 3 hours/ 3 jam 5.5 hours/ 5,5 jam 5 hours/ 5 jam 2 hours	

VENDOR BRANDED CLOUD SERVICES/ LAYANAN CLOUD DENGAN MEREK VENDOR	Regular Maintenance/ Pemeliharaan Rutin Start Time in UTC per region/ Waktu Mulai di UTC per wilayah	Duration/ Durasi	Comments & Major Upgrades/ Komentar & Pemutakhiran Besar Timeframe in UTC per region/ Kerangka waktu di UTC per wilayah
	JUMAT 19:00 hingga SABTU 00:00 UTC, MINGGU 15:00 UTC (jangka waktu ini terbatas hingga 4 kali per tahun) Americas:/ Benua Amerika: SAT 1 am UTC/ SABTU 01:00 UTC SUN 2 am UTC/ MINGGU 02:00 UTC	5 hours/ 5 jam 4 hours/ 4 jam	
SAP Time and Attendance Management by Workforce Software SAP Workforce Forecasting and Scheduling by WorkForce Software	APJ: SAT 1 pm UTC/ APJ: SABTU 13:00 UTC Europe: SAT 8 pm UTC/ Eropa: SABTU 20:00 UTC Americas: SUN 2 am UTC/ Benua Amerika: MINGGU 02:00 UTC	4 hours/ 4 jam	
SAP Time Management by Kronos	APJ: FRI 2 pm UTC/ APJ: JUMAT 14:00 UTC Europe: FRI 11 pm UTC/ Eropa: JUMAT 23:00 UTC Americas: FRI 7 pm UTC/ Benua Amerika: JUMAT 19:00 UTC	4 hours/ 4 jam	**Up to 4 times per year./ Hingga 4 kali per tahun.**
SAP Trade Repository Reporting by Virtusa	APJ, Europe, Americas:/ APJ, Eropa, Benua Amerika: Weekdays 7 pm UTC/ Rabu 19:00 UTC & APJ, Europe, Americas:/ APJ, Eropa, Benua Amerika: Every 4th MON of every month 11 pm UTC/ Setiap SENIN keempat setiap bulan 23:00 UTC	2 hours/ 2 jam 4 hours/ 4 jam	APJ, Europe, Americas:/ APJ, Eropa, Benua Amerika: SAT 5 am – SUN 8 pm UTC/ SABTU 05:00 - MINGGU 20:00 UTC
SAP U.S. Benefits Management by Benefitfocus	Americas: SAT 4 am UTC/ Benua Amerika: SABTU 04:00 UTC	8 hours/ 8 jam	
SAP U.S. Payroll Tax Calculation by BSI	Americas SAT 5 am UTC/ Benua Amerika SABTU 05:00 UTC	4 hours/ 4 jam	
SAP User Experience Management by Knoa	Europe: WED 9 pm UTC/ Eropa: RABU 21:00 UTC Americas: SAT 10 am UTC THU 3 am UTC/ Benua Amerika: SABTU 10:00 UTC KAMIS 03:00 UTC	2 hours/ 2 jam 12 hours/ 12 jam 2 hours/ 2 jam	