

SAP Business One Cloud
SAP Business One Cloud [业务一体化云]
Supplemental Terms and Conditions

补充条款和条件

This Supplement is part of an Agreement for SAP Cloud Services between SAP and Customer and applies only to SAP Business One Cloud (the “Cloud Service”). Any documents referenced in this Supplement are available upon request.

本补充是 SAP 与客户就 SAP 云服务达成的协议的一部分，仅适用 SAP Business One Cloud [业务一体化云]（以下简称“云服务”）。本补充中引用的任何文档均根据请求予以提供。

1. DEFINITIONS

定义

“**Add-Ons and Extensions**” means a set of Business One Application-related functionality created by, SAP or SAP partners for use by multiple customers that have been reviewed by SAP in accordance with SAP’s program guidelines for Cloud Service Add-ons and Extensions.

“**扩展组件和扩展程序**”是指 SAP 或 SAP 合作伙伴创建的、供 SAP 依据 SAP 云服务扩展组件和扩展程序计划指南审核的多个客户使用的一系列 Business One 应用程序相关功能。

“**Business One Application**” means the SAP Business One, version for SAP HANA software application.

“**Business One 应用程序**”是指 SAP Business One（SAP HANA 版）[业务一体化 SAP HANA 版]软件应用。

“**Business One Company**” is a Business One Application object that represents a set of master data, configuration, reports and transactions that represent a Customer’s business unit / legal entity. This object may also represent an overall purpose or state of that business unit, division or legal entity. For example, as production, test, training, development or archived company. In the Cloud Service this object is contained in a HANA database schema and maybe copied and restored to represent one or more of these states not to exceed the number of Business One Companies licensed by the Customer. Additional Company Databases may be added via subscription by the Customer as required with the metric “Entities”. Entities are the total number of legal entities.

“**Business One 公司**”是表示代表客户业务单位或法律实体的一系列主数据、配置、报表和交易的 Business One 应用程序对象。该对象还可表示相关业务单位、部门或法律实体的整体目标或状态。例如，生产、测试、培训、开发或存档公司。在云服务中，该对象包含在 SAP HANA 数据库架构中，可进行复制和恢复，以表示一个或多个状态，但不得超出客户许可的 Business One 公司数量。如需添加更多公司数据库，客户可根据需要以指标“实体”进行租用。实体是指法律实体的总数。

“**Connectivity App(s)**” means any integration technology whose primary function is to directly connect disparate applications to enable the direct communication and/or management of data between such disparate applications by/through such integration technology.

“**连接应用**”是指任何集成技术，此类技术的主要功能是直接连接不同的应用程序，以在不同应用程序之间实现直接的数据通信和/或管理。

“**SAP Technology Solution**” means means SAP NetWeaver Foundation for Third Party Applications, SAP Cloud Platform (excluding when used solely as a Connectivity App between an SAP Application and ERP) and SAP IoT Application Enablement (including any renamed and/or successor versions of any of the foregoing made generally available by SAP (if any))

“**SAP 技术解决方案**”是指 SAP NetWeaver Foundation for Third Party Applications[第三方应用程序的 NetWeaver 基础]、SAP Cloud Platform[云平台]（仅用作 SAP 应用程序和 ERP 之间的连接应用的情况除外）和 SAP IoT Application Enablement[物联网应用程序支持]（包括 SAP 普遍提供的上述任何应用程序的任何重命名和/或后续版本（如有））。

“**Services Description**” means the document made available by SAP describing the services provided by SAP as part of the Cloud Service available at https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?search=business&sort=title_asc. The Services Description may be updated by SAP from time to time, subject to the relevant provisions in the Agreement.

“**服务说明**”是指介绍 SAP 作为云服务的一部分提供的服务的文档，该文档位于：https://www.sap.com/about/cloud-trust-center/cloud-service-level-agreements/cloud-services.html?search=business&sort=title_asc。SAP 可依据本协议中的相关条款随时更新服务说明。

“**User**” means, for purpose of the Cloud Service, individuals authorized under this Agreement to access the Cloud Service.

“**用户**”，就云服务而言，是指本协议授权访问云服务的个人。

2. FEES

费用

- 2.1. **Named User Exception.** Users of the SAP Business One Application which interfaces to a separate Customer SAP ERP installation (‘SAP ERP on-premise’, ‘SAP S/4HANA on premise’ and ‘SAP S/4HANA Cloud’) are not required to be licensed as SAP Named Users under Customer’s agreement with SAP or an authorized SAP affiliate for such SAP ERP system.

指定用户例外情况。依据客户与 SAP 或经授权的 SAP 关联企业针对客户单独安装的 SAP ERP 的协议规定，SAP Business One 应用若接入了此类 SAP ERP 系统（‘SAP ERP 本地版本’、‘SAP S/4HANA 本地版本’和 ‘SAP S/4HANA Cloud’），SAP Business One 应用用户无需获得 SAP 指定用户（或亦称为命名用户）许可。

- 2.2. SAP Business One Cloud Starter Package Edition includes the following User types and is subject to the following conditions:

“SAP Business One Cloud（启动软件包版本）[业务一体化云启动软件包版本]”包括以下用户类型并受以下条件的约束：

- 2.2.1. Starter Package User is a User who performs operational related roles supported by the Starter Package Edition. The Starter Package User does include the rights granted under a Mobile Application User and Indirect Access User. The Starter Package User does not include the rights granted under a Professional User. Microsoft remote desktop services are included in the subscription fee.

Starter Package User 是指执行启动软件包版本支持的操作相关角色的用户。Starter Package User 包含 Mobile Application User 和 Indirect Access User 下授予的权利。Starter Package User 不包含对 Professional User 授予的权利。Microsoft 远程桌面服务包含在租用费中。

- 2.2.2. The maximum number of Starter Package Users in this edition is five (5). If Customer requires more than five (5) Starter Package Users, all Users will need to be Professional or Limited Users under the SAP Business One Cloud Professional Edition.

本版本中的 Starter Package User 数量最多为五（5）个。如客户需要超过五（5）个 Starter Package User，所有用户均需要许可为 SAP Business One Cloud（专业版）[Business One 云专业版]下的 Professional User 或 Limited User。

- 2.2.3. The minimum requirements for the Business One Cloud Starter Package Edition is three (3) Starter Package Users.

SAP Business One Cloud（启动软件包版本）[Business One 云启动软件包版本]的最低许可要求是三（3）个 Starter Package User。

- 2.2.4. The Starter Package User cannot be combined with any other User types.

Starter Package User 不能与任何其他用户类型合并使用。

- 2.2.5. One (1) Business One Company is included with the SAP Business One Cloud Starter Package Edition. Additional Business One Companies may be added via subscription by the Customer as required.

SAP Business One Cloud (启动软件包版本) [Business One 云启动软件包版本]提供一 (1) 个 Business One 公司。如需更多 Business One 公司, 客户可根据需要另行许可。

2.3. **SAP Business One Cloud Professional Edition** includes the following User types and is subject to the following conditions:

“**SAP Business One Cloud (专业版) [Business One 专业版]**” 包括以下用户类型并受以下条件的约束:

2.3.1. Professional User is a User who performs operational related roles supported by the Cloud Service. The Professional User is needed to administer company specific settings in the Business One Company and work with Production and Material Resource Planning (MRP). The Professional User does include the rights granted under a Mobile Application, Limited and Indirect Access User. Microsoft remote desktop services are included in the subscription fee.

Professional User 是指执行云服务支持的操作相关角色的用户。管理 Business One 公司中的公司特定设置以及使用生产和物料资源计划 (MRP) 时需要 Professional User。Professional User 包含 Mobile Application User、Limited User 和 Indirect Access User 下授予的权利。Microsoft 远程桌面服务包含在租用费中。

2.3.2. Limited User is a User who has access rights to the Cloud Service functionality to support operational processing and information requirements in a specific role. Each Limited User can be requested as one of these roles: CRM, Financial or Logistic. The Limited User does include the rights granted under the Mobile Application and Indirect Access User. Microsoft remote desktop services are included in the subscription fee.

Limited User 是指有权访问云服务功能, 以特定角色提供运营操作和信息需求支持的用户。每个 Limited User 均可申请履行以下角色之一: CRM、财物或物流。Limited User 包含 Mobile Application User 和 Indirect Access User 下授予的权利。Microsoft 远程桌面服务包含在租用费中。

2.3.3. Mobile Application User is a User who has access rights to the 'SAP Business One Sales' or 'SAP Business One Service' mobile application only. It can access SAP partners and customers' Add-Ons and Extensions. Microsoft remote desktop services are not included in the subscription fee.

Mobile Application User 是指仅拥有 “SAP Business One Sales[Business One 销售]” 或 “SAP Business One Service[Business One 服务]” 移动应用访问权限的用户。该用户可以访问 SAP 合作伙伴和客户的扩展组件和扩展程序。Microsoft 远程桌面服务不包含在租用费中。

2.3.4. Indirect Access User is a User authorized to access SAP Business One via its application programming interfaces only. It cannot access any of the user interfaces (desktop and mobile) developed by SAP. Microsoft remote desktop services are included in the subscription fee.

Indirect Access User 是指经授权仅可通过其应用程序编程接口访问 SAP Business One 的用户。该用户不能访问由 SAP 开发的任何用户界面 (桌面和移动界面)。Microsoft 远程桌面服务包含在租用费中。

2.3.5. SAP Business One Indirect Access by non-employees is an Instance authorized to access SAP Business One via its application programming interfaces only. It cannot access any of the user interfaces developed by SAP (except the login and password screen). It cannot be used by employees and contingent workers (including statement of work-based consultants, independent contractors; freelancers, other outsourced and non-permanent workers who are hired on a per-project basis). Instances are unique connections to a single specified application or technology type. The SAP Application(s) and their required instances can be used without additional license fee. For the purpose of this Section, “SAP Application(s)” means all SAP software (including third-party software licensed by SAP) licensed under a license agreement with an SAP entity/authorized partner and/or SAP cloud services for which Customer has a valid subscription, excluding SAP Technology Solutions and all database Packages. Microsoft remote desktop services are not included in the subscription fee.

非员工 SAP Business One Indirect Access[Business One 间接访问]是指经授权仅可通过其应用程序编程接口访问 SAP Business One 的实例。该用户不能访问由 SAP 开发的除登录和密码屏幕以外的任何用户界面。员工和临时工 (包括按照工作说明书提供服务的顾问、独立承包商、自由职业者, 按项目聘用的其他外包工作人员和临时工作人员) 不得使用。实例是指与单个指定的应用程序或技术类型的唯一连接。SAP 应用程序及其所需实例无需额外许可费即可使用。在本节中, “SAP 应用” 是指通过与 SAP 实体或授权合作伙伴签订的许可协议许可的任何 SAP 软件 (包括 SAP 许可的第三方软件), 和/或客户具有有效租用的 SAP 云服务, SAP 技术解决方案和所有数据库软件包均不包含在内。Microsoft 远程桌面服务不包含在租用费中。

2.3.6. The minimum requirements for the Business One Cloud Professional Edition is three (3) Professional Users.
SAP Business One Cloud (专业版) [Business One 云专业版]的最低许可要求是三 (3) 个 Professional User。

2.3.7. Two (2) Business One Companies are included with the SAP Business One Cloud Professional Edition. Additional Business One Companies may be added via subscription by the Customer as required.

SAP Business One Cloud (专业版) [Business One 云专业版]提供两 (2) 个 Business One 公司。如需更多 Business One 公司, 客户可根据需要另行许可。

3. CLOUD SERVICE SCOPE

云服务范围

3.1. The Cloud Service includes the following core SAP Business One modules

云服务包含以下核心 SAP Business One 模块

- | | | |
|----------------------------|---------------------------------|------------------------------|
| • Administration
管理 | • Financials
财务 | • Opportunities
业务机会 |
| • Sales – A/R
销售 — 应收账款 | • Purchasing – A/P
采购 — 应付账款 | • Business Partner
业务合作伙伴 |
| • Banking
银行 | • Inventory
库存 | • Resources
资源 |
| • Production
生产 | • MRP
物料需求计划 | • Service
服务 |
| • Human Resources
人力资源 | • Project Management
项目管理 | |

3.2. The Cloud Service includes a runtime version of SAP Crystal Reports for SAP Business One. SAP provides preconfigured SAP Crystal Reports as a part of the Cloud Service. Such SAP provided reports are available to all Users without additional subscription fee.

云服务包含运行时版的 SAP Business One (SAP Crystal 版)。SAP 提供预配置的 SAP Crystal Reports 作为云服务的一部分。SAP 提供的此类报表向所有用户提供, 无需支付额外租用费。

3.3. The Cloud Service can only be used with the localizations supported by the Cloud Service. The Cloud Service will be issued 'per localization'.

云服务仅可以与云服务支持的本地化软件一起使用。云服务将针对“每个本地化软件”发布。

4. IMPLEMENTATION SERVICES.

实施服务。

The Customer is responsible for the initial set-up, configuration and any integration of the Cloud Service. Some set-up and/or configuration effort is required to use the Cloud Service and is not included with a subscription to the Cloud Service. The Customer may contract with the authorized SAP partner from whom the Customer has purchased the SAP Cloud subscription.

客户负责云服务的初始设置、配置和任何集成工作。使用云服务时需要执行一些设置和/或配置工作, 但这些工作不包括在云服务租用中。客户可与向其销售 SAP Cloud[云]租用的授权 SAP 合作伙伴订立合同。

5. SUPPORT SERVICES

支持服务

SAP provides support services for the Cloud Service in accordance with Attachment 1 to this Supplement. SAP operates a shared support model for the Cloud Service in which certain services will be provided by the authorized SAP partner from whom Customer has purchased the Cloud Service subscription.

SAP 依据本补充之附件 1 针对云服务提供支持服务。**SAP** 针对云服务采用共享支持模式，在这种模式下，特定服务将由向客户销售云服务租用的授权 **SAP** 合作伙伴提供。

Attachment 1

附件 1

To

附于

SAP Business One Cloud

SAP Business One Cloud [业务一体化云]

Supplemental Terms and Conditions

补充条款和条件

Support Services for SAP Business One Cloud

SAP Business One Cloud[Business One 云]的支持服务

This Attachment 1 (Support Services for SAP Business One Cloud) describes the Support Services provided by SAP to the Customer for the Cloud Service. All capitalized terms not defined in this Attachment shall have the meaning ascribed in the Agreement. SAP may modify the scope of the Support Services from time to time at its own discretion in accordance with the terms of Agreement.

本附件 1（SAP Business One Cloud[Business One 云]支持服务）规定了 SAP 针对云服务向客户提供的支持服务。本附件中未定义且以粗体书写的所有术语应适用协议中对其赋予的含义。SAP 可依据协议条款随时自行决定修改支持服务的范围。

1. DEFINITIONS:

定义:

“**Incident**” means a fault, an error or a malfunction of the Cloud Service.

“**事件**”是指云服务的缺陷、错误或故障。

“**Initial Reaction Time**” means the defined time between acknowledgement of entry of an Incident and the provision of a qualified response to the Customer. At priority "very high", the time is measured in real time. At all other priorities, the time is measured in business hours between 9am and 6pm local time.

“**初始响应时间**”是指定义的确认事件输入和向客户提供合理答复之间的时间。优先级为“非常高”时，时间以实际时间计算。针对所有其他优先级，时间以当地时间上午 9 点至下午 6 点之间的工作时间计算。

“**Maximum Processing Time**” means defined time acknowledgement of an Incident and provision of a solution or a workaround to Customer.

“**最长处理时间**”是指定义的确认事件和向客户提供解决方案或应急措施之间的时间。

“**Support Services**” means the services outlined in this Attachment 1.

“**支持服务**”是指本附件 1 中规定的服务。

2. SAP SUPPORT SERVICES RESPONSIBILITIES.

SAP 支持服务责任。

2.1. SAP will not provide Support Services under the following circumstances:

在以下情况下，SAP 不提供支持服务：

2.1.1. any problem that arises because the Cloud Service was altered without SAP consent or that arises from the use of the Cloud Service in breach of the Agreement.

因未经 SAP 同意擅自修改云服务或违反本协议使用云服务引发的任何问题。

2.1.2. any problem that arises in connection with the use of the Cloud Service that was not distributed by SAP as part of the Cloud Service, even if such products are delivered together with the Cloud Service.

因使用不属于作为云服务的一部分由 SAP 进行分发的云服务（即使此类产品与云服务一起交付）引发的任何问题。

2.1.3. that results from inappropriate configuration, unsatisfactory Customer training, lack of or incorrect business design or incorrect operation.

由于配置不当、客户培训不过关、业务设计缺乏或不正确、操作不当等原因而产生的结果。

2.2. The following activities for the Cloud Service are part of the of the shared support model between SAP and the authorized SAP partner from whom Customer has purchased the Cloud Service subscription:

云服务的以下活动是 SAP 与向客户销售云服务租用的授权 SAP 合作伙伴之间采用的共享支持模式的一部分：

Activities 活动	SAP	Partner 合作伙伴
Infrastructure and Server Management 基础设施与服务器管理		
Server Management (all servers) up to and including the OS 最多且包括操作系统的服务器管理（所有服务器）	X	
Server OS and Network Infrastructure Patch Management 服务器操作系统和网络基础设施补丁管理	X	
Network Management 网络管理	X	
Initial Landscape configuration 初步架构配置	X	
Initial Installation and configuration of the landscape with associated components 架构及相关组件的初步安装和配置	X	
Initial and ongoing Server configuration and management 初始和持续服务器配置与管理	X	
Backup Services 备份服务	X	
Monitoring 监控		
Infrastructure Monitoring (Memory, CPU, disk) 基础设施监控（内存、CPU、磁盘）	X	
Capacity Monitoring 容量监控	X	
Security 安全		
Network Infrastructure Security (i.e.: Firewall, IDS/IPS) 网络基础设施安全（即，防火墙、IDS/IPS）	X	
Server OS Security Patching 服务器操作系统安全补丁	X	

Activities 活动	SAP	Partner 合作伙伴
Access Security 访问安全	X	X
DDoS Monitoring DDoS 监控	X	
Security Software: Anti-Virus 安全软件：杀毒	X	
Application security vulnerability and penetration testing and application security auditing 应用程序安全漏洞与渗透测试和应用程序安全审查		X
Secure custom application development 安全自定义应用程序开发		X
Security incident management related to hosting environment 与托管环境有关的安全事件管理	X	
Security incident management related to non-SAP application code (initial alerting) 与非 SAP 应用程序代码相关的安全事件管理（初始警报）	X	
Security incident management related to non-SAP application code (mitigation / remediation) 与非 SAP 应用程序代码相关的安全事件管理（缓解/补救）		X
Database Management 数据库管理		
Database installation and configuration 数据库安装和配置	X	
Patching of the database 数据库打补丁	X	
Database backup and restore 数据库备份和恢复	X	
Database monitoring 数据库监控	X	X
End User Lifecycle Management 最终用户生命周期管理		
Provisioning of new End User tenants 配置新最终用户租户		X
Creation and control of End User user access 创建和控制最终用户的用户访问权限		X
Deployment of extensions to the landscape and to End User tenants 部署架构和最终用户租户的扩展程序		X
Upgrade of End User tenants to later SAP Business One patches		X

Activities 活动	SAP	Partner 合作伙伴
将最终用户租户升级为最新版 SAP Business One 补丁		
User Acceptance Testing 用户验收测试		X
SAP Business One Cloud Landscape upgrades SAP Business One Cloud[Business One 云]架构升级	X	X
Support & Incident Management 支持与事件管理		
First line support. Support Level 1 一线支持。第一级支持		X
Create new incident based on automated alerts or support request by phone or email from End User 基于自动警报或最终用户通过电话或电子邮件发出的支持请求创建新事件		X
Capture incident details 捕获事件详细信息		X
Categorize incident 事件分类		X
Prioritize incident 设定事件优先级		X
Investigate and diagnose incident reporting by End User 调查和诊断最终用户报告的事件	X	
Assign incident to appropriate support group within SAP for resolution 将事件分配给 SAP 内的相应联系人进行解决		X

3. SHARED SUPPORT MODEL

共享支持模式

Under the shared support model for the Cloud Service, together with the authorized SAP partner from whom Customer has purchased the Cloud Service subscription, SAP provides Support Services. In this model, the authorized SAP partner acts as primary support contact to the Customer for the Cloud Service. This means that the authorized SAP partner will receive all inquiries and Incidents from Customer and will provide primary support for any Incident raised by the Customer for the Cloud Service on behalf of SAP per its Customer contract.

在云服务的共享支持模式下，SAP 与向客户销售云服务租用的授权 SAP 合作伙伴一同提供支持服务。在此模式下，授权的 SAP 合作伙伴充当 SAP 与客户之间的主要支持联系人，负责处理云服务事宜。也就是说，授权的 SAP 合作伙伴将接收客户的所有咨询与事件，并且为客户就云服务提出的任何事件，按照客户合同代表 SAP 提供主要支持。

4. CUSTOMERS RESPONSIBILITIES

客户责任

- 4.1. Customer will designate two (2) primary users that will raise and respond to support Incidents. Customers shall provide to SAP and the authorized SAP partner contact details (e-mail address and telephone number) by means of which the Customer contact or the authorized representative of such Customer contact can be contacted.

客户将指定两（2）名主要用户，负责提出和响应支持事件。客户应向 SAP 和授权的 SAP 合作伙伴提供详细的联系信息（电子邮件地址和电话号码），以保证能够与客户联系人或此类客户联系人的授权代表随时取得联系。

- 4.2. To receive support services hereunder, customers shall reasonably cooperate with the authorized SAP partner and SAP to resolve support Incidents, and shall have adequate technical expertise and knowledge of their configuration of the Cloud Service to provide relevant information to enable the authorized SAP partner and SAP to reproduce, troubleshoot and resolve the experienced error such as, by way of an example, instance name, username, form name and screenshot.

为获得本协议项下的支持服务，客户应合理配合授权的 SAP 合作伙伴和 SAP 解决支持事件，并应具备适当的、与其云服务配置有关的专业技术和知识，以便向 SAP 提供相关信息，使授权的 SAP 合作伙伴和 SAP 能够复现、排除和解决出现的问题，例如，以实例名称、用户名、表单名和截图的形式。

5. INCIDENT HANDLING

事件处理

- 5.1. After receipt of the Incident, the following will be performed:

收到事件后，将执行以下操作：

- Check if Incident report from Customer is complete and if necessary, obtain missing data and information from Customer.
检查客户报告的事件是否完整，且在必要时从客户处获取缺失的数据和信息。
- Prepare a comprehensive description of the problem which is the basis of the Incident, which shall include all steps that led to occurrence of the Incident, full syntax of the problem message and surrounding system variables or factors.
准备导致事件发生的基本问题的全面描述，应包括导致事件出现的所有步骤、问题消息的完整语法及相关系统变量或因素。
- Search for available SAP Notes and assign them to the Incident if relevant.
搜索可用的 SAP 注释，如相关，将其分配给事件。
- Search for errors using the data provided by Customer.
使用客户提供的数据查找错误。
- Reproduce and isolate the Incident in the Customer's Business One Company or their own test environment with similar releases.
在客户的 Business One 公司或其版本类似的自有测试环境中，重新并隔离事件。
- Analyze if the Incident can be attributed to a defect of the Cloud Service.
分析事件是否因云服务的缺陷所造成。
- Propose appropriate workaround if the Incident cannot be attributed to a defect of the Cloud Service.
若事件不是因云服务的缺陷所造成，提供适当的应急方案。
- Submit the Incident to SAP if the Incident can be attributed to a defect of the Cloud Service and if no SAP Note is available to solve the Incident.
若事件因云服务的缺陷所造成，而又没有可供解决事件参考的 SAP 注释，则将事件提交给 SAP。

5.2. Incident prioritization:

事件优先级排序:

Priority 优先级	Definition 定义	Response Level 响应等级
Very High 非常高	<p>A problem message or Support Case is categorized with the priority "very high" if the problem has very serious consequences for normal business transactions and urgent work cannot be performed. This is generally caused by the following circumstances:</p> <p>如问题对正常的业务交易造成严重后果，且导致紧急工作无法执行，则该问题消息或支持事件的优先级应归类为“非常高”。这通常由下列情况引起：</p> <ul style="list-style-type: none"> • Absolute loss of the Cloud Service 云服务的完全缺失 • Malfunctions of central SAP system functions in the production system of the Customer 客户生产系统中的中央 SAP 系统出现功能故障 • Delays to the planned production startup or upgrade within the next 3 workdays. 计划生产投产或升级向后延迟三个工作日 • The problem message requires immediate processing because the malfunction may cause serious losses. 因为故障会导致严重损失，所以必须立即处理该问题消息。 	<p>Targeted Initial Reaction Time: 目标初始响应时间: 60 minutes (real time) 60 分钟 (实际时间)</p> <p>Targeted Maximum Processing Time: 目标最长处理时间: 8 hours (real time) 8 小时 (实际时间)</p>
High 高	<p>A problem message or Support Case is categorized with the priority "high" if normal business transactions are seriously affected and necessary tasks cannot be performed. This is caused by incorrect or inoperable functions in the SAP system necessary in the actual situation. The problem message requires immediate processing because the malfunction can seriously disrupt the entire productive business flow.</p> <p>如正常业务交易受到严重影响，且必要的任务无法执行，则该问题消息或支持事件的优先级应归类为“高”。这是由于实际工作中必不可少的 SAP 系统出现功能异常或无法运行导致的。因为故障会严重扰乱整个生产业务流程，所以必须及时处理该问题消息。</p>	<p>Targeted Initial Reaction Time: 目标初始响应时间: 4 business hours 4 个工作小时</p> <p>Targeted Maximum Processing Time: 目标最长处理时间: 2 business days 2 个工作日</p>

Priority 优先级	Definition 定义	Response Level 响应等级
Medium 中	<p>A problem message or Support Case is categorized with the priority "medium" if normal business transactions are affected. The problem is caused by incorrect or inoperable functions in the SAP system</p> <p>如正常业务交易受到影响，则该问题消息或支持事件的优先级应归类为“中”。这类问题是由于SAP系统出现功能异常或无法运行导致的。</p>	<p>Targeted Initial Reaction Time: 目标初始响应时间: 8 business hours 8 个工作小时</p> <p>Targeted Maximum Processing Time: 目标最长处理时间: 4 business days 4 个工作日</p>
Low 低	<p>A problem message or Support Case is categorized with the priority "low" if the problem causes few or no effects on normal business transactions. The problem is caused by incorrect or inoperable functions in the SAP system that are not required daily, or which are rarely used.</p> <p>如问题对正常业务交易影响甚微或没有造成影响，则该问题消息或支持事件的优先级应归类为“低”。这类问题是由于不经常使用或极少使用的SAP系统功能异常或无法运行导致的。</p>	<p>Targeted Initial Reaction Time: 目标初始响应时间: 16 business hours 16 个工作小时</p> <p>Targeted Maximum Processing Time: 目标最长处理时间: 8 business days 8 个工作日</p>