SAP S/4HANA Cloud, extended edition
SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]
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 the SAP S/4HANA Cloud, extended edition (previously known as SAP S/4HANA Cloud, single tenant edition) services to which Customer is subscribed. 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，仅适用于客户租用的 SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]（以前称为 SAP S/4HANA Cloud（单租户版）[ERP 云商务套件单租户版]）服务。本补充中引用的任何文档均根据请求予以提供。

1. CLOUD SERVICE
云服务

1.1 The Usage Metrics and additional terms of each of the SAP S/4HANA Cloud, extended edition packages and optional add-ons are described in the SAP S/4HANA Cloud Service, extended edition Service Use Description document found at https://www.sap.com/about/agreements/policies/service-specifications.html ("Service Use Description").

SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]软件包和可选扩展组件的使用指标和附加条款详见以下链接中的"SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]服务使用说明"文档：

https://www.sap.com/about/agreements/policies/service-specifications.html（以下简称"服务使用说明"）。

1.2 Certain features integrated in the SAP S/4HANA Cloud, extended edition packages may be provisioned on the SAP Cloud Platform or other multi-tenant cloud platform ("Cloud Features"). Such Cloud Features, and any additional terms applicable to the Cloud Features, are set forth in the Service Use Description.

可以在 SAP Cloud Platform [云平台]或其他多租户云平台上配置 SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]软件包中集成的某些功能（以下简称"云功能"）。此类云功能以及适用于云功能的任何附加条款请参见服务使用说明。

2. ADDITIONAL TERMS
附加条款

2.1 Maintenance.

维护。

(a) SAP performs regular, scheduled maintenance activities to maintain OS security patch levels, database and application patches, infrastructure (network, compute, storage) maintenance and other scheduled proactive activities. Such maintenance activities will be reasonably scheduled for date, time and duration as mutually agreed in advance between SAP and Customer ("Scheduled Downtime") based on requirements and resources. If Customer fails to cooperate with the scheduling and/or performance of such maintenance activities in a timely manner as recommended by SAP, Customer shall be solely responsible for any resulting issues in the Cloud Service, including unexpected downtime.

SAP 执行定期维护活动，维护操作系统安全补丁级别、数据库和应用程序补丁、基础设施（网络、计算和存储）维护和安排的其他前瞻式活动。SAP 和客户将在事先约定的日期、时间和期限内，根据需求和资源

合理安排此类维护活动（以下简称"计划停机时间"）。如客户未能按照 SAP 的建议及时配合安排和/或

执行此类维护活动，客户应对云服务中的任何问题承担全部责任，包括意外停机事件。

(b) Notwithstanding the foregoing, SAP reserves the right to perform Emergency Maintenance activities at any time without Customer's prior consent. SAP will use reasonable efforts to provide Customer with forty-eight (48) hours advance notice regarding performance of Emergency Maintenance. In case of Cloud Service downtime during such Emergency Maintenance, such downtime will be considered to be "Emergency Downtime" as defined in the SLA (defined in Section 2.3 below). "Emergency Maintenance" are maintenance activities required to address any unforeseeable circumstances aiming to prevent significant impact to the Cloud Service. Such situations include application of critical application patches and operating system security patches (security patches with priority "very high") and/or performing critical operating system activities (urgent upgrades and/or refresh of shared components).

尽管有上述规定，SAP 保留未经客户事先同意随时执行紧急维护活动的权利。SAP 将尽合理努力提前四十八（48）小时向客户发出紧急维护通知。如在此类紧急维护期间云服务出现停机，则此类停机被视为服务水平协议中定义的"紧急停机"（如下文第 2.3 节所定义）。"紧急维护"是指处理任何不可预见的情况所需的维护活动，旨在防止对云服务造成重大影响。此类情况包括应用关键应用程序补丁和操作系统安全补丁（优先级别"非常高"的安全补丁）以及/或者执行关键操作系统活动（紧急升级和/或更新共享组件）。

(c) Customer is responsible for requesting and coordinating with SAP the application of non-critical security patches (all security patches with priorities "high", "medium", or "low") by way of a service request ticket. Such patches will be applied during Scheduled Downtime or other Agreed Downtime, as defined in the SLA.

客户负责通过服务请求消息来请求和配合 SAP 应用非关键性安全补丁（所有优先级别为"高"、"中"或

"低"的安全补丁）。这些补丁将在计划停机或其他约定停机期间进行安装（如服务水平协议中所定义）。

2.2 Support. Support for the Cloud Service will be provided by SAP as described in the Support Policy for SAP Cloud Services referenced in the Order Form, as supplemented by the description in Attachment 1 to this Supplement. The support services described in the Agreement may only be used to support Cloud Services to which this Agreement applies, as specified in the Order Form, and may not be used to support any other SAP products or third-party solutions.

支持。 SAP 将按照订购单中引用的 SAP 云服务的支持政策为云服务提供支持，该支持政策通过本补充附件 1 中的

说明予以补充。本协议所述的支持服务仅用于支持订购单中规定的本协议适用的云服务，不得用于支持任何其他

SAP 产品或第三方解决方案。

2.3 Service Level Agreement. The Service Level Agreement applicable to the Cloud Service is the Service Level Agreement for SAP HANA Enterprise Cloud and SAP S/4HANA Cloud, extended edition ("SLA"). The Service Level Agreement for SAP Cloud Services does not apply.

服务水平协议。 适用于云服务的服务水平协议是针对 SAP HANA Enterprise Cloud [内存计算平台企业云]和

SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]的服务水平协议（以下简称"服务水平协议"）。针对

SAP 云服务的服务水平协议不适用。

2.4 Modifications and Add-Ons. Except to the extent expressly permitted by applicable law, Customer is not permitted to make modifications to the delivered source code or metadata of the Cloud Service.

修改和扩展组件。除适用法律明确允许的范围外，客户不得对交付的云服务源代码或元数据进行修改。

Customer may develop and use Customer developed Add-ons (excluding any third-party software) in furtherance of its permitted use of the Cloud Service. "Add-on" means any development that adds new and independent functionality, but does not modify existing SAP functionality, and is developed using SAP application programming interfaces or other SAP code that allows other software products to communicate with or call on the Cloud Service. Customer is responsible for

testing and resolving source code, compatibility issues or other conflicts that may arise from Add-Ons and any patches or workarounds or other changes provided by SAP for the Cloud Service. SAP may reasonably restrict Add-ons to the Cloud Service to the extent necessary to prevent degradation in performance of the Cloud Service. Except for Customer developed Add-ons as described herein and Add-ons made available as an SAP S/4HANA Cloud, extended edition package, no other Add-ons may be used with the Cloud Services.

客户可以开发和使用客户开发的扩展组件（不包括任何第三方软件），以促成其获准使用云服务。"扩展组件"是指用于增加独立新功能的任何开发，此类开发不会修改现有的 SAP 功能，并使用 SAP 应用程序编程接口或者支持其他软件产品与 SAP 软件通信或调用云服务的其他 SAP 代码开发而成。客户负责测试和解决可能因 SAP 针对云服务提供的扩展组件、任何补丁、应急措施或其他变更导致的源代码和兼容性问题或其他冲突。SAP 可以在合理范围内限制向云服务添加扩展组件，避免降低云服务性能。除了本文所述的客户开发的扩展组件和作为 SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]软件包提供的扩展组件外，云服务不得使用其他扩展组件。

2.5 Enhanced Managed Services. In the event that Customer's use of hours for SAP S/4HANA Cloud, enhanced managed services, extended edition ("EMS") exceeds the number of monthly hours purchased as set forth in the Order Form, SAP will invoice Customer monthly in arrears, and Customer shall pay for the actual excess hours consumed, based on the hourly fee established from the EMS fees set forth in the Order Form.

增强托管服务。 如果客户使用 SAP S/4HANA Cloud 增强托管服务（扩展版）[ERP 云商务套件增强托管服务扩展版]（以下简称"EMS"）的小时数超过了订购单中购买的月小时数，SAP 应向客户按月延后开具发票，且客户应按照根据订购单中规定的 EMS 费用确定的每小时费用来支付实际超时使用时间的费用。

2.6 Customer Data Return. Prior to termination or expiration of the Subscription Term, at Customer`s request, SAP shall provide to Customer, within a reasonable time period in a reasonable backup media format utilized by SAP, a final export of the Customer Data stored in the SAP S/4HANA Cloud, extended edition System. Customer must verify the usability of this export within two weeks of receipt. In the event Customer does not provide verification within the two-week period, the exported Customer Data shall be deemed usable.

客户数据归还。 在租用期限终止或有效期届满之前，SAP 应根据客户要求在合理期限内以 SAP 使用的合理备份介质格式向客户提供存储在 SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]系统中的客户数据的最终导出文件。客户必须在收到后两（2）周内验证导出数据的可用性。若客户在两周内未提供验证，导出的客户数据应被视为可用。

3. CUSTOMER RESPONSIBILITIES
客户责任

3.1 SAP`s provision, operation and support of the Cloud Service is subject to Customer`s reasonable cooperation and providing necessary information, authorizations and qualified resources for such activities. Customer authorizes SAP to set up and use an administrative user in the business client of the Cloud Service systems as needed to provision and confirm Customer's subscribed usage and technical compliance of the Cloud Service.

在 SAP 交付、运营和支持云服务期间，客户需要给予合理配合，并提供此类活动所需的信息、授权和合格资源。客户授权 SAP 根据交付云服务的需要在云服务系统的业务客户端中设置和使用管理用户，并确认客户对云服务的租用使用和技术合规性。

3.2 In connection with Customer's obligations related to Customer Data under the Agreement, Customer Data includes all Customer-provided software used in the Cloud Service environment.

根据客户在协议项下与客户数据相关的义务，客户数据包括云服务环境中使用的所有客户提供的软件。

3.3 Customer is responsible for the definition, documentation and execution of its business processes in the context of the Cloud Service, including, but not limited to, configuration of systems

management and application and data security policies, batch processing requirements, and compliance with other governmental or regulatory requirements applicable to Customer. Customer is responsible for providing SAP necessary and sufficient documentation of its applicable processes and Customer developed Add-Ons in order for SAP to perform its responsibilities under the Agreement.

客户应负责在云服务中，定义、记录和执行其业务流程，包括但不限于：配置系统管理及应用程序和数据安全策略、批处理要求以及遵守其他政府和法规要求。客户负责向 SAP 提供有关适用流程和客户开发的扩展组件的充分且必要的文档，以便 SAP 履行其在协议项下的职责。

3.4 Upgrades to the then current version of the Cloud Service software are required every two contract years. All Customer developed Add-Ons, simplification and incompatible checks must be executed by Customer. Customer is responsible for evaluating the results of such checks to ensure that implemented business processes, backend and frontend applications and integrations are running after changes to the Cloud Service software.

每两个合同年需要升级到届时最新的云服务软件版本。所有客户开发的扩展组件、简化和不兼容检查均须由客户来执行。客户负责评估此类检查的结果，确保在更改云服务软件后，已实施的业务流程、后端和前端应用以及集成正常运行。

If SAP is not able to perform such upgrades due to the lack of Customer's cooperation, (i) SAP's ability to provide support may be limited and SAP assumes no responsibilities for such limitations and (ii) the System Availability Service Levels in the SLA shall not apply.

如因客户不配合而导致 SAP 无法执行此类升级，(i) SAP 的支持提供能力可能受到限制，且 SAP 不对此类限制承担任何责任，以及 (ii) 服务水平协议中规定的系统可用性服务水平不适用。

3.5 Customer is responsible for the connection to the Cloud Service, including the Internet connection to the Point of Demarcation. SAP's responsibility shall not extend beyond the Point of Demarcation. Point of Demarcation means the outbound firewall (or, in case of a VPN for access, the point of connection of the SAP network to the VPN) of SAP's computing environment used to provide the Cloud Service.

客户负责连接云服务，包括分界点的互联网连接。SAP 的责任不得超出分界点范围。"分界点"是指用于提供云服务的 SAP 计算环境的出站防火墙（或者，如是 VPN 访问，则是指 SAP VPN 网络的连接点）。

3.6 Customer is responsible for obtaining all necessary rights from third parties required for SAP to run and host any Customer-provided software in the Cloud Service environment. Customer will, at SAP's request, provide written verification of such rights. Customer grants to SAP the nonexclusive right to use the Customer-provided software for the sole purpose of and only to the extent necessary for SAP to provide the Cloud Service.

客户负责从第三方获得 SAP 在云服务环境中运行和托管客户提供的任何软件所需的所有必要权利。客户将应 SAP 要求提供此类权利的书面证明。客户授予 SAP 使用客户提供的软件的非独占性权利，但仅限 SAP 提供云服务之目的和必要范围内。

3.7 If Customer fails to fulfill any Customer obligations set forth herein, Customer agrees that such failure may result in delays and additional fees.

如客户未能履行本协议中规定的任何客户义务，客户同意，此类行为可能会导致延误并产生额外费用。

Attachment 1 to

附件 **1**，附于

SAP S/4HANA Cloud, extended edition Supplemental Terms and Conditions

SAP S/4HANA Cloud（扩展版）**[ERP 云商务套件扩展版]补充条款和条件**

Support Services

支持服务

This Attachment sets forth the support services provided in addition to the support services of SAP Enterprise Support, cloud editions in the Support Policy for SAP Cloud Services under the Agreement. This Attachment does not apply to Cloud Features.

本附件列出了除了本协议项下 SAP 云服务的支持政策中的 SAP Enterprise Support[企业支持]的云版本支持服务之外

提供的支持服务。本附件不适用于云功能。

1. SCOPE OF ADDITIONAL SUPPORT SERVICES.

附加支持服务范围。

SAP additional support services apply to the Enterprise Support Solutions, and such additional support services currently include the items set forth in this Section 1.

SAP 附加支持服务适用于 SAP Enterprise Support[企业支持]解决方案，而此类附加支持服务目前包括本节（第 1 节

）中列出的项目。

1.1 Continuous Improvement and Innovation

持续完善和创新

(a) SAP may make available ABAP source code for SAP software applications included in Enterprise Support Solutions (excluding third-party software) and additionally released and supported function modules.

SAP 可以为 SAP Enterprise Support[企业支持]解决方案（不包括第三方软件）中包含的 SAP 软件应

用程序以及额外发布和支持的功能模块提供 ABAP 源代码。

(b) Software change management, such as changed configuration settings or Enterprise Support Solutions software upgrades, is supported, for example, with content, tools and information material.

比如利用内容、工具和信息资料支持变更配置设置或 SAP Enterprise Support[企业支持]解决方案软件

升级等软件变更管理。

1.2 Global Support Backbone

全球支持中枢

(a) SAP Notes on SAP's Customer Support Website document software malfunctions and contain information on how to remedy, avoid and bypass errors. SAP Notes may contain coding corrections. SAP Notes also document related issues, customer questions, and recommended solutions (e.g. customizing settings).

SAP 客户支持网站上的 SAP Notes 用于记录软件故障，包含有关如何修正、避免和规避错误的信息。

SAP Notes 可能包含编码修正。SAP Notes 还可记录相关问题、客户问题以及建议的解决方案（如定制

设置）。

(b) SAP Note Assistant, a tool to install specific corrections and improvements to SAP components, is included.

用于安装 SAP 组件特定修正和改进的工具 SAP 注释助手也包含在内。

1.3 Mission Critical Support

任务关键支持

For Customer custom code built with the SAP development workbench, SAP provides mission-critical support root-cause analysis (Root Cause Analysis for Custom Code), according to the Global Incident Handling process and response levels for priority "very high" and priority "high" incidents as set forth in section 4 (Customer Response Levels) of the Support Policy for SAP Cloud Services. If the Customer custom code is documented according to SAP's then-current standards (for details see http://support.sap.com/supportstandards), SAP may provide guidance to assist Customer in issue resolution.

根据 SAP 云服务的支持政策第 4 节（客户响应等级）对"非常高"和"高"优先级事件的全球事件处理流程和响应等级的规定，对于利用 SAP 开发工作台构建的自定义代码，SAP 应提供任务关键支持根本原因分析(自定义代码根本原因分析)。如客户的自定义代码符合 SAP 届时的标准（详情请参见 http://support.sap.com/supportstandards），则 SAP 可提供相应指导以帮助客户解决问题。

1.4 SAP Application Lifecycle Management

SAP 应用程序生命周期管理

(a) Subject to Customer's purchase of one of the SAP Solution Manager for SAP S/4HANA Cloud, extended edition packages, Customer may access and use SAP Solution Manager Enterprise Edition (and any successor to SAP Solution Manager Enterprise Edition provided hereunder) during the Subscription Term solely for the following purposes under SAP Enterprise Support, cloud editions: (i) delivery of SAP Enterprise Support, cloud editions, and (ii) application lifecycle management for Enterprise Support Solutions and other SAP cloud or on-premise solutions for which Customer has a current support agreement with SAP. Such application lifecycle management is limited solely to the following purposes:

若客户购买其中一个面向 SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]软件包的 SAP Solution Manager [解决方案管理器]，客户在租用期限内可以仅出于与 SAP Enterprise Support [企业支持]的云版本相关的以下目的，访问和使用 SAP Solution Manager（企业版）[解决方案管理器企业版]（和在本协议项下提供的任何 SAP Solution Manager（企业版）[解决方案管理器企业版]后续版本）：(i) 交付 SAP Enterprise Support [企业支持]的云版本；以及 (ii) 面向 SAP Enterprise Support [企业支持]解决方案以及客户具有有效 SAP 支持协议的 SAP 云或本地部署解决方案的应用程序生命周期管理。前述应用程序生命周期管理仅限于以下目的：

(i) implementation, configuration, testing, operations, continuous improvement and diagnostics;

执行、配置、测试、运行、持续改进和诊断；

(ii) incident management (service desk), problem management and change request management as enabled using SAP CRM technology integrated in SAP Solution Manager Enterprise Edition (Customer does not require a separate package license to SAP CRM);

通过使用 SAP Solution Manager（企业版）[解决方案管理器企业版]中集成的 SAP CRM 技术进行事件管理（服务台）、问题管理和变更请求管理（客户不需要单独的 SAP CRM 软件包许可）；

(iii) mobile application lifecycle management scenarios using SAP NetWeaver Gateway (or equivalent technology) integrated in SAP Solution Manager Enterprise Edition;

使用 SAP Solution Manager（企业版）[解决方案管理器企业版]中集成的 SAP NetWeaver Gateway（或同等技术）的移动应用生命周期管理方案；

(iv) management of application lifecycle management projects for Customer IT Solutions using the project management functionality of SAP Project and Portfolio Management integrated in SAP Solution Manager Enterprise Edition. (However, the portfolio management functionality of SAP Project and Portfolio Management is not in scope of SAP Solution Manager Enterprise Edition and will need to be licensed separately by Customer); and

使用 SAP Solution Manager（企业版）中集成的 SAP Project and Portfolio Management[项目和组合管理]的项目管理功能管理客户 IT 解决方案的应用程序生命周期管理项目。（但是，SAP Project and Portfolio Management[项目和组合管理]的组合管理功能不在 SAP Solution Manager（企业版）[解决方案管理器企业版]的范围内，需要由客户另行取得许可。）

(v) administration, monitoring, reporting and business intelligence as enabled using SAP NetWeaver technology integrated in SAP Solution Manager Enterprise Edition. Business intelligence may also be performed provided the appropriate SAP BI software is licensed by Customer as part of the Enterprise Support Solutions.

通过使用 SAP Solution Manager（企业版）[解决方案管理器企业版]中所集成的 SAP NetWeaver 技术进行管理、监控、报告和商业智能分析。如客户获得了作为 SAP Enterprise Support[企业支持]解决方案一部分的相应 SAP BI 软件许可，也可以执行商业智能分析。

(b) Customer is entitled to use those SAP databases which are listed on SAP's Customer Support Website that are generally available to all SAP customers together with SAP Solution Manager Enterprise Edition. This license is limited to the use of the relevant database as the underlying database of the SAP Solution Manager Enterprise Edition and limited to the term of the Agreement.

客户有权使用 SAP 客户支持网站上所列的 SAP 数据库，这些数据库通常随 SAP Solution Manager（企业版）[解决方案管理器企业版]一起提供给所有的 SAP 客户。本许可仅限于依据本协议条款将相关数据库用作 SAP Solution Manager（企业版）[解决方案管理器企业版]的底层数据库。

(c) SAP Solution Manager Enterprise Edition may not be used for purposes other than those stated above. Without limiting the foregoing restriction, Customer shall especially without limitation not use SAP Solution Manager Enterprise Edition for:

不得出于上述目的以外的其他目的使用 SAP Solution Manager（企业版）[解决方案管理器企业版]。除以上各项限制外，客户不得将 SAP Solution Manager（企业版）[解决方案管理器企业版]用于：

(i) CRM scenarios such as opportunity management, lead management, or trade promotion management except as CRM scenarios are expressly stated in Section 1.4(a);

业务机会管理、销售线索管理或贸易促销管理等 CRM 场景，但第 1.4.(a)节中明确规定的 CRM 场景除外；

(ii) SAP NetWeaver usage types other than those stated above;

除上述类型外的 SAP NetWeaver 使用类型；

(iii) application lifecycle management and in particular incident management (service desk) except for Customer IT Solutions;

应用程序生命周期管理，特别是除客户 IT 解决方案以外的事件管理（服务台）；

(iv) non-IT shared services capabilities, including without limitation HR, Finance or Procurement;

非 IT 共享服务功能，包括但不限于 HR、财务或采购；

(v) SAP Project and Portfolio Management including but not limited to portfolio management or project management other than management of application lifecycle management projects as described above in Section 1.4(a); or

SAP Project and Portfolio Management[项目和组合管理]包括但不限于组合管理或项目管理，除了上文第 1.4(a)节中所述的应用程序生命周期管理项目的管理；或

(vi) SAP NetWeaver Gateway, except for the mobile application lifecycle management scenarios within the scope described above in Section 1.4(a).

SAP NetWeaver Gateway，第 1.4(a)节中所述范围内的移动应用生命周期管理方案除外。

(d) SAP in its sole discretion may update from time to time on SAP's Customer Support Website under http://support.sap.com/solutionmanager the use cases for SAP Solution Manager Enterprise Edition under this Section 1.4.

SAP 可自行决定在 SAP 客户支持网站（网址：http://support.sap.com/solutionmanager）上随时更新第 1.4 节所述的 SAP Solution Manager（企业版）[解决方案管理器企业版]使用案例。

(e) SAP Solution Manager Enterprise Edition shall only be used during the term of the Agreement subject to the rights set forth herein and exclusively for Customer's SAP-related support purposes in support of Customer's internal business operations. The right to use any SAP Solution Manager Enterprise Edition capabilities under this Attachment 1 other than those listed above is subject to a separate written agreement with SAP, even if such capabilities are accessible through or related to SAP Solution Manager Enterprise Edition. Customer shall be entitled to allow any of its employees to use web self-services in the SAP Solution Manager Enterprise Edition during the term of the Agreement such as creating support tickets, requesting support ticket status, ticket confirmation and change approvals directly related to Customer IT Solutions.

SAP Solution Manager（企业版）[解决方案管理器企业版]仅限于根据本协议中规定的权利在本协议期限内使用，并且仅用于客户与 SAP 相关的支持目的，以支持客户的内部业务运营。要有权使用附件 1 下的 SAP Solution Manager（企业版）[解决方案管理器企业版]除上述功能外的其他功能，必须与 SAP 另行签订一份书面协议，即便这些功能可通过 SAP Solution Manager（企业版）[解决方案管理器企业版]获得或者与之相关也不例外。客户应有权在本协议期限内，允许其任何员工使用 SAP Solution Manager（企业版）[解决方案管理器企业版]中的网络自助服务，例如，创建支持消息、请求支持消息状态、消息确认等，以及更改与客户 IT 解决方案直接相关的审批。

(f) Use of SAP Solution Manager Enterprise Edition may not be offered by Customer as a service to third parties; provided, third parties authorized to access Cloud Services under the Agreement may have access to SAP Solution Manager Enterprise Edition solely for SAP-related support purposes in support of Customer's internal business operations under and in accordance with the terms of the Agreement and this Attachment 1.

客户不得将 SAP Solution Manager（企业版）[解决方案管理器企业版]的使用以服务的形式提供给第三方；除非被授权访问协议项下云服务的第三方，可仅出于 SAP 相关支持的目的，为支持被许可方内部业务运营根据协议和本附件 1 的条款访问 SAP Solution Manager（企业版）[解决方案管理器企业版]。

(g) Use of SAP Solution Manager Enterprise Edition for SAP software other than the Enterprise Support Solutions is subject to a valid SAP support agreement.

为 SAP Enterprise Support [企业支持]解决方案以外的 SAP 软件使用 SAP Solution Manager（企业版）[解决方案管理器企业版]，须遵守有效的 SAP 支持协议。

1.5 Other Components, Methodologies, and Content. Support as described in this Appendix also includes:

其他组件、方法和内容。本附录所述的支持还包括：

(a) Process descriptions and process content that may be used as pre-configured test templates and test cases via the SAP Solution Manager Enterprise Edition. In addition, the SAP Solution Manager Enterprise Edition assists Customer's testing activities.

可通过 SAP Solution Manager（企业版）[解决方案管理器企业版]用作预配置测试模板和测试用例的流程说明和流程内容。此外，SAP Solution Manager（企业版）[解决方案管理器企业版]还可以协助客户开展测试活动。

(b) Tools and content for SAP Application Lifecycle Management (shipped via SAP Solution Manager Enterprise Edition and/or the Enterprise Support Solutions and/or the applicable Documentation for Enterprise Support Solutions and/or SAP's Customer Support Website) to help increase efficiency:

借助 SAP 应用程序生命周期管理的工具和内容（通过 SAP Solution Manager（企业版）[解决方案管理器企业版]和/或 SAP Enterprise Support[企业支持]解决方案和/或 SAP Enterprise Support[企业支持]解决方案适用文档和/或 SAP 客户支持网站交付），提高效率：

(i) Tools for implementation, configuration, testing, operations and system administration.
用于实施、配置、测试、运行和系统管理的工具。

(ii) Best practices, guidelines, methodologies, process descriptions and process content. This content supports the usage of the tools for SAP Application Lifecycle Management.
最佳实践、指南、方法、流程说明和流程内容。本内容支持使用 SAP 应用程序生命周期管理工具。

2. CAPITALIZED TERMS.
术语。

Below are further explanations of the capitalized terms used above complementing section 6 (Capitalized Terms) of the Support Policy for SAP Cloud Services:
以下是上文所用术语的进一步解释，对 SAP 云服务支持政策第 6 节（术语）加以补充：

"Customer Solution(s)" "客户解决方案"	shall mean Enterprise Support Solutions and any other software subscribed or licensed by Customer from third parties and included in the Customer's SAP S/4HANA Cloud, extended edition environment. 是指客户从第三方租用或获得许可并包含在客户的 SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]环境中的 SAP Enterprise Support [企业支持]解决方案和任何其他软件。
"Customer IT Solution(s)" "客户 IT 解决方案"	shall mean Customer Solution(s) and hardware systems supported by Customer's IT team. 是指客户 IT 团队支持的客户解决方案和硬件系统。
"Enterprise Support Solutions" "SAP Enterprise Support[企业支持]解决方案"	shall mean all software included in Customer's subscription to SAP S/4HANA Cloud, extended edition under the Agreement, excluding software to which special support agreements apply exclusively, and excluding Customer-provided software. 是指客户在本协议项下租用 SAP S/4HANA Cloud（扩展版）[ERP 云商务套件扩展版]所包含的所有软件，不包括专门适用于特殊支持协议的软件，也不包括客户提供的软件。
"SAP's Customer Support Website" "SAP 客户支持网站"	shall mean SAP Support Portal at https://support.sap.com 是指 SAP Support Portal[支持门户]：https://support.sap.com