**SAP SuccessFactors HCM Suite**
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**Supplemental Terms and Conditions**
**補充條款與條件**

These supplemental terms and conditions ("the Supplement") are part of an agreement for certain SAP cloud services ("Agreement") between SAP and Customer and apply solely to SAP SuccessFactors HCM Suite (the "Cloud Service") and not any other SAP product or service.

這些補充條款與條件 (以下簡稱「補充條款」) 是 SAP 與客戶之間特定 SAP Cloud Services 合約的一部分 (以下簡稱「合約」)，僅適用於 SAP SuccessFactors HCM Suite (以下簡稱「雲端服務」)，不適用任何其他 SAP 產品或服務。

# 1. CLOUD SERVICE
   **雲端服務**

**1.1**　　SAP may use Customer Data for developing and distributing benchmarks and similar reports and databases therefrom so long as SAP (a) first removes all references to Customer and any personal information of an Authorized User included in the Customer Data; (b) presents such Customer Data in the form of aggregate benchmarks; and (c) generates and publishes benchmarks only when such benchmarks include data from at least seven (7) other organizations.

　　SAP 可以使用客戶資料用於開發、散佈基準和類似的報告和資料庫，其前提是 SAP：(a) 首先移除客戶資料中包括的所有對客戶的引用及授權使用者的任何個人資訊；(b) 以聚合基準的形式呈現客戶資料；以及 (c) 僅當此類基準包括來自至少七 (7) 家其他組織的資料時才產生並發佈基準。

**1.2**　　Packages ("Packages") consist of several SAP products ("Products") and some Products consist of several SAP modules. Packaged pricing for the Cloud Service, if applicable, will not be disaggregated and Customer shall not be entitled to credits, swaps or other concessions associated therewith. Packages and Products do not include any new products or modules that may be released after the Effective Date of the applicable Order Form. Package and Product descriptions are set forth in Appendix 1.

　　套件 (以下簡稱「套件」) 包含幾種 SAP 產品 (以下簡稱「產品」)，而某些產品包含幾個 SAP 模組。雲端服務的套件價格 (若適用) 不會被分開，並且客戶無權取得扣抵、交換或其他與此相關的讓步。套件和產品不包括在適用訂購單之生效日期後發佈之任何新產品或模組。套件和產品說明載於附件 1 中。

**1.3**　　Not all content is available in each language but that language packs may only provide translations for the text strings used in the software system interface, not the content such as goals wizards texts and the like.

　　並非每種語言皆提供全部內容的譯文，相反，語言套件可能只提供軟體系統介面中所用文字字串的譯文，不提供目標精靈文字等類似內容的譯文。

An Enterprise Language Pack ("ELP"), which is included with Customer's subscription for so long as Customer continues to subscribe to the Cloud Service, includes language packs that SAP presently and in the future makes generally available thereunder. Access to and delivery of any future language packs will occur only when such language packs are made generally available to all customers. Implementation service fees set forth in an Order Form, if any, are only for those language packs Customer has initially selected for implementation. Implementation of any additional language packs will result in additional service fees, which fees will be documented in an additional Order Form or addendum. For clarity, ELP is not included with subscriptions to SAP Jam, Employee Central Payroll, Perform & Reward for Small Business, SuccessFactors Employee Central Service Center or SAP HANA Cloud Platform, extension package for SuccessFactors.

只要客戶持續訂閱雲端服務，每個 Enterprise Language Pack (下稱「ELP」) 都內含在客戶對雲端服務之訂閱內，並包括 SAP 目前與未來在 ELP 中普遍提供之語言套件。就任何未來語言套件之存取和交付，只有在這類語言套件向所有客戶普遍提供時才會進行。訂購單中所載明的實作服務費 (如有) 僅適用於客戶起初已針對實作所選擇的語言套件。實作人和其他語言套件將會產生額外的服務費，該費用將記載於其他訂購單或這類語言套件。為免疑義，ELP 並未包

含在對 SAP Jam、小型企業員工中心薪資、執行與獎勵 (Employee Central Payroll, Perform & Reward for Small Business)、SuccessFactors 員工中心服務中心或 SAP HANA Cloud Platform、SuccessFactors 延伸套件之訂閱內。

**1.4** If Customer subscribes to Lominger, the following shall apply:

如果客戶訂閱了 Lominger，則以下規定應適用：

Lominger Limited, Inc. ("Lominger") content provided under an Order Form is a third party product that will be subject to the separate terms and conditions set forth below. SAP disclaims any responsibility for such third party product. Lominger owns all rights in the titles and text, including all updates, revisions, and upgrades thereto, of the Lominger products known as (a) The Leadership Architect® Sort Cards 04.1b-INTL English; (b) The Leadership Architect® Competency Aspects v02.1a – English; (c) FYI For Your Improvement™ – 4th Edition – English; and (d) 10 Universal Performance Dimensions Titles and Definitions (collectively the "Lominger Provided Content"). Such Lominger Provided Content is subject to the following conditions:

訂購單下提供之 Lominger Limited, Inc. (以下稱「Lominger」) 內容為第三方產品，受單獨條款及條件約束，具體載明如下。SAP 放棄對於此第三方產品的任何責任。Lominger 擁有標題和文字的所有權利，包括以下 Lominger 產品的所有更新、修訂和升級：(a) Leadership Architect® Sort Cards 04.1b-INTL 英文版；(b) Leadership Architect® Competency Aspects v02.1a – 英文版；(c) FYI For Your Improvement™ – 第 4 版 – 英文版；以及 (d) 10 Universal Performance Dimensions 標題和定義 (合稱「Lominger 提供之內容」)。此「Lominger 提供之內容」須符合下列條件：

Customer's use of the Lominger Provided Content shall not extend outside of the Cloud Service other than in material specifically used in the context of training around the Cloud Service. In the event Customer wishes to use the Lominger Provided Content for any other purpose, in any form, or create any derivatives thereof, Customer shall enter into a separate license agreement with Lominger for such extended use of the Lominger Provided Content.

客戶使用「Lominger 提供之內容」限於雲端服務相關培訓情境中特別使用的資料中，不得延伸到雲端服務範圍以外。倘若客戶希望出於任何其他目的以任何形式使用「Lominger 提供之內容」，或建立其任何衍生內容，則客戶應就此延伸使用「Lominger 提供之內容」與 Lominger 訂立單獨的授權合約。

The Lominger Provided Content contains the proprietary works of Lominger and is deemed Confidential Information. Customer will not allow the Lominger Provided Content to be disclosed, copied by, or otherwise transferred to any person or entity outside of Customer. The Lominger Provided Content is for Customer's use in certain SAP modules, as made generally available by Lominger, may only be used within the Cloud Service and may not be edited.

「Lominger 提供之內容」包括 Lominger 的專屬作品並視為機密資訊。客戶不得將「Lominger 提供之內容」向客戶以外之任何人員或實體進行揭露、提供複製或傳輸。Lominger 普遍提供之「Lominger 提供之內容」供客戶用於某些 SAP 模組中，只得在雲端服務內使用，不得對其進行編輯。

**1.5** The Cloud Service may be accessed by Authorized Users through a mobile application obtained by Authorized Users via third-party websites (e.g.: Android or Apple app store). The use of such mobile applications is governed by the terms and conditions presented to the Authorized User upon download/access to the mobile application and not by the terms of the Agreement. The third party that operates the website through which the mobile application is distributed may stop distributing the mobile application at any time, and SAP is not responsible for the unavailability of the mobile application due to the actions of the third party distributor.

授權使用者可使用由其透過第三方網站獲得的一種行動應用程式 (例如：Android 或 Apple app store)，存取本雲端服務。此類行動應用程式的使用授權客戶下載/存取該行動應用程式時向其提供的條款與條件，而非本合約。運作透過其散佈該行動應用程式網站的第三方，可隨時停止散佈該行動應用程式，而 SAP 對於由於該第三方散佈者的原因導致該行動應用程式不可用，概不負責。

**2. FEES**
費用

**2.1 Authorized User Usage Metric. "Authorized Users"** shall, in addition to that set forth in the Agreement, also include Customer's and its Affiliates' employees and Business Partners whose information is stored on the Cloud Service and who have an active profile/status against which the Cloud Service is processing transactions. Pricing for the SAP SuccessFactors Advanced Learning Package, SAP SuccessFactors Perform & Reward Package, SAP SuccessFactors Performance & Goals Product, SAP SuccessFactors Compensation Product, SAP SuccessFactors Succession & Career Development Product, SAP SuccessFactors Learning Product, SAP SuccessFactors Validated Learning Product, SAP SuccessFactors Employee Central Product, Employee Central Payroll Product, SAP Jam Product and Perform & Reward for Small Business, is based on Authorized Users.

授權使用者之使用度量。「授權使用者」除了本合約中所載之內容外，還包括客戶及其關係企業之員工，以及其商業其資訊儲存於雲端服務上，且擁有雲端服務用以交易處理之啟用設定檔/狀態的業務夥伴。SAP SuccessFactors 進階學習套件、SAP SuccessFactors 執行與獎勵套件、SAP SuccessFactors 績效與目標產品、SAP SuccessFactors 薪酬產品、SAP SuccessFactors 繼任與職業發展產品、SAP SuccessFactors Learning 產品、SAP SuccessFactors Validated Learning 產品、SAP SuccessFactors 員工中心產品 (SAP SuccessFactors Employee Central Product)、員工中心薪資產品 (Employee Central Payroll Product)、SAP Jam 產品 (SAP Jam Product) 和小型企業執行與獎勵 (Perform & Reward for Small Business) 之價格，都是以授權使用者而定。

**2.2 Employee Usage Metric.** "**Employees**" means the number of Customer's (and its participating Affiliates') total employee population. Pricing for the SAP SuccessFactors Talent Management Package, SAP SuccessFactors Enterprise Package, SAP SuccessFactors Onboarding, SAP SuccessFactors Recruiting Execution Product, SAP SuccessFactors Recruiting Marketing Product, SAP SuccessFactors Recruiting Management Product, SAP SuccessFactors Workforce Analytics & Planning Product, SAP SuccessFactors Workforce Planning Product, SAP SuccessFactors Workforce Analytics Product, SuccessFactors Employee Central Service Center and SAP HANA Cloud Platform, extension package for SuccessFactors, is based on Users.

員工之使用度量。「員工」係指客戶 (及其參與關係企業) 的總員工人數。SAP SuccessFactors 人才管理套件、SAP SuccessFactors 企業套件、SAP SuccessFactors 新手培訓、SAP SuccessFactors 徵人執行產品、SAP SuccessFactors 徵人行銷產品、SAP SuccessFactors 徵人管理產品、SAP SuccessFactors 人力分析和規劃產品、SAP SuccessFactors 人力規劃產品、SAP SuccessFactors 人力分析產品、SuccessFactors 員工中心服務中心和 SAP HANA Cloud Platform、SuccessFactors 延伸套件之價格，是以使用者為基準。

**2.3** For purposes of calculating pricing, Authorized Users or Employees, as applicable, shall exclude (a) individuals who do not have an active profile/status on the Cloud Service; (b) external candidates using the Recruiting Management Cloud Service or Recruiting Marketing Cloud Service to respond to employment opportunities; and (c) external raters using the 360 Degree Reviews Cloud Service to perform reviews.

為計算價格，「授權使用者」或員工 (若適用) 應排除 (a) 在雲端服務上無啟用設定檔/狀態的個人；(b) 使用徵人管理雲端服務或徵人行銷雲端服務回應就業機會的外部候選人；以及 (c) 使用 360 度評價雲端服務進行評價的外部評價者。

**3. SERVICE SPECIFIC ADDITIONAL TERMS**. The terms below apply solely to the identified Cloud Services and prevail over any conflicting terms in the Agreement.

服務特定的其他條款。下列條款僅適用於指定的雲端服務，若本合約中存在任何衝突條款，應以下列條款為準。

**3.1 Jam Cloud Service**
**Jam 雲端服務**

**(a)** **"User Content"** means information that is uploaded to the Jam Cloud Service by Authorized Users. User Content shall be considered Customer Data.

「使用者內容」係指由授權使用者上傳至 Jam 雲端服務的資訊。使用者內容應視為客戶資料。

**(b)** **User Content Disclaimer.** If SAP is notified by an Authorized User or an owner of User Content that the User Content allegedly infringes its rights, SAP may investigate the allegation (including by consulting with Customer) and determine in good faith and in its reasonable discretion whether to remove the User Content, which it may do after providing Customer with prior notice regarding such removal within a reasonable time in light of the circumstances. SAP has no obligation to monitor User Content and interactions between Authorized Users or Customer and its Authorized Users. Customer shall take down any and all User Content of which it becomes aware that is infringing in a prompt manner or promptly notify SAP to do so.

使用者內容免責聲明。如果授權使用者或使用者內容的擁有人通知 SAP，稱使用者內容侵犯其權利，SAP 可能對此聲明進行調查（包括透過與客戶諮詢），依誠信原則作出判斷並自行合理決定是否移除該使用者內容，且根據情況在合理時間內事先通知客戶此類移除後作此處理。SAP 無義務監控使用者內容及授權使用者或客戶與其授權使用者之間的互動。客戶會立即移去其知悉之任何及所有侵權的使用者內容，或立即通知 SAP 作出此類處理。

**(c)** **Storage.** The following Gigabyte (GB) storage limits apply to the Jam Cloud Service:

儲存。下列位元 (GB) 之儲存限制適用於 Jam 雲端服務：

SAP Jam, basic edition: 2 GB per instance

SAP Jam (基本版)：每一執行個體 2 GB

SAP Jam, advanced edition: 100 GB per instance

SAP Jam (進階版)：每一執行個體 100 GB

SAP Jam, advanced plus edition: 200 GB per instance

SAP Jam (進階加值版)：每一執行個體 200 GB

SAP Jam, enterprise edition: 1000 GB per instance

SAP Jam (企業版)：每一執行個體 1000 GB

If subscribed to, "Jam Collaboration, data storage add-on additional storage" entitles Customer to the specified additional units of storage set forth in the applicable Order Form. One unit of storage equals five hundred (500) GBs.

若訂閱「Jam Collaboration、資料儲存附加額外儲存容量」，客戶有權使用如適用訂購單中所載之規定的額外單元。每一儲存單元等於五百個 (500) 位元組 (GB)。

**3.2** **Recruiting Marketing (RM) Cloud Service**
徵人行銷（RM）雲端服務

**(a)** **Definitions.**
名詞定義

(i) **"Candidate Information"** means personal data and personally identifiable information associated with potential candidates, including, but not limited to, name and email address. Candidate Information shall be considered Customer Data.

「候選人資訊」係指與潛在候選人關聯的個人資料與個人身分識別資訊 (PII)，包括但不限於，名稱和電子郵件地址。候選人資訊應視為客戶資料。

(ii) **"Customer Content"** means graphics, branding and job requisition content made available by Customer to SAP. Customer Content shall be considered Customer Data.

「客戶內容」係指客戶向 SAP 提供之圖形、品牌和工作單內容。客戶內容應視為客戶資料。

(iii) **"Recruiting Dashboard"** means the on-line tool included with the RM Cloud Service that provides Customer with reports and metrics.

「招募儀表板」係指隨附於向客戶提供報告與度量資訊之徵人行銷雲端服務之線上工具。

**(b)** **Customer Content.** In connection with the RM Cloud Service, Customer will make Customer Content available to SAP. The RM Cloud Service requires access to Customer Content from Customer's career site and/or Applicant Tracking System ("ATS"), therefore Customer is responsible for ensuring that SAP has daily access to Customer Content, and Customer will provide SAP with at least two weeks' written notice of any modifications to Customer's career site or ATS.

客戶內容。關於徵人行銷雲端服務，客戶將向 SAP 提供客戶內容。徵人行銷雲端服務需要從客戶的職業網站

和/或申請者追蹤系統（「ATS」）存取客戶內容，因此，客戶得負責確保 SAP 能每日存取客戶內容，並且客戶需至少在對客戶的職業網站或 ATS 作出任何修改前兩週內向 SAP 發出書面通知。

As applicable, SAP will create a Customer website ("Customer Website") with Customer Content within the standard RM Cloud Service layout, subject to an implementation requirements document to be mutually agreed to prior to the start of the implementation.

在適用情況下，SAP 會建立一個客戶網站 (以下簡稱「客戶網站」)，並將客戶內容置於標準徵人行銷雲端服務版面內，且受開始實作前相互約定之實作要求文件的約束。

**(c)** **Candidate Information Restrictions and Authorized Use.** Customer shall use, display and distribute Candidate Information for the express limited purpose of recruitment for employment and in compliance with all applicable laws, regulations, judicial orders and Customer's privacy policy, including, but not limited to, obtaining any necessary third party consents such as opt-in consents, in connection with the Candidate Information. Customer is responsible for ensuring that all Customer Content and all use, display, and distribution thereof in connection with the Agreement each comply with applicable laws and regulations.

**候選人資訊限制與授權使用**。客戶應該僅出於明示之有限就業招募目的使用、展示和分發候選人資訊，並遵守所有適用法律、法規、裁決令及客戶的隱私權政策，包括取得有關候選人資訊之任何必要的第三方同意書，例如自願同意書。 客戶負責確保有關本合約之所有客戶內容及其所有使用、展示和分發皆遵守適用法律與法規。

**(d)** **Marks.** SAP acknowledges that Customer owns certain names and logos, including, but not limited to, trademarks and trade names of its products or services. Customer's names and logos along with proprietary rights related to the same will be referred to collectively as "Marks". Subject to the terms and conditions of the Agreement and only if and as applicable, Customer hereby grants SAP a limited, nonexclusive, license to use the Marks in connection with the RM Cloud Service. SAP acknowledges that Customer is the sole owner of its Marks.

**標誌**。SAP 確認，客戶擁有某些名稱與徽標，包括但不限於，其產品或服務的商標與品名。客戶名稱與徽標以及其相關所有權統稱為「商標」。在受本合約之條款與條件約束的前提下，且唯若並若適用，客戶在此授予 SAP 就徵人行銷雲端服務使用標誌之有限、非專有授權。SAP 確認客戶是其標誌之唯一擁有人。

**(e)** **Privacy Policy**. Customer's consumer-facing privacy policy shall provide for the following:
**隱私權政策**。客戶對向消費者推出的隱私權政策規定如下：

(i) a provision stating that third party cookies may be placed by service providers, such as SAP, on Customer's website(s); and
說明第三方 cookie 可能係由服務提供商 (如 SAP) 置於客戶網站上之條款；及

(ii) a provision stating that Customer may share anonymous/aggregate information with third parties, such as SAP, for purposes relating to the RM Cloud Service.
說明客戶可出於徵人行銷雲端服務相關目的與第三方 (例如 SAP) 分享匿名/匯總資訊。

**(f)** **Media Spend Management.** The following applies in the event Customer subscribes to Media Spend Management – Recruiter Licenses and/or Media Spend Management – Postings:
**媒體支出管理**。以下內容適用於客戶訂閱媒體支出管理 – 招募者授權及/或媒體支出管理 – 發佈的情況：

For commissionable media sources managed by SAP, SAP's media agency fee will be paid by the applicable media source. For non-commissionable media sources managed by SAP, SAP will mark-up the actual media spend at the current standard agency rate (17.65% net markup). For all managed media sources, minimum monthly commissions per media source may apply.

對於由 SAP 管理的可委託媒體來源，SAP 的媒體代理費將由適用的媒體來源支付。對於由 SAP 管理的非委託媒體來源，SAP 將按當時之 SAP 標準費率計價 (17.65% 的淨加成率) 加成實際媒體支出.對於所有的受管理媒體來源，每個媒體來源的最低每月佣金可能適用。

Customer authorizes SAP to represent it as the Agency of Record ("AOR") to 3rd party interactive media sources in relation to the Customer's sponsored recruiting advertising in order to receive commission and to allow SAP to purchase interactive media on behalf of Customer. If a 3rd party interactive media source requires a separate legal arrangement, the AOR designation does not provide SAP with the authorization to enter into any additional agreements without Customer signature.

客戶授權 SAP 代表其作為與客戶贊助之徵人廣告相關的第 3 方交互式媒體來源的代理商（「AOR」），以接收佣金並允許 SAP 代表客戶購買交互式媒體。若第 3 方交互式媒體來源要求單獨的法律安排，則 AOR 標示不向 SAP 提供不需客戶簽名即訂立任何其他合約的授權。

Upon termination or expiration of any Order Form, all media source contracts entered into by SAP on Customer's behalf with Customer's authorization shall either continue at the contracted fee or, at Customer's option, be transferred, contingent upon approval of any third parties in interest, to the entity designated by Customer, or cancelled by SAP, if possible. If Customer properly terminates an Order Form, pursuant to the terms of the Agreement, after the start of SAP-designed media campaign(s), then an early termination fee of fifteen percent (15%) of expected media spend under the campaign(s) will apply. If Customer also terminates the media campaign, then Customer will be liable for any cancellation fees charged by the applicable vendors. Notwithstanding any termination, SAP shall be entitled to be paid for all media planned or placed for Customer prior to the effective date of termination so long as such media planning and/or placement has been requested and approved by Customer.

在任何訂購單終止或過期後，SAP 在客戶授權下代表其訂立的所有媒體來源契約應以約定費用繼續生效，或由客戶選擇轉讓（依賴於相關第三方的核准）給客戶指定的實體，或在可能時由 SAP 取消。若客戶根據合約條款在 SAP 設計的媒體活動開始後適當終止訂購單，則應收取活動下預計媒體支出百分之十五 (15%) 的提前終止費。若客戶也終止媒體活動，則客戶將負責承擔適用供應商收取的取消費。即使出現任何終止情況，SAP 亦應有權取得在終止生效日期前為客戶計劃或安排的所有媒體的付款，前提是客戶已請求並核准此媒體計劃及/或安排。

The third party media source shall be responsible for determination, collection and remittance of all applicable taxes. SAP shall pass through to Customer any applicable taxes due by Customer without validating the appropriateness of the tax amount or providing any representations regarding the taxation of third party media products, including the treatment of such products as taxable or non-taxable by any state or local jurisdiction.

第三方媒體來源應負責所有相關稅額之確定、收繳與匯款。SAP 應將客戶所應支付之任何相關稅額移轉給客戶，無需確認稅額之適當性或提供任何關於第三方媒體產品之課稅聲明，包含這類產品應由任何州立或當地管轄單位課稅或無需課稅之處理事宜。

**3.3.** **Learning  and Validated Learning Cloud Services**
**學習和 Validated Learning 雲端服務**

**(a)** **Types of Authorized Users.** If and as set forth in an Order Form, the following shall apply:
**授權使用者類型**。如訂購單中所載，應適用下列條款：

(i)　　An External Active Authorized User is defined as a Learning or Validated Learning Cloud Service Authorized User who is not an employee of Customer, but who is maintained in the same Learning or Validated Learning  Cloud Service instance. External Active Authorized Users must be identified in the Learning or Validated Learning Cloud Service by Customer separately from other Authorized Users.

　　　外部活動授權使用者定義為保持於同一 Learning 或 Validated Learning 雲端服務執行個體中並且不是客戶員工之 Learning 或 Validated Learning 雲端服務授權使用者。客戶必須在 Learning 或 Validated Learning 雲端服務中識別外部活動授權使用者，與其他授權使用者加以區分。

(ii)　　For Transactional Active Authorized Users, "Transaction" means: (i) each instance that a non-employee Learning or Validated Learning Cloud Service Authorized User enrolls or is enrolled by a third party, in an instructor-led training event or offering; or (ii) each instance that a non-employee Learning or Validated Learning Cloud Service Authorized User enrolls in, is enrolled in by a third party or initially launches, an online training event or offering that will be charged. There will be no fee associated with each subsequent time that a non-employee Learning or Validated Learning Cloud Service Authorized User re-enters a course or each time a non-employee Learning or Validated Learning Cloud Service Authorized User launches a content object that comprises an online item.

　　　對於交易式活動授權使用者，「交易」係指：(i) 在導師指導之培訓或服務中，非員工之 Learning 或 Validated Learning 雲端服務授權使用者註冊的或由第三方註冊的每個執行個體；或 (ii) 非員工之 Learning 或

Validated Learning 雲端服務授權使用者註冊的、由第三方註冊或最初啟動的每個執行個體，將收費的線上培訓活動或服務。非員工之 Learning 或 Validated Learning 雲端服務授權使用者後續每次重新輸入課程或非員工之 Learning 或 Validated Learning 雲端服務授權使用者每次啟動包括線上項目的內容物件時，都不會產生相關費用。

(iii) For Activity-based Authorized Users, notwithstanding anything to the contrary in the Agreement, an Activity-based Authorized User means a Learning or Validated Learning Cloud Service Authorized User who, at any time during the applicable subscription year: (i) has had a learning event recorded; (ii) has had an item assignment made; (iii) is enrolled or waitlisted for a learning offering; (iv) has launched online content; or (v) has launched or attended a virtual learning system event.

對於基於活動的授權使用者，縱使本合約中有與此相反的條款，基於活動的授權使用者亦指適用訂閱年內隨時從事下列行為的 Learning 或 Validated Learning 雲端服務授權使用者：(i) 已記錄學習活動；(ii) 已進行項目指派；(iii) 註冊學習服務或位於學習服務的候選名單中；(iv) 已啟動線上內容；或 (v) 已啟動或參加虛擬的學習系統活動。

(iv) A Limited Active Authorized User is defined as a Learning or Validated Learning Cloud Service Authorized User who is an employee of Customer and who takes no more than three (3) courses (e-learning or classroom) per subscription year. Limited Active Authorized Users must be identified in the Learning or Validated Learning Cloud Service by Customer separately from other Authorized Users.

有限活動授權使用者定義為 Learning 或 Validated Learning 雲端服務授權使用者，其為客戶員工並且每個訂閱年內參加不超過三 (3) 門課程（電子學習或課堂）。客戶必須在 Learning 或 Validated Learning 雲端服務中識別有限活動授權使用者，與其他授權使用者加以區分。

**(b) SAP SuccessFactors Learning, content storage.** Content storage is included as part of Customer's standard subscription to the Learning or Validated Learning Cloud Service, but not included as part of a subscription to any of the additional Authorized User types described in Section 3.3.(a) above.

**SAP SuccessFactors Learning 內容儲存**。內容儲存是包含在客戶對 Learning 或 Validated Learning 雲端服務之標準訂閱的一部分中，但並不包含在上述第 3.3.1 條所述額外授權使用者之訂閱中。

(i) Content storage included with the Learning or Validated Learning Cloud Service includes content bandwidth and twenty five (25) Gigabytes (GBs) of eLearning content storage. Content bandwidth is calculated based on two hundred and fifty (250) Megabytes (MBs) per (active) Authorized User per year. In the event Customer exceeds the amount of content bandwidth set forth herein, Customer may subscribe to additional GBs of bandwidth, in one hundred (100) GB increments, at SAP's then current prices, prorated for the then current subscription year, by signing an addendum to the applicable Order Form. In the event Customer exceeds the amount of content storage set forth herein, Customer may subscribe to additional GBs of storage, in twenty five (25) GB increments, at SAP's then current prices, prorated for the then current subscription year, by signing an addendum to the applicable Order Form. The increased bandwidth and/or storage levels, as applicable, will also be used for calculating the fees for any subsequent years in the Subscription Term.

包含在 Learning 或 Validated Learning 雲端服務內之內容儲存，具有內容頻寬和二十五 (25) 個 eLearning 之內容儲存位元組 (GBs)。內容頻寬係根據每年每一（現行）授權使用者二百五十 (250) 個百萬位元組 (MB) 而計算。若客戶超過本條所述之內容頻寬，客戶可以每一百 (100) 個 (GB) 為單位，按照 SAP 當時最新之價格（以訂閱年度當時之比例），藉由簽署相關訂購單之附錄的方式，訂閱額外頻寬之位元組 (GB)。若客戶超過本條所述之內容儲存，客戶可以每二十五 (25) 個 (GB) 為單位，按照 SAP 當時最新之價格（以訂閱年度當時之比例），藉由簽署相關訂購單之附錄的方式，訂閱額外儲存之位元組 (GB)。增加的頻寬及/或儲存級別（視情況而定）還將用於計算訂閱期內任何後續年度的費用。

(ii) Content storage includes infrastructure, including web server and disc space, and uses Akamai as the Content Delivery Network (CDN) provider. If Customer cannot support Akamai as its CDN, Content storage cannot be provisioned to Customer.

內容儲存包括基礎設施，包含 Web 伺服器和磁碟空間以及將 Akamai 用作內容交付網路 (CDN) 提供商。若客戶無法支援 Akamai 作為其 CDN，則無法向客戶提供內容儲存。

(iii) Content is not dependent on server-side software (databases, server side scripts).

內容不取決於伺服器端軟體（資料庫、伺服器端指令檔）。

(iv) Content is backed-up nightly.

將每夜對內容備份。

**(c)** **SAP SUCCESSFACTORS LEARNING, content service add-on.** If Customer is purchasing SAP SuccessFactors Learning, content service add-on as set forth in an Order Form, the following terms shall apply.

**SAP SUCCESSFACTORS LEARNING 內容服務附加元件**。如果客戶購買訂購單中所載之 SAP SuccessFactors Learning 內容服務附加元件，則適用下列條款。

(i) **Definitions.**

名詞定義

A. "Custom Content" means Customer-specific content created by Customer or an external developer/vendor. Content in this category is in standard e-learning format and communicates with the Learning or Validated Learning Cloud Service via the AICC or SCORM communication standards.

「客戶內容」係指客戶或外部開發人員/供應商建立的客戶特定內容。此類別中的內容採用標準電子學習格式，並透過 AICC 或 SCORM 通訊標準與 Learning 或 Validated Learning 雲端服務進行通訊。

B. "Non-Tracking Content" means content that does not have inherent tracking capabilities per the AICC or SCORM communication standards, but can still be configured for online access through the Learning or Validated Learning Cloud Service.

「非追蹤內容」係指根據 AICC 或 SCORM 通訊標準不具備固有追蹤功能的內容，但仍可透過學習或 Validated Learning 雲端服務進行線上存取的設定。

C. "External Vendor Content" means generic, off the shelf, content created by a third-party content vendor. Under the assumption that the underlying code and structure is the same for all content from a particular vendor, SAP personnel will load, verify set-up and support all content, but will only validate a subset (ten percent (10%)) thereof.

「外部供應商內容」係指第三方內容供應商建立的一般現成內容。假設特定供應商所提供之所有內容的基礎核心和結構均相同，則 SAP 人員將載入、確認設定與支援所有內容，但不會驗證子集 (百分之十 (10%))。

(ii) **Description of SuccessFactors Learning, content service add-on.**

**SuccessFactors Learning 內容服務附加元件說明**

A. **Content Deployment Support**

內容部署支援

(1) Customer's authorized content owners may upload courses to the SAP SuccessFactors Learning, content service add-on portal for management by the SAP SuccessFactors Learning, content service add-on service. Courses will be deployed to the SAP SuccessFactors Learning, content service add-on hosting platform, set up and tested in Customer's Learning or Validated Learning Cloud Service.

客戶之授權內容所有者得上傳課程至 SAP SuccessFactors Learning 內容服務附加元件入口網站，以供 SAP SuccessFactors Learning 內容服務附加元件服務管理。課程將被部署到 SAP SuccessFactors Learning 內容服務附加元件，在客戶的 Learning 或 Validated Learning 雲端服務中進行設定和測試。

(2) SAP is responsible for testing and verification of launch, play and tracking of the Custom Content and External Vendor Content to ensure such content is communicating correctly with the Learning or Validated Learning Cloud Service, per the AICC or SCORM (including SCORM 2004) communication standards. Non-Tracking Content is tested for such content launches. All External Vendor Content is tested for launch, but only ten percent (10%) of External Vendor Content is validated for communication with the Learning or Validated Learning Cloud Service.

SAP 負責測試和確認自訂內容和外部供應商內容之啟用、播放和追蹤，以確保根據 AICC 或 SCORM (包括 SCORM 2004) 通訊標準透過 Learning 或 Validated Learning 雲端服務正確傳達這些內容。非追蹤內容業經進行此類別內容啟用之測試。所有外部供應商內容都將接受啟動測試，但只有百分之十 (10%) 的外部供應商內容將會接受與 Learning 或 Validated Learning 雲端服務進行通訊的驗證。

(3) SAP will discuss/review communication compliance issues with the content owner/creator. Customer will provide a designated contact for the Custom Content and/or Non-Tracking Content on delivery of such content to SAP.

SAP 將討論/審查與內容擁有人/建立人之間的通訊合規性問題。客戶會就傳遞自訂內容及/或非追蹤內容給 SAP 指定一名聯絡人。

(4) Customer will approve all content before it is pushed for live access to Customer's production environment.

客戶會核准所有內容，然後將其推送以供使用者實時存取客戶的生產環境。

(5) Ongoing updates/maintenance for all content will include:

所有內容之即時更新/維護包括：

- o Receipt of new content file from Customer, or vendor on its behalf.

  從客戶或代表客戶從供應商接收新內容檔案。

- o Updating content, content object and pertinent contextual data for approval in Customer's staging and production environments.

  在客戶的模擬和生產環境中更新內容、內容物件及相關情境資料，並提交核准。

- o Testing content for launch and, where applicable, integration with the Learning or Validated Learning Cloud Service.

  測試供啟動的內容並在適用時與 Learning 或 Validated Learning 雲端服務整合。

## B. **Service Level Objective**
### 服務水準目標

(1) Customer will provide an appropriate level sponsor ("Project Sponsor") to provide SAP with reasonable access to business and technical contacts, background information, data and system sources, as needed, to fulfill Customer's responsibilities.

客戶將提供適當級別的主管（「專案主管」），以便按需向 SAP 提供合理存取權限，用於存取商業及技術聯絡人、背景資訊、資料與系統來源，以履行客戶的職責。

(2) Customer may designate up to two (2) authorized account contacts for the purpose of reporting content issues, defects and suggesting enhancements through their dedicated SAP SuccessFactors Learning, content service add-on consultant. For clarity, SAP will provide dedicated SAP SuccessFactors Learning, content service add-on support to these two (2) authorized contacts. Customer, not SAP, will provide support directly to its Authorized Users.

客戶可以指定最多兩 (2) 名授權客戶聯絡人，以透過其專屬 SAP SuccessFactors Learning 內容服務附加元件顧問報告內容問題、缺陷和建議之增強功能。為免除疑義，SAP 將提供專屬 SAP SuccessFactors Learning 內容服務附加元件支援給這兩 (2) 名授權聯絡人。客戶 (而非 SAP) 將直接向授權使用者提供支援。

(3) Customer may designate up to ten (10) authorized content owners who are permitted to submit content to be managed by SAP SuccessFactors Learning, content service add-on.

客戶可以指定最多十 (10) 名授權內容擁有人，這些擁有人可提交內容供 SAP SuccessFactors Learning 內容服務附加元件進行管理。

(4) A content upload/update of a single course will be completed within one (1) business day of SAP's receipt of any such content, through the agreed upon channels. If content validation activities indicate issues with content launch, exit or tracking (for trackable content), SAP will provide an issue report to the content owner within one (1) business day of receipt. Once the content owner has resolved the reported issue and delivers a revised version of the content to SAP, content upload and update will be completed within one (1) business day of SAP's receipt of the revised content. For clarity, this provision applies to all of the content types defined above.

單一課程的內容上傳/更新，將在 SAP 收到此內容後的一 (1) 個工作日內透過約定的通道完成。若內容驗證活動表示內容啟動、結束或追蹤 (適用於可追蹤內容) 存在問題，SAP 將於收到內容後一 (1) 個工作日內向內容擁有人提供問題報告。一旦內容擁有人已解決所報告的問題並將修訂版內容傳遞給 SAP，內容上傳與更新將於收到修訂內容後一 (1) 個工作日內完成。為了清晰起見，此條款適用於上面定義的所有內容類型。

(5) Any content upload/update of multiple course titles in a single day will be completed in a timeline to be mutually agreed to between the SAP SuccessFactors Learning, content service add-on consultant and an authorized account contact for Customer.

單日內多門課程標題的內容上傳/更新，將在 SAP SuccessFactors Learning 內容服務附加元件顧問和客戶的授權客戶聯絡人之間商定的時間表內完成。

C. **Assumptions and Additional Conditions**
   **假設與附加條件**

(1) Specific Customer SAP SuccessFactors Learning, content service add-on details may be defined in an Order Form. Changes to Customer's SAP SuccessFactors Learning, content service add-on subscription or service level objectives are managed via a change notification process that will require Customer signature.

特定客戶 SAP SuccessFactors Learning 內容服務附加元件詳細資料得定義於訂購單中。對客戶的 SAP SuccessFactors Learning 內容服務附加元件訂閱或服務層級目標的變更係透過需要客戶簽名的變更通知流程進行管理。

(2) Content is not dependent on server-side software (databases, server side scripts).

內容不取決於伺服器端軟體 (資料庫、伺服器端指令檔)。

(3) As part of SAP SuccessFactors Learning, content service add-on, SAP utilizes Akamai as its Content Delivery Network (CDN) provider. If Customer cannot support Akamai as its CDN provider, SAP SuccessFactors Learning, content service add-on cannot be provisioned to Customer.

作為 SAP SuccessFactors Learning 內容服務附加元件的一部分，SAP 會使用 Akamai 作為其內容交付網路提供商 (CDN)。若客戶無法支援 Akamai 作為其 CDN，則無法向客戶提供 SAP SuccessFactors Learning 內容服務附加元件。

(4) Only content that is hosted on the SAP SuccessFactors Learning, content service add-on servers is subject to the applicable support and services described herein.

僅 SAP SuccessFactors Learning 內容服務附加元件伺服器上託管的內容受本合約中適用的支援和服務約束。

(5) A single course may include up to ten (10) content objects (modules). A course that contains more than ten (10) content objects will count as multiple courses with respect to the SAP SuccessFactors Learning, content service add-on limits and, as applicable, the service level objectives described above.

單門課程可包括多達十 (10) 個內容物件 (模組)。包括超過十 (10) 個內容物件的課程，將計為與 SAP SuccessFactors Learning 內容服務附加元件限制以及上述服務層級目標 (適用時) 相關的多門課程。

(6) All courses that are active in the production instance of Customer's Learning or Validated Learning Cloud Service are included in the total course count for purposes of the SAP SuccessFactors Learning, content service add-on limits.

出於 SAP SuccessFactors Learning 內容服務附加元件限制的目的，在客戶的 Learning 或 Validated Learning 雲端服務生產執行個體中處於活動狀態的所有課程都將被包括在總課程計數中。

(7) Customer may deactivate and replace up to thirty percent (30%) of SAP SuccessFactors Learning, content service add-on supported courses during a Subscription Term.

在訂閱期內，客戶可以停用並取代多達百分之三十 (30%) 的 SAP SuccessFactors Learning 內容服務附加元件支援的課程。

(8) Unless otherwise expressly specified, SAP SuccessFactors Learning, content service add-on SAP SuccessFactors Learning, content service add-ondoes not include support or services related to the SAP SuccessFactors mobile application or offline player environments.

除非另行明確指明，否則 SAP SuccessFactors Learning、內容服務附加元件 SAP SuccessFactors Learning、內容服務附加元件不包含 SAP SuccessFactors 行動應用程式或離線播放器環境相關的支援或服務。

(9) Customer can request testing in up to three (3) different browser environments. These environments must be supported environments for Customer's version of the Learning or Validated Learning Cloud Service.

客戶可以要求在最多三 (3) 種不同的瀏覽器環境中測試。這些環境必須為適用於客戶的 Learning 或 Validated Learning 雲端服務版本之受支援環境。

(10) Content is backed-up nightly.

將每夜對內容進行備份。

### 3.4 Employee Central Cloud Service
員工中心雲端服務

**(a)** **Employee Central Non-Employee**. If Customer subscribes to Employee Central Non-Employee the following shall apply:

**Employee Central Non-Employee**。若客戶訂閱 Employee Central Non-Employee，則以下規定應適用：

Employee Central Non-Employee is available for any active non-employee Authorized User whose information will be stored in the Employee Central Cloud Service, for example, retirees, contractors and contingent workers. For purposes of clarity, Employee Central Non-Employee is not available for any Authorized User who is a Full-Time or Part-Time employee.

Employee Central Non-Employee 可供其資訊儲存於員工中心雲端服務之任何活動的非員工授權使用者使用，例如，退休者、約聘人員和臨時工。為了清晰起見，Employee Central Non-Employee 不可供身為全職或兼職員工的任何授權使用者使用。

**(b)** **Custom Metadata Framework (MDF) Objects.** When Customer subscribes to the Employee Central Cloud Service, Customer will be able to create up to twenty-five (25) custom MDF objects.

**自訂中繼資料架構 (MDF) 物件**。客戶訂閱員工中心雲端服務時，客戶最多將能夠建立二十五 (25) 個自訂 MDF 物件。

**(c)** If Customer receives Launch Optimization Services with the Employee Central Cloud Service, such services are described at the following link: http://www.sap.com/corporate-en/about/our-company/policies/cloud/service-specifications.html under "Launch Optimization Service Description". A copy will also be provided to Customer upon request.

若客戶連同員工中心雲端服務取得啟動最佳化服務，則此類服務的說明位於下列連結：http://www.sap.com/corporate-en/about/our-company/policies/cloud/service-specifications.html （「Launch Optimization Service Description」之下）。 其副本亦可於客戶要求時提供。

**(d)** **HANA Cloud Platform, integration services and Boomi Technology**. If Customer subscribes to the Employee Central Cloud Service, Customer may elect to use either SAP HANA Cloud Platform, integration services or Boomi Technology as the integration middleware. The election shall be reflected on the Order Form and shall be in effect for the term of the subscription to Employee Central. If Customer elects to use SAP HANA Cloud Platform, integration services, the terms set forth in the SAP HANA Cloud Platform Supplemental Terms and Conditions for HANA Cloud Platform, integration services shall apply, which terms can be found at http://go.sap.com/about/agreements/cloud-services.html?language=language:1919018190045298939810186448881942&search=Supplement (a copy will also be provided to Customer upon request). Notwithstanding any term in the SAP HANA Cloud Platform Supplemental Terms and Conditions, Customer may use SAP HANA Cloud Platform, integration services to connect SAP SuccessFactors Performance & Goals, SAP SuccessFactors Compensation, SAP SuccessFactors Succession & Development, SAP SuccessFactors Learning, SAP SuccessFactors Onboarding, SAP SuccessFactors Recruiting, SAP Jam (advanced edition), SAP SuccessFactors Workforce Analytics & Planning and SAP SuccessFactors Employee Central to an unlimited number of SAP cloud, on-premise or third-party solutions.

**HANA Cloud Platform、整合服務與 Boomi 技術**。若客戶訂閱員工中心雲端服務，則客戶可選擇使用 SAP HANA Cloud Platform、整合服務或 Boomi 技術作為整合中介軟體。該項選擇應反映在訂購單中，且應於員工

中心訂閱期間生效。若客戶選擇使用 SAP HANA Cloud Platform、整合服務，則針對 HANA Cloud Platform、整合服務之 SAP HANA Cloud Platform 補充條款與條件應適用，這些條款詳見 http://go.sap.com/about/agreements/cloud-services.html?language=language:19190181900452989398101864881942&search=Supplement （其副本亦可於客戶要求時提供）。 無論 SAP HANA Cloud Platform 補充條款與條件中的條款規定為何，客戶仍得使用 SAP HANA Cloud Platform、整合服務將 SAP SuccessFactors 績效與目標、SAP SuccessFactors 薪酬、SAP SuccessFactors 繼任與發展、SAP SuccessFactors Learning、SAP SuccessFactors 新手培訓、SAP SuccessFactors 徵人、SAP Jam (進階版)、SAP SuccessFactors 人力分析與規劃和 SAP SuccessFactors 員工中心，連線至不限數量的 SAP 雲端、內部部署或第三方解決方案。

**3.5 Onboarding Cloud Service**
**新手培訓雲端服務**

**E-Verify (Applicable for US based customers only).** If the Onboarding Cloud Service described in the applicable Order Form includes E-Verify, Customer must sign a separate Memorandum of Understanding ("MOU") between the United States Department of Homeland Security, Customer, and SAP's affiliate, SuccessFactors, Inc., designating SuccessFactors, Inc. as its Web Services E-Verify Employer Agent. Customer shall be responsible for complying with all terms of the MOU related to Customer. Customer's failure to comply with the MOU might affect SAP's ability to provide E-Verify with the Onboarding Cloud Service, and SAP shall be excused from any such failure to perform. Customer's failure to comply with the MOU shall not relieve Customer of its payment obligations under the Agreement.

**電子驗證 (僅適用於位處美國之客戶)**。如果適用訂購單中所述的新手培訓雲端服務包括電子驗證，則客戶必須分別與美國國土安全部及 SAP 之關係企業 SuccessFactors, Inc. 簽署諒解備忘錄，指定 SuccessFactors, Inc. 為其 Web 服務電子驗證雇主代理人。客戶應負責遵守與客戶相關之 MOU 的所有條款。如果客戶未遵守 MOU，則可能影響 SAP 向新手培訓雲端服務提供電子驗證的能力，且應原諒 SAP 未履行上述活動。客戶未遵守 MOU 不得免除客戶於本合約項下的付款責任。

**Appendix 1**
**附錄 1**
**Package and Product Descriptions**
**套件和產品說明**

## PACKAGES
## 套件

In addition to the Products identified below, each of the Packages listed below includes SuccessFactors Foundation. SuccessFactors Foundation comprises the following: Employee Profile, SAP Jam (basic edition), Talent Insights, Job Profile Builder and SuccessFactors asynchronous, digital web-based Administrator training.

除以下所列之產品外，以下所列之各該套件亦包含 SuccessFactors Foundation。SuccessFactors Foundation 是由下列產品組成：員工設定檔、SAP Jam (基本版)、人才洞察、Job Profile Builder 和 SuccessFactors 非同步、數位 Web 式管理員培訓。

1. **SAP SuccessFactors Advanced Learning**
   **SAP SuccessFactors 進階學習**

The SAP SuccessFactors Advanced Learning Package comprises the following Products: SAP SuccessFactors Succession & Development, SAP SuccessFactors Learning and SAP Jam (advanced edition).

SAP SuccessFactors 進階學習職業發展、SAP SuccessFactors Learning 和 SAP Jam (進階版)。

2. **SAP SuccessFactors Perform & Reward**
   **SAP SuccessFactors 執行與獎勵**

The SAP SuccessFactors Perform & Reward Package comprises the following Products: SAP SuccessFactors Performance & Goals and SAP SuccessFactors Compensation.

SAP SuccessFactors 執行與獎勵，是由下列產品組成：SAP SuccessFactors 績效與目標和 SAP SuccessFactors 薪酬。

3. **SAP SuccessFactors Talent Management**
   **SAP SuccessFactors 人才管理**

The SAP SuccessFactors Talent Management Package comprises the following Products: SAP SuccessFactors Performance & Goals, SAP SuccessFactors Compensation, SAP SuccessFactors Succession & Development, SAP SuccessFactors Learning, SAP SuccessFactors Recruiting and SAP Jam (advanced edition).

SAP SuccessFactors 人才管理套件，是由下列產品組成：SAP SuccessFactors 績效與目標、SAP SuccessFactors 薪酬、SAP SuccessFactors 繼任與發展、SAP SuccessFactors Learning、SAP SuccessFactors 徵人和 SAP Jam (進階版)。

4. **SAP SuccessFactors Enterprise basic**
   **SAP SuccessFactors 企業基本版**

The SAP SuccessFactors Enterprise basic package comprises the following Products: SAP SuccessFactors Performance & Goals, SAP SuccessFactors Compensation, SAP SuccessFactors Succession & Development, SAP SuccessFactors Learning, SAP SuccessFactors Recruiting, SAP Jam (advanced edition), SAP SuccessFactors Workforce Analytics & Planning and SAP SuccessFactors Employee Central.

SAP SuccessFactors 企業基本版套件，是由下列產品組成：SAP SuccessFactors 績效與目標、SAP SuccessFactors 薪酬、SAP SuccessFactors 繼任與發展、SAP SuccessFactors Learning、SAP SuccessFactors 執行、SAP Jam (進階版)、SAP SuccessFactors 人力分析與規劃和 SAP SuccessFactors 員工中心。

5. **SAP SuccessFactors Enterprise**
   **SAP SuccessFactors 企業版**

The SAP SuccessFactors Enterprise Package comprises the following Products: SAP SuccessFactors Performance & Goals, SAP SuccessFactors Compensation, SAP SuccessFactors Succession &

Development, SAP SuccessFactors Learning, SAP SuccessFactors Onboarding, SAP SuccessFactors Recruiting, SAP Jam (advanced edition), SAP SuccessFactors Workforce Analytics & Planning and SAP SuccessFactors Employee Central.

SAP SuccessFactors 企業版套件，是由下列產品組成：SAP SuccessFactors 績效與目標、SAP SuccessFactors 薪酬、SAP SuccessFactors 繼任與發展、SAP SuccessFactors Learning、SAP SuccessFactors 新手培訓、SAP SuccessFactors 徵人、SAP Jam (進階版)、SAP SuccessFactors 人力分析與規劃和 SAP SuccessFactors 員工中心。

**PRODUCTS**

產品

In addition to the modules identified below, each of the Products listed below, **except for SAP Jam, and SAP SuccessFactors Employee Central Payroll,** includes SuccessFactors Foundation. SuccessFactors Foundation comprises the following: Employee Profile, SAP Jam (basic edition), Talent Insights, Job Profile Builder and SuccessFactors asynchronous, digital web-based Administrator training.

除下列模組外，以下所列之各該產品，**除了 SAP Jam 和 SAP SuccessFactors 員工中心薪資外**，均包含 SuccessFactors Foundation。SuccessFactors Foundation 是由下列產品組成：員工設定檔、SAP Jam (基本版)、人才洞察、Job Profile Builder 和 SuccessFactors 非同步、數位 Web 式管理員培訓。

1. **SAP SuccessFactors Performance & Goals**
   **SAP SuccessFactors 績效與目標**

The SAP SuccessFactors Performance & Goals Product comprises Performance Management, Goals Management, 360 Degree Reviews, Stack Ranker and Calibration (for Performance).

SAP SuccessFactors 績效與目標產品，是由績效管理、目標管理、360 度評價、員工排序與校準 (針對績效) 所組成。

2. **SAP SuccessFactors Compensation**
   **SAP SuccessFactors 薪酬**

The SAP SuccessFactors Compensation Product comprises SAP SuccessFactors Compensation, Calibration (for Compensation) and Variable Pay.

SAP SuccessFactors 薪酬產品，是由 SAP SuccessFactors 薪酬、校準 (針對薪酬) 和可變薪酬所組成。

3. **SAP SuccessFactors Succession & Development**
   **SAP SuccessFactors 繼任與發展**

The SAP SuccessFactors Succession & Development Product comprises Succession Planning, Career & Development Planning and Calibration (for Talent).

SAP SuccessFactors 繼任與發展，是由繼任規劃、職業與發展規劃和校準 (針對人才) 所組成。

4. **SAP SuccessFactors Learning**
   **SAP SuccessFactors Learning**

The SAP SuccessFactors Learning Product comprises SAP SuccessFactors Learning.

SAP SuccessFactors Learning 產品，是由 SAP SuccessFactors Learning 所組成。

5. **SAP SuccessFactors Validated Learning**
   **SAP SuccessFactors Validated Learning**

The SAP SuccessFactors Validated Learning Product comprises SAP SuccessFactors Validated Learning.

SAP SuccessFactors Validated Learning 產品，是由 SAP SuccessFactors Validated Learning 所組成。

6. **SAP SuccessFactors Employee Central**
   **SAP SuccessFactors 員工中心**

The SAP SuccessFactors Employee Central Product comprises SAP SuccessFactors Employee Central and either SAP HANA Cloud Integration or Boomi Technology.

SAP SuccessFactors 員工中心，是由 SAP SuccessFactors 員工中心和 SAP HANA Cloud Integration 或 Boomi 技術之一所組成。

7. **SAP SuccessFactors Employee Central Payroll**
   **SAP SuccessFactors 員工中心薪資**

The SAP SuccessFactors Employee Central Payroll Product comprises Employee Central Payroll.

SAP SuccessFactors 員工中心薪資產品，是由員工中心薪資所組成。

8. **SAP SuccessFactors Onboarding**
   **SAP SuccessFactors 新手培訓**

The SAP SuccessFactors Onboarding Product comprises SAP SuccessFactors Onboarding.

SAP SuccessFactors 新手培訓產品，是由 SAP SuccessFactors 新手培訓所組成。

9. **SAP SuccessFactors Recruiting**
   **SAP SuccessFactors 徵人**

The SAP SuccessFactors Recruiting Product comprises SAP SuccessFactors Recruiting Management and SAP SuccessFactors Recruiting Marketing.

SAP SuccessFactors 徵人產品，是由 SAP SuccessFactors 徵人管理和 SAP SuccessFactors 徵人行銷所組成。

10. **SAP SuccessFactors Recruiting Marketing**
    **SAP SuccessFactors 徵人行銷**

The SAP SuccessFactors Recruiting Marketing Product comprises SAP SuccessFactors Recruiting Marketing.

SAP SuccessFactors 徵人行銷產品，是由 SAP SuccessFactors 徵人行銷所組成。

11. **SAP SuccessFactors Recruiting Management**
    **SAP SuccessFactors 徵人管理**

The SAP SuccessFactors Recruiting Management Product comprises SAP SuccessFactors Recruiting Management.

SAP SuccessFactors 徵人管理產品，是由 SAP SuccessFactors 徵人管理所組成。

12. **SAP SuccessFactors Workforce Analytics & Planning Product**
    **SAP SuccessFactors 人力分析與規劃產品**

The SAP SuccessFactors Workforce Analytics & Planning Product comprises SAP SuccessFactors Workforce Analytics and SAP SuccessFactors Workforce Planning.

SAP SuccessFactors 人力分析與規劃產品，是由 SAP SuccessFactors 人力分析和 SAP SuccessFactors 人力規劃所組成。

13. **SAP SuccessFactors Workforce Planning Product**
    **SAP SuccessFactors 人力規劃產品**

The SAP SuccessFactors Workforce Planning Product comprises SAP SuccessFactors Workforce Planning.

SAP SuccessFactors 人力規劃產品，是由 SAP SuccessFactors 人力規劃所組成。

14. **SAP SuccessFactors Workforce Analytics Product**
    **SAP SuccessFactors 人力分析產品**

The SAP SuccessFactors Workforce Analytics Product comprises SAP SuccessFactors Workforce Analytics.

SAP SuccessFactors 人力分析產品，是由 SAP SuccessFactors 人力分析所組成。

15. **SAP Jam**
    **SAP Jam**

The SAP Jam Product comprises SAP Jam, available in basic, advanced, advanced plus or enterprise edition.

SAP Jam 產品，是由 SAP Jam (可得版本為：基本、進階、進階加值或企業版) 所組成。


**MISCELLANEOUS**
雜項

**1. Perform & Reward for Small Business:** SAP Perform & Reward for Small Business comprises Performance Management (no Calibration), Goal Management (no Goal Execution), Employee Profile,

360 Degree Reviews, Stack Ranker, Reports & Dashboards and Compensation Management (no Calibration, no Variable Pay).

針對小型企業執行和獎勵：SAP Perform & Reward for Small Business 是由效能管理 (無較準)、目標管理 (無目標執行)、員工設定檔、360 度評價、員工排序、報表與儀器板以及薪酬管理 (無較準、無可變薪酬) 所組成。

**2. SAP SuccessFactors Employee Central Service Center:** SAP SuccessFactors Employee Central Service Center comprises SAP HANA Cloud Portal and SAP Cloud for Service (including SAP Cloud Applications Studio). For each three hundred (300) Employees subscribed to in an Order Form, Customer may have one user acting as a service agent to access SAP SuccessFactors Employee Central Service Center. A subscription to SAP SuccessFactors Employee Central is a prerequisite to a subscription to SAP SuccessFactors Employee Central Service Center. Support terms, Service Availability and Maintenance Windows for SAP HANA Cloud Portal are found in the SAP HANA Cloud Portal Supplemental Terms and Conditions (available from SAP upon request). Maintenance Windows for SAP Cloud for Service and the terms governing use of the SAP Cloud Applications Studio and Mobile Access are found in the SAP Cloud for Customer Supplemental Terms and Conditions (available from SAP upon request).

**SAP SuccessFactors 員工中心服務中心：**SAP SuccessFactors 員工中心服務中心包括 SAP HANA Cloud Portal 和 SAP Cloud for Service (包括 SAP Cloud Applications Studio)。 對於採購單中訂閱的每三百 (300) 名員工，客戶可擁有一個使用者，作為存取 SAP SuccessFactors 員工中心服務中心的服務專員。 SAP SuccessFactors 員工中心訂閱是 SAP SuccessFactors 員工中心服務中心訂閱的先決條件。SAP HANA Cloud Portal 的支援條款、服務可用性以及維護時間範圍，詳見 SAP HANA Cloud Portal 補充條款與條件 (可按要求而由 SAP 提供)。SAP Cloud for Service 的維護時間範圍，以及規範 SAP Cloud Applications Studio 和 Mobile Access 的條款，詳見 SAP Cloud for Customer 補充條款和條件 (可按要求而由 SAP 提供)。

**3. SAP HANA Cloud Platform, extension package for SuccessFactors:** If Customer elects to subscribe to SAP HANA Cloud Platform, extension package for SuccessFactors, the terms set forth in the SAP HANA Cloud Platform Supplemental Terms and Conditions (available from SAP upon request) shall apply.

**SAP HANA Cloud Platform (SuccessFactors 延伸套件)：**若客戶選擇訂閱 SAP HANA Cloud Platform (SuccessFactors 延伸套件)，SAP HANA Cloud Platform 補充條款和條件 (可按要求而由 SAP 提供) 應予適用。