SAP ERP, private cloud edition
Service Description Guide

General

This Service Description Guide applies only to the SAP ERP, private cloud edition services to which Customer is subscribed. Any documents referenced herein are available upon request. For the avoidance of doubt, all non-productive development ("DEV"), testing, and quality assurance ("QA") may only be conducted in non-production environments.

SAP reserves the right to reasonably limit the use of the services set forth in the Roles and Responsibilities Documentation (made available to you upon request or on the SAP website) initiated via a service request if Customer's use is unreasonably excessive. If any such limitation is imposed, Customer's usage shall be reviewed and assessed with Customer.

The Cloud Service Software to which Customer is subscribed is subject to the Release Strategy, available at https://support.sap.com/releasestrategy. Customers must use a version or release of the Cloud Service Software, which is covered by Mainstream Maintenance or Extended Maintenance, if applicable. Customer acknowledges and agrees that certain versions or releases of the Cloud Service Software may only be available until an earlier date than 2030 or even 2027. Details on availability and support of such versions or releases are included and updated as per the Release Strategy.

This Service Description Guide was last updated on August 7, 2023. It is effective between Customer and SAP as of the Order Form effective date. Where an Order Form is effective prior to this date, please refer to SAP's Archived Agreements page on the SAP Trust Center to locate the applicable Service Description Guide.

Unless otherwise indicated in this SDG including with a marking of "N/A" which is understood to mean "not applicable," the Cloud Services listed in this SDG are eligible for the SAP ERP 99.9% SLA where Customer purchases a subscription to SAP ERP 99.9% SLA, as indicated in an Order Form.

Increase the availability SLA for productive systems from 99.7% to 99.9%. This is done by utilizing additional infrastructure and services. Only supported for eligible products.

SAP HANA Runtime

SAP HANA, runtime is a runtime database included in certain SAP ERP, private cloud edition packages ("HANA Runtime"). All SAP ERP, private cloud edition packages inclusive of HANA Runtime are subject to the following terms. HANA Runtime and the additional Cloud Service Software components included in HANA Runtime may only be used in conjunction with Customer's use of SAP ERP, private cloud edition packages. HANA Runtime includes the limited use of the following additional Cloud Service Software components as set forth herein: (i) SAP HANA Platform; (ii) SAP HANA Data Warehousing Foundation (limited solely to Data Distribution Optimizer and Data Lifecycle Manager components); (iii) SAP HANA Rules Framework; (iv) SAP HANA, data privacy option; (v) SAP HANA, predictive option; (vi) SAP HANA, spatial and graph option; (vii) SAP HANA, search and text option; (viii) SAP HANA, Smart Data Quality ("SDQ"); (ix) SAP Smart Data Integration ("SDI"); and (x) SAP HANA, native storage extension.

SAP HANA Platform includes the HANA Studio, Cockpit and Web IDE components. All data modeling, distribution, creation and extension of data structures, including tables and virtual tables via Smart Data Access used in HANA Runtime must be performed via the SAP ERP, private cloud edition Cloud Service. Data Access used in HANA Runtime must be performed via the SAP ERP, private cloud edition Cloud Service. Use of SDI is limited solely to loading data into HANA Runtime or the SAP ERP, private cloud edition Cloud Service. Data may be loaded from an appropriately licensed Data Source via SDI or via SAP ERP, private cloud edition Cloud Service interfaces. SDI may also be used with Smart Data Access in a data federation scenario. Notwithstanding anything to the contrary, data may not be distributed from one SAP ERP, private cloud edition package to another at the HANA database level.

Customer may export data, using licensed SAP tools, to be used solely within one or more of the following: (i) SAP HANA, enterprise edition; (ii) SAP HANA, standard edition; (iii) SAP Cloud Platform, SAP HANA service; (iv) SAP HANA Cloud; (v) SAP HANA, EE Cloud; and/or (vi) SAP Datasphere.

Use of the SAP HANA Studio, Cockpit and Web IDE components is limited solely to administering, monitoring and creating custom views for the HANA Runtime database instance. All reporting must be performed via the SAP ERP, private cloud edition Cloud Service or via custom views created using HANA Studio or Web IDE. Such custom views may be accessed by SAP business intelligence ("SAP BI") tools or non-SAP business intelligence tools that are certified by SAP, as set forth in the SAP Certified Solutions Directory available at https://www.sap.com/dmc/exp/2013_09_adpd/enEN/#/solutions?filters=v:326;v:405;v:352;v:86a26c34-126d-4a6d-a3c5-6c73deca1020. Use of Web IDE may require an additional infrastructure subscription and is limited to the creation of views for reporting purposes only.

HANA Runtime includes the optional, limited use of the following on-premise components: SAP Data Integrator ("DI"), SAP Landscape Transformation replication server ("SLT"), HANA Studio, and Cockpit. Use of DI and SLT is limited solely to loading data into HANA Runtime or the SAP ERP, private cloud edition Cloud Service.

CORE

SAP ERP, private cloud edition

Usage Metric	Full Use Equivalent (FUE)
Explanation of Usage Metric	Full Use Equivalent is the aggregation method by which Customer may allocate individuals access to the Cloud Service in accordance with the ratios set forth below. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term. 1 FUE = 0.50 SAP ERP, Developer Access 1 FUE = 1 SAP ERP Cloud for advanced use 1 FUE = 5 SAP ERP Cloud for core use 1 FUE = 30 SAP ERP Cloud for self-service use Customer may allocate each FUE to any one of the use types and may change the allocation during the subscription term. A Full Usage Equivalent cannot be divided between or among different use types.

ERP Cloud for self-service use
For ERP Cloud for self-service use, Authorized Users (as defined in the GTC) are permitted to use the following solution capabilities of SAP ERP, private cloud edition:

Maintenance Execution (ERP)
Maintenance Demand Processing (ERP)
Travel management (ERP)
Time Sheet (ERP)
Organizational Structure Management (ERP)
Material requirements planning (ERP)
Production Execution (ERP)
Production Control (ERP)
Self-Service Requisitioning
Goods Movement (ERP)
Delivery Management (ERP)
Physical Inventory
Warehouse Management (ERP)
Transportation Management (ERP)
Available to Promise (ERP)
Batch Management (ERP)
Serial Number Management (ERP)
Handling Unit Management (ERP)

The ERP Cloud for self-service use also covers display use rights and approval use rights for all solution capabilities of ERP, private cloud edition.

ERP Cloud for core use
For ERP Cloud for core use, Authorized Users (as defined in the GTC) are permitted to use the following solution capabilities of SAP ERP, private cloud edition:

Maintenance Planning (ERP)
Maintenance Execution (ERP)
Maintenance Demand Processing (ERP)
Travel management (ERP)
Time Sheet (ERP)
Organizational Structure Management (ERP)

Sales and Operations Production Planning (ERP)
Material requirements planning (ERP)
Capacity Planning
Production BOM Management
Recipe/Routing Management
Production Execution (ERP)
Just-In-Time Processing (ERP)
Kanban
Production Control (ERP)
Repetitive Manufacturing (ERP)
Subcontracting (ERP)
External Processing (ERP)
Quality Planning (ERP)
Quality Improvement (ERP)
Quality Inspection (ERP)
Product Development Foundation (ERP)
Project Financials Control (ERP)
Project Logistics Control (ERP)
Variant Configuration (ERP)
Foreign Trade (ERP)
Claims, Returns and Refund Management (ERP)
Price Management (ERP)
Sales Quotation Management (ERP)
Sales Rebates Management (ERP)
Sales Monitoring and Analytics (ERP)
Sales Master Data Management (ERP)
Sales Contract Management (ERP)
Sales Order Management and Processing
Sales Billing (ERP)
In-House Repair (ERP)
Complaints management (ERP)
Service Parts Warehousing (ERP)
Warranty Management (ERP)
Service Contract Management (ERP)
Service Request Management (ERP)
Service Order Management (ERP)
Service Fulfillment (ERP)
Service Billing (ERP)
Self-Service Requisitioning
Goods Movement (ERP)
Delivery Management (ERP)
Inventory Analytics and Control (ERP)
Returnable Packaging Logistics
Empties Management

Physical Inventory	
Warehouse Management (ERP)	
Transportation Management (ERP)	
Available to Promise (ERP)	
Batch Management (ERP)	
Serial Number Management (ERP)	
Handling Unit Management (ERP)	

The ERP Cloud for core use also covers display use rights and approval use rights for all solution capabilities of ERP, private cloud edition.

ERP Cloud for advanced use
For ERP Cloud for advanced use, Authorized Users (as defined in the GTC) are permitted to use all solution capabilities of SAP ERP, private cloud edition, inclusive of display and approval use rights.

SAP Developer Access

Use is allowed by the number of individuals included in the licensed level who are authorized to access the development tools provided with the licensed ERP Enterprise Management Software for the purpose of making ABAP Addons to any ERP Cloud, private cloud edition packages.

Block size	1 FUE
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage Tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**	Application Servers*
	Up to 135 FUE	XXS	Up to 256***	Up to 256	2
	Up to 550 FUE	XS	Up to 256	Up to 256	3
	Up to 1000 FUE	S	Up to 512	Up to 256	3
	Up to 2000 FUE	M	Up to 1,024	Up to 256	Up to 5
	Up to 4000 FUE	L	Up to 2,048	Up to 512	Up to 6
	Up to 6000 FUE	XL	Up to 3,072	Up to 512	Up to 10
	Above 6000 FUE	XXL	Up to 6,144	Up to 512	Up to 10

*SAP Delivery may leverage application server size as indicated in the App Server Sizes Table below, which is subject to change in SAP's discretion.

**Delivery by hosting providers other than SAP deviate per the table included at the conclusion of this document.

***No QA System Tier provided

App Server Sizes Table

System Size	PRD	QAS	DEV

XXS	1x64GB	N/A	1x32GB
XS	1x64GB	1x64GB	1x32GB
S	1x64GB	1x64GB	1x32GB
M	2x64GB	2x64GB	1x32GB
L	2x128GB	2x128GB	2x64GB
XL	4x128GB	4x128GB	2x64GB
XXL	4x128GB	4x128GB	2x64GB

The App Server Sizes Table is subject to change in SAP's discretion.

Additional Terms & Conditions	**SAP ERP, private cloud edition includes:**
	SAP Cloud Connector (installed on a separate server, available on customer request), SAP Data Services Agent (installed on a separate server, available on customer request)*, SAP Web Dispatcher (installed on a separate server) SAP Data Provisioning Agent (installed on a separate server, available on customer request). SAP Analytics Cloud Agent (installed on a separate server, available on customer request).*
	Customer is required to obtain a subscription to the associated SAP cloud service separately to use the integration agent provided with SAP ERP, private cloud edition.
	Cloud Feature(s). SAP ERP Cloud, private cloud edition includes limited use of the following Cloud Feature(s), which may only be used in conjunction with the Cloud Service:
	Forms as a Service by Adobe. Customer may make up to 2,000,000 Forms Requests per year in Forms as a Service by Adobe for no additional fee. A single Form Request is counted for each document with up to five (5) pages created using this Cloud Feature. The number of Form Requests for a document created with more than five (5) pages is calculated by dividing the total pages of the document by five (5). If the result of the calculation is not a whole number, the remainder shall be counted as a single Form Request. Form Requests for which a number of pages cannot be determined (e.g., digital signature request) are counted as a single Form Request. A contract year is a 12-month period beginning on the first day of the Subscription Term or its annual anniversary.
	For the avoidance of doubt, (i) Cloud Features are provisioned on a multi-tenant cloud platform in a separate cloud instance/environment and in a different data center location, from ERP, private cloud edition Systems, (ii) Cloud Features do not include the same service elements that apply to the ERP, private cloud edition Systems and (iii) the Service Level Agreement does not apply to Cloud Features.
	Additionally, this package includes HANA Runtime and SAP NetWeaver.
	Central User Administration. Where Customer has multiple systems, Customer shall utilize Central User Administration to monitor and maintain individual user IDs consistently across those systems. Alternatively, Customer shall manually monitor user IDs across its various systems. Customer shall remain within the Usage Metric and volume limitations indicated in the Order Form and any use outside of this scope as a result of duplicated individual user IDs may subject Customer to additional fees.
	Single Sign-On: ERP, private cloud edition supports authentication/single sign-on features integrated with the Customer's existing Microsoft Active Directory. If the Customer is using SAP GUI, Secure Login Client has to be activated for use with SAP GUI to enable the integration.
	PLM system integration for SAP ERP may only be used to integrate with SAP Enterprise Product Development. Usage of PLM system integration for SAP ERP with other systems requires separate licensing.

SAP ERP, Digital Access, private cloud edition

Usage Metric	Document
Explanation of Usage Metric	**Document is a record of commercial transactional data managed via the Cloud Service. For this Cloud Service, the types of records that are counted as Documents are set forth below. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.** **Sales Document** means**:** (i) a line item record that represents the material and/or service being sold or quoted; and/or (ii) a record that represents an individual order/release against a scheduling agreement which indicates the material and/or service being sold. **Purchase Document** means**:** (i) a line item record that represents the material and/or service being ordered or requested; and/or (ii) a record that represents the release against a scheduling agreement which indicates the material and/or service being procured. **Invoice Document** means**:** a line item record that represents the material and/or service being billed. For SAP ERP Cloud, Digital Access only, an Invoice Document shall also include a line item record that represents a description of the material being purchased, including the material name, number and quantity of the material. **Manufacturing Document is:** (i) a record which represents the production-related details associated with manufacturing a material, including: the type, quantity and color of what to produce, when to produce it, where to produce it and/or other distinguishing characteristics; and/or (ii) a record that represents a confirmation which indicates the status of the processing activities associated with manufacturing orders. **Material Document** means: a line item record that represents a specific material being received, issued or transferred to, from or within a storage location or plant. **Quality Management Document** means**:** (i) a record that represents the details of a nonconformance being reported including the information required for problem solving; and/or (ii) a record that represents results of an inspection. For SAP ERPCloud Digital Access edition only, a Quality Management Document shall also include a record that represents the details of a nonconformance. **Service & Maintenance Document** means: (i) a record that represents the details of work to be performed including the information needed to plan, execute and bill for a service or maintenance request; and/or (ii) a record that represents the details of a problem being reported including the information required for problem solving; and/or (iii) a record that represents the status of the processing associated with service orders and maintenance orders; and/or (iv) a record that represents a claim by a customer for repair or replacement or compensation for under - performance, pursuant to terms in a warranty document. **Financial Document** means a record that represents accounting information in a financial journal **Time Management Document** means**:** (i) a record that represents an employee's time worked and assigned to business related objects; and/or (ii) a record that represents deviations from an employee's assigned work schedule and/or pay rate.
Block size	1000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms and Conditions	This Service grants (a) humans a right to use SAP ERP for Enterprise Management, private cloud edition ("S/4C EM-PCE") through Non-SAP Application(s) that is/are directly integrated to S/4C EM-PCE without the need to be licensed as a "FUE" (b) non-humans (e.g. bots, sensors, chips, devices, etc.) a license to Use S/4C EM-PCE directly or through Non-SAP Application(s) that is/are directly integrated to S/4C EM-PCE and without the need to be licensed as a FUE. Solely for purposes of SAP ERP Digital Access: • S/4C EM-PCE shall not include SAP Business Warehouse Software. • "**Non-SAP Application(s)**" means: (a) any technologies for which Customer has secured an appropriate license from an entity other than SAP, SAP SE, and/or any of its/their subsidiaries and/or distributors (excluding when used solely as a Connectivity App between an SAP Application and S/4C EM-PCE and further excluding when used as a User Interface for S/4 EM); and/or (b) SAP Technology Solutions. • "**User Interface(s)**" means any technology that (a) Customer owns and/or for which Customer has secured appropriate rights to use and (b) is used to develop/manage user interaction features and characteristics for S/4 EM. For the avoidance of doubt, User Interfaces for S/4 EM shall be deemed part of S/4 EM and therefore require human users using S/4 EM via such User Interfaces to have a "Named User" and/or "User" license for S/4 EM, as applicable. • "**SAP Technology Solution(s)**" means SAP NetWeaver Foundation for Third Party Applications, SAP Business Technology Platform (excluding when used solely as a Connectivity App between an SAP Application and S/4C EM-EX), SAP Signavio Solutions and SAP Process Insights [including any renamed and/or successor versions of any of the foregoing made generally available by SAP (if any)]. • "**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. • "**SAP Application(s)**" means all Packages (i.e. all Software and Third-Party Software) licensed under an SAP agreement and/or SAP cloud services for which Customer has a valid subscription, excluding SAP Technology Solutions and all database Packages. All Digital Access of S/4C EM-PCE will be subscribed based exclusively upon the number of Documents created annually by such Digital Access of S/4C EM-EX. Each Document shall count as one (1) Document, except for Material Documents and Financial Documents which shall each count as two tenths (0.2) of a Document. However, where the automated processing in S/4C EM-PCE of a Document from one Document Type results in the subsequent creation in S/4C EM-PCE of one or more additional Documents of different Document Type(s), such additional Documents shall not be counted. Where a Non-SAP Application is connected to S/4C EM-PCE via a Connectivity App, such Non-SAP Application is still deemed directly integrated to S/4 EM for purposes of this provision. Any humans and/or non-humans Using S/4C EM-PCE through application(s) that is/are integrated to a Non-SAP Application that is directly integrated to S/4C EM-PCE do not need to be licensed as a "FUE".

SAP ERP, additional productive tier, private cloud edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private cloud edition or SAP ERP, GxP, private cloud edition as indicated in Order Form.	
	SAP ERP, private cloud edition

System size based on usage tier	System tier	Included size of productive system tier**
	XS	256 GB
	S	512 GB
	M	1024 GB
	L	2048 GB
	XL	3072 GB
	XXL	6144 GB
	The additional tier can only be subscribed with a service package which includes infrastructure and follows the same system size ** Delivery by hosting providers deviate per the table included at the conclusion of this document.	
Additional Terms & Conditions	SAP ERP, additional productive tier, private cloud edition provides access to an additional productive tier of the respective SAP ERP Cloud system and must be installed in the same location as the other Cloud Services.	

SAP Long Term Backup, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted.
Block size	256
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

Long Term Backup Options	Backup	Frequency
	Monthly	1 year
	Quarterly	1 year
	Yearly	2 Years
	Yearly	3 Years
	Yearly	4 Years

SAP ERP, disaster recovery, private cloud edition

Usage Metric	% of net recurring fee
Explanation of Usage Metric	**% of Net Recurring Fee is the stated percentage multiplied by the stated net recurring fee.** Unless otherwis Metric entitlement in the Order Form is N/A retained throughout the Subscription Term.

Disaster Recovery Eligibility*	
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms & Conditions	Documentation for this service is available at https://www.sap.com/about/agreements/policies/hec-services.html?sort=latest_desc&search=disaster Disaster Recovery Services Setup. The project to implement DR for the applicable PRD systems will be mutually agreed upon between SAP and Customer which shall entail detailed planning and as part of Customer's implementation project. The DR failover-capability to the secondary DR site for the systems in scope will be available upon completion of the setup based upon this jointly agreed plan.

SAP ERP, 4 hour recovery time objective, private cloud edition

Usage Metric	% of Net Recurring Fee
Explanation of Usage Metric	% of Net Recurring Fee is the stated percentage multiplied by the stated net recurring fee. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms and Conditions	Documentation for this service is available at: https://www.sap.com/about/agreements/policies/hec-services.html?sort=latest_desc&search=disaster SAP ERP, 4 hour recovery time objective, private cloud edition provides customers with an improved standard RTO of four (4) hours. This offering may only be used in conjunction with SAP ERP, disaster recovery, private cloud edition.

SAP Cloud, memory extension for productive tiers, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	256
Additional Terms and Conditions	With a subscription to SAP Cloud, memory extension for productive tiers, private edition, Customer is entitled to the HANA Runtime system sizing options (as validated by SAP) in Block Size increments as indicated in the table(s) at the conclusion of this SDG under the section titled "Delivery by Hosting Providers."
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

| | *Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form. |

SAP Cloud, memory extension for non-productive tiers, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	256
Additional Terms and Conditions	With a subscription to SAP Cloud, memory extension for non-productive tiers, private edition, Customer is entitled to the HANA Runtime system sizing options (as validated by SAP) in Block Size increments as indicated in the table(s) at the conclusion of this SDG under the section titled "Delivery by Hosting Providers."
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP Cloud, disaster recovery, private edition or ERP Cloud, GxP, private edition as indicated in an Order Form.

SAP Additional File Storage, private cloud edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, storage capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	128
Additional Terms and Conditions	SAP Additional File Storage, private cloud edition provides additional system size on top of priced-in infrastructure to increase capabilities for data storage and archiving.
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP Cloud, disaster recovery, private edition or ERP Cloud, GxP, private edition as indicated in an Order Form.

SAP ERP, additional tier, private cloud edition

Usage Metric	Tenant	

Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service.
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	1) SAP ERP for enterprise management, private cloud edition 2) SAP Transportation Management for T&L on SAP ERP, extra stack, private cloud edition 3) SAP Transportation Management on SAP ERP, extra stack, private cloud edition

System tier	Included size of non-productive system tier**	Applicable for the solutions
XS	256 GB	1,2,3
S	512 GB	1,2,3
M	1024 GB	1,2,3
L	2048 GB	1,2,3
XL	3072 GB	1
XXL	6144 GB	1

The additional tier can only be subscribed with a service package which includes infrastructure and follows the same system size
** Delivery by hosting providers deviate per the table included at the conclusion of this document.

Additional Terms & Conditions	SAP ERP, additional tier, private cloud edition is access to an additional non-productive tier of the respective SAP ERP system. This tier may only be used for non-production purposes.

SAP Fiori Hub on ASE Cloud, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size	Database /Application	PRD System Size	QAS System Size	DEV System Size

XXS	ASE DB	1x32GiB memory, 150GB DB Tenant	No QAS system delivered	1x32GiB memory, 150GB DB Tenant
	App Server	1x16GiB memory, 100GB storage	No QAS system delivered	1x16GiB memory, 100GB storage
XS	ASE DB	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant
	App Server	1x16GiB memory, 100GB storage	1x16GiB memory, 100GB storage	1x16GiB memory, 100GB storage
S	ASE DB	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant
	App Server	1x16GiB memory, 100GB storage	1x16GiB memory, 100GB storage	1x16GiB memory, 100GB storage
M	ASE DB	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant
	App Server	1x64GiB memory, 100GB storage	1x64GiB memory, 100GB storage	1x16GiB memory, 100GB storage
L	ASE DB	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant
	App Server	2x64GiB memory, 100GB storage	2x64GiB memory, 100GB storage	1x32GiB memory, 100GB storage
XL	ASE DB	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant	1x32GiB memory, 150GB DB Tenant
	App Server	2x128GiB memory, 100GB storage	2x128GiB memory, 100GB storage	1x32GiB memory, 100GB storage

SAP Fiori Hub on ASE Cloud, additional productive tier, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size	Included size of productive system tier
XS	32
S	32
M	64
L	64
XL	64

SAP Fiori Hub on ASE Cloud, additional non-productive tier, private edition

Usage Metric	Tenant

Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

System Size	Database /Application	Additional NonPRD System Size
S	ASE DB	1x32GiB memory, 150GB DB Tenant
	App Server	1x16GiB memory, 100GB storage
M	ASE DB	1x32GiB memory, 150GB DB Tenant
	App Server	1x64GiB memory, 100GB storage
L	ASE DB	1x64GiB memory, 150GB DB Tenant
	App Server	2x64GiB memory, 100GB storage
XL	ASE DB	1x64GiB memory, 150GB DB Tenant
	App Server	2x128GiB memory, 100GB storage

SAP Fiori Hub on HANA CLOUD, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

System Size	Database /Application	PRD System Size	QAS System Size	DEV System Size
XXS	HANA DB	1x128GiB memory*	No QAS system delivered	1x128GiB memory*

	App Server	1x16GiB memory, 100GB storage	No QAS system delivered	1x16GiB memory, 100GB storage
XS	HANA DB	1x128GiB memory*	1x128GiB memory*	1x128GiB memory*
	App Server	1x16GiB memory, 100GB storage	1x16GiB memory, 100GB storage	1x16GiB memory, 100GB storage
S	HANA DB	1x128GiB memory*	1x128GiB memory*	1x128GiB memory*
	App Server	1x32GiB memory, 100GB storage	1x32GiB memory, 100GB storage	1x16GiB memory, 100GB storage
M	HANA DB	1x128GiB memory*	1x128GiB memory*	1x128GiB memory*
	App Server	1x64GiB memory, 100GB storage	1x64GiB memory, 100GB storage	1x16GiB memory, 100GB storage
L	HANA DB	1x128GiB memory*	1x128GiB memory*	1x128GiB memory*
	App Server	2x64GiB memory, 100GB storage	2x64GiB memory, 100GB storage	1x32GiB memory, 100GB storage
XL	HANA DB	1x128GiB memory*	1x128GiB memory*	1x128GiB memory*
	App Server	2x128GiB memory, 100GB storage	2x128GiB memory, 100GB storage	1x32GiB memory, 100GB storage

*Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP Solution Manager, private cloud edition, project documentation version

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	System size	System Tier QA and PROD RAM (GB)*	System Tier DEV RAM (GB)*
	One size	N/A	256

* Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP Solution Manager, private cloud edition, full version

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	2
Disaster Recovery Eligibility*	Yes

GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	System size	System Tier PROD RAM (GB)**	System Tier DEV RAM (GB)**
	One size	256	256

** Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP ERP for Application Interface Framework, private cloud edition

Usage Metric	Transaction
Explanation of Usage Metric	Transaction is any message, job, action, response, and/or task processed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	1,000,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Archiving and Document Access Core by OpenText, cloud connector, private cloud edition

Usage Metric	Flat Fee
Explanation of Usage Metric	Flat Fee is a fixed fee for the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	*Disaster recovery is provided for this Cloud Service only via a manual disaster recovery set-up and failover.

SAP content server Cloud, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size	Database /Application	PRD System Size	QAS System Size	DEV System Size
S	MaxDB	1x32GiB memory, 512GB DB Tenant	1x32GiB memory, 512GB DB Tenant	1x32GiB memory, 512GB DB Tenant
M	MaxDB	1x64GiB memory, 1024GB DB Tenant	1x64GiB memory, 1024GB DB Tenant	1x64GiB memory, 1024GB DB Tenant
L	MaxDB	1x64GiB memory, 2048GB DB Tenant	1x64GiB memory, 2048GB DB Tenant	1x64GiB memory, 2048GB DB Tenant
XL	MaxDB	1x64GiB memory, 4096GB DB Tenant	1x64GiB memory, 4096GB DB Tenant	1x64GiB memory, 4096GB DB Tenant
XXL	ASE DB	1x64GiB memory, 6144GB DB Tenant	1x64GiB memory, 6144GB DB Tenant	1x64GiB memory, 6144GB DB Tenant

SAP IaaS server Windows Cloud, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size	Database /Application	System Size
32GiB	App Server	1x32GiB memory, 100GB storage
64GiB	App Server	1x64GiB memory, 100GB storage
128GiB	App Server	1x128GiB memory, 100GB storage

SAP IaaS server Linux Cloud, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size	Database /Application	System Size

32GiB	App Server	1x32GiB memory, 100GB storage
64GiB	App Server	1x64GiB memory, 100GB storage
128GiB	App Server	1x128GiB memory, 100GB storage

SAP Connection Package Cloud for productive tiers, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms and Conditions	Each SAP Connection Package Cloud for productive tiers, private cloud edition provides access to exactly one of the following cloud services in the context of a productive tier of the respective SAP S/4HANA Cloud system and must be installed in the same location as the underlying Cloud Service. 1. SAP Data Provisioning Agent (installed on separate servers). 2. SAP Data Services Agent (installed on separate servers). 3. SAP Analytics Cloud Agent (installed on separate servers). 4. SAP Cloud Connector (installed on separate servers). 5. SAP Web Dispatcher (installed on separate servers). 6. SAP Router (installed on separate servers). 7. SMTP Relay (Outbound) 8. VPN Connection 9. Direct line: MPLS (SAP DC) / Expressroute (Azure) / Direct Connect (AWS) / Interconnect (GCP) 10. Load Balancer (set of 5)

SAP Connection Package Cloud for non-productive tiers, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms and Conditions	Each SAP Connection Package Cloud, for non-productive tiers, private cloud edition provides access to exactly one of the following cloud services in the context of a non-productive tier of the respective SAP S/4HANA Cloud system and must be installed in the same location as the underlying Cloud Service.

	1. SAP Data Provisioning Agent (installed on separate servers).
	2. SAP Data Services Agent (installed on separate servers).
	3. SAP Analytics Cloud Agent (installed on separate servers).
	4. SAP Cloud Connector (installed on separate servers).
	5. SAP Web Dispatcher (installed on separate servers).
	6. SAP Router (installed on separate servers).
	7. VPN Connection
	8. Direct line: MPLS (SAP DC) / Expressroute (Azure) / Direct Connect (AWS) / Interconnect (GCP)

Connectivity Server for Zscaler, private cloud edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	No
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms and Conditions	System size based on usage tier: | Usage tier	Connection Bandwith
S	up to 500 Mbits/s
M	up to 1 Gbits/s
L	up to 2 Gbits/s	

SAP HANA, EE Cloud, upgrade, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	256
Disaster Recovery Eligibility	Yes
GxP Eligibility	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	SAP HANA, EE Cloud, upgrade, private edition ("HANA Enterprise") is an upgrade to the SAP HANA database from HANA Runtime to HANA Enterprise. Required number of blocks is based on the productive system size. "Data Sources" means any software product(s) and/or database instance(s) for which a user has secured an appropriate license HANA Enterprise may be used with an unlimited number of Data Sources, subject to the applicable licensed level. HANA Enterprise includes the following Runtime Software: (1) SAP HANA Operation Process Intelligence (2) SAP HANA Data Warehousing Foundation (3) SAP HANA, information management option (4) SAP HANA, data privacy option

(5)   SAP HANA, spatial and graph option
(6)   SAP HANA, predictive option
(7)   SAP HANA, search and text option
(8)   SAP HANA native storage extension (Use of HANA Native Storage Extension Buffer Cache component is subject to the applicable licensed level)

A user may use Smart Data Access to query data from any data sources, provided a user's subscription to HANA Enterprise has been appropriately sized for all such data that is queried and joined with other data sources via Smart Data Access.

SAP HANA, information management option includes SAP HANA Smart Data Integration and Smart Data Quality.

Use of SAP HANA, data privacy option is limited solely to the SAP HANA Data Masking Engine, SAP HANA Data Anonymization Engine, Column Encryption, and Shared SAP Business Application Authorizations.

Use of SAP HANA, predictive option is limited solely to the HANA PAL/R engine, Automated Predictive Library (APL), and TensorFlow integration.

Use of SAP HANA, search and text option is limited solely to the SAP HANA Search Engine and Text Analysis Engine.

Use of SAP HANA, spatial and graph option is limited solely to the SAP HANA Spatial Engine and Graph Engine. Use of SAP HANA Spatial Engine is governed by the following HERE "MAP DATA BY HERE" terms:

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SAP HANA, EE Cloud, base package, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**	
	XS	Up to 256	Up to 256	

** Delivery by hosting providers deviate per the table included at the conclusion of this document.

Additional Terms & Conditions	**"Data Sources"** means any software product(s) and/or database instance(s) for which a user has secured an appropriate license HANA Enterprise may be used with an unlimited number of Data Sources, subject to the applicable licensed level. HANA Enterprise includes the following Runtime Software: (1) SAP HANA Operation Process Intelligence (2) SAP HANA Data Warehousing Foundation (3) SAP HANA, information management option (4) SAP HANA, data privacy option (5) SAP HANA, spatial and graph option (6) SAP HANA, predictive option (7) SAP HANA, search and text option (8) SAP HANA native storage extension (Use of HANA Native Storage Extension Buffer Cache component is subject to the applicable licensed level) A user may use Smart Data Access to query data from any data sources, provided a user's subscription to HANA Enterprise has been appropriately sized for all such data that is queried and joined with other data sources via Smart Data Access. SAP HANA, information management option includes SAP HANA Smart Data Integration and Smart Data Quality. Use of SAP HANA, data privacy option is limited solely to the SAP HANA Data Masking Engine, SAP HANA Data Anonymization Engine, Column Encryption, and Shared SAP Business Application Authorizations. Use of SAP HANA, predictive option is limited solely to the HANA PAL/R engine, Automated Predictive Library (APL), and TensorFlow integration.

Use of SAP HANA, search and text option is limited solely to the SAP HANA Search Engine and Text Analysis Engine.

HANA Enterprise includes the optional, limited use of the following on-premise components: SAP Data Integrator ("DI") and SAP Landscape Transformation replication server ("SLT"). Use of DI and SLT is limited solely to loading data into HANA Enterprise.

Use of SAP HANA, spatial and graph option is limited solely to the SAP HANA Spatial Engine and Graph Engine. Use of SAP HANA Spatial Engine is governed by the following HERE "MAP DATA BY HERE" terms:

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SAP HANA, EE Cloud, non-prod tier, base package, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	SAP HANA, enterprise edition, non-prod tier, base package, private cloud edition is access to an additional non-productive tier of the respective SAP HANA, enterprise edition, private cloud edition system. This tier may only be used for non-production purposes. The additional non-productive tier can only be subscribed with an SAP HANA, enterprise edition, base package, private cloud edition which includes infrastructure and follows the same system size. The additional terms and conditions as indicated for "SAP HANA, enterprise edition, base package, private cloud edition" apply to SAP HANA, enterprise edition, non-prod tier, base package, private cloud edition.

SAP IQ cold store Cloud, private edition

Usage Metric	Tenant				
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.				
Block size	1				
Disaster Recovery Eligibility*	No				
GxP Eligibility*	No				
99.9 SLA Eligibility	N/A				
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.				
System size based on usage tier	Usage tier	Block Size	System Size	System Tier PRD (TB)	System Tier Non-PRD (TB)
	SAP IQ cold store Cloud, private edition (XS, 512 GB)	1	XS	0.5	0.5*
	SAP IQ cold store Cloud,	1	S	1	1*

	private edition (S, 1 TB)				
	SAP IQ cold store Cloud, private edition (M, 3 TB)	1	M	3	3*
	SAP IQ cold store Cloud, private edition (L, 5 TB)	1	L	5	5*
	SAP IQ cold store Cloud, private edition (XL, 10 TB)	1	XL	10	10*
	SAP IQ cold store Cloud, private edition (XXL, 20 TB)	1	XXL	20	20*
	SAP IQ cold store Cloud, private edition (3XL, 30 TB)	1	3XL	30	30*

* Solution includes one non-productive tier

Additional Terms & Conditions	This solution is limited to use in conjunction with: SAP Information Lifecycle Management, private cloud edition, or SAP BW/4HANA Cloud, base package, private edition, or SAP BW NetWeaver Cloud, base package, private edition.

SAP IQ cold store Cloud, additional non-productive tier, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

System size based on usage tier	Usage tier	Block Size	System Size	System Tier Non-PRD (TB)	
	SAP IQ cold store Cloud, additional non-productive tier, private edition (XS, 512 GB)	1	XS	0.5	
	SAP IQ cold store Cloud, additional non-productive tier, private edition (S, 1 TB)	1	S	1	
	SAP IQ cold store Cloud,	1	M	3	

additional non-productive tier, private edition (M, 3 TB)			
SAP IQ cold store Cloud, additional non-productive tier, private edition (L, 5 TB)	1	L	5
SAP IQ cold store Cloud, additional non-productive tier, private edition (XL, 10 TB)	1	XL	10
SAP IQ cold store Cloud, additional non-productive tier, private edition (XXL, 20 TB)	1	XXL	20
SAP IQ cold store Cloud, additional non-productive tier, private edition (3XL, 30 TB)	1	3XL	30

Additional Terms & Conditions	This solution is limited to use in conjunction with: SAP Information Lifecycle Management, private cloud edition, or SAP BW/4HANA Cloud, base package, private edition, or SAP BW NetWeaver Cloud, base package, private edition.

SAP Additional Database Storage, private cloud edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, storage capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	128
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to ERP, disaster recovery, private cloud edition or ERP, GxP, private cloud edition as indicated in an Order Form.
Additional Terms & Conditions	Additional Storage can be applied to all private edition solutions that include the HANA database (either HANA Runtime or HANA Enterprise).

SAP General Purpose Java Server Cloud, private edition

Usage Metric	Tenant

Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	Yes
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

System size based on usage tier	Usage tier	System Size	PROD AS RAM (GB)	Non-PRD AS RAM (GB)	DB RAM	DB Storage
	SAP General Purpose Java Server Cloud, private edition (8 cores)	S	32 GB	32 GB	32 GB	100 GB
	SAP General Purpose Java Server Cloud, private edition (16 cores)	M	64 GB	32 GB	32 GB	100 GB
	SAP General Purpose Java Server Cloud, private edition (24 cores)	L	96 GB	32 GB	32 GB	100 GB
	Supports general purpose NetWeaver Java usage types excluding BI-JAVA. No dedicated system QA delivered for System Tier PROD.					

SAP General Purpose Java Server Cloud, additional non-productive, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

System size based on usage tier	Usage tier	System Size	Non-PRD AS RAM (GB)	DB RAM	DB Storage
	SAP General Purpose Java Server Cloud, private edition (8 cores)	S	32 GB	32 GB	100 GB
	SAP General Purpose Java Server Cloud, private edition (16 cores)	M	64 GB	32 GB	100 GB
	SAP General Purpose Java Server Cloud, private edition (24 cores)	L	96 GB	32 GB	100 GB

SAP Additional Storage for Enterprise Management Cloud, private edition

Usage Metric	GB of Storage
Explanation of Usage Metric	GB of Storage is defined as an amount of storage. SAP Additional Storage for Enterprise Management, private cloud edition provides additional system size on top of priced-in infrastructure to increase capabilities for data storage and archiving.
Block size	100 GB
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP App Server Cloud, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	App Server, private cloud edition is access to an additional Application Server(s).Application Server size is based on the respective system's usage tiers. SAP Delivery may leverage application server size (32GB-128GB) and quantities as it reasonably determines is appropriate.

SAP App Server LINUX Cloud, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Up to 128 GB of Memory, in sizes of 32GB, 64GB or 128 GB. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
Additional Terms & Conditions	SAP APP SERVER LINUX CLOUD, PRIVATE EDITION is access to one additional Application Server(s). Application Server size is based on the respective system landscape usage tiers where it is added. Additional Application Server(s) can be applied to all private edition solutions where Application Server(s) are parts of the package and where is a need for Application Server(s) beyond the limited number in the packages.

FINANCE

SAP ERP for financial closing cockpit, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	500
Maximum Block Size	208 Blocks
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms and Conditions	There is no additional fee for Customer's use in excess of the Maximum Block Size, however, Customer must subscribe to additional system sizing as necessary to support Customer's usage.

SAP Real Estate Management for SAP ERP, private cloud edition, residential property management option

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. For this Cloud Service, rental units are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Treasury and Risk Management Cloud, impairment accounting extension for expected losses, private edition

Usage Metric	Assets under Management
Explanation of Usage Metric	Assets Under Management is the total value of all assets managed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1,000,000,000

Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	No

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Document and Reporting Compliance, private cloud edition

Usage Metric	Document
Explanation of Usage Metric	Document is a record of commercial transactional data managed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	10,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP add-on for Polish SAF-T regulatory requirements, private cloud edition

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	5
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms and Conditions	This Cloud Service includes an on-premise component that can be downloaded and installed by the Customer on a Windows device. The System Availability Service Level does not apply to this component. Customer may only use the on-premise components during the Subscription Term

SAP Access Control, extra stack, private edition

Usage Metric	Resource
Explanation of Usage Metric	Resource is any authorized individual or physical asset accessing, being managed and/or monitored via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.

Block size	100 Resource
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
	up to 50 block size	XS	256	256
	up to 100 block size	S	256	256
	up to 150 block size	M	256	256
	up to 500 block size	L	512	256
	up to 1000 block size	XL	950	256
	above 1000 block size	XXL	1950	256
	** Delivery by hosting providers deviate per the table included at the conclusion of this document.			

SAP Access Control, extra stack, additional productive tier, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	NA
GxP Eligibility*	NA
99.9 SLA Eligibility	NA

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	System size	System Tier PRD RAM (GB)
	XS	256
	S	256
	M	256
	L	512
	XL	950
	XXL	1950

SAP Access Control, extra stack, additional non-productive tier, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	NA
GxP Eligibility*	NA
99.9 SLA Eligibility	NA

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	System size	System Tier NONPRD RAM (GB)
	XS	256
	S	256
	M	256
	L	512
	XL	950
	XXL	1950

SAP Global Trade Services, edition for HANA, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
	up to 10 Users	S	256	256
	up to 50 Users	S	256	256
	up to 100 Users	M	512	950
	up to 150 Users	M	512	256
	Above 150 Users	L	1024	2950

	** Delivery by hosting providers deviate per the table included at the conclusion of this document.
Additional Terms & Conditions	This package includes HANA Runtime. SAPGlobal Trade Services, edition for HANA, private cloud edition only supports the electronic submission of customs declarations through the use of third parties, such as customs brokers, who can submit the declarations on behalf of the importer/exporter.

SAP Global Trade Services, additional non-productive, private cloud edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	System size	System Tier Non-PRD RAM (GB)
	S	256
	M	512
	L	950
	XL	1950
	XXL	2950

Additional Terms & Conditions	SAP Global Trade Services, additional non-productive, private edition provides access to an additional non-productive tier of SAP Global Trade Services, private edition. This system tier may only be used for non-production purposes.

SAP ERP for contract accounting and invoicing, private cloud edition

Usage Metric	Revenue & Expense
Explanation of Usage Metric	Revenue and Expense is the total amount of revenue and expenses processed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€50 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Process Control, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Risk Management, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP,

SAP Audit Management, private cloud edition

Usage Metric	User

Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Identity Management, private cloud edition

Usage Metric	Resource
Explanation of Usage Metric	Resource is any authorized individual or physical asset accessing, being managed and/or monitored via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	100
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)**
	Up to 20 blocks	S	128 GB
	Up to 50 blocks	M	256 GB
	Up to 200 blocks	L	512 GB
	More than 200 blocks	XL	950 GB
	** Delivery by hosting providers deviate per the table included at the conclusion of this document.		

UI data protection logging for SAP ERP, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. For this Cloud Service, individuals with unique active profiles are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	100
Disaster Recovery Eligibility*	Yes

GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP S/4HANA Cloud, disaster recovery, private edition or SAP S/4HANA Cloud, GxP, private edition as indicated in an Order Form.

Additional Term and Conditions	This solution is limited to the following language versions: Available Log-On languages: English Available Documentation Languages: English

UI data protection masking for SAP ERP, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. For this Cloud Service, individuals with unique active profiles are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	100
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP S/4HANA Cloud, disaster recovery, private edition or SAP S/4HANA Cloud, GxP, private edition as indicated in an Order Form.

Additional Term and Conditions	This solution is limited to the following language versions: Available Log-On languages: English Available Documentation Languages: English

SAP Enterprise Threat Detection, private cloud edition

Usage Metric	Resource
Explanation of Usage Metric	Resource is any authorized individual or physical asset accessing, being managed and/or monitored via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	100
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)**
	up to 35 blocks	XS	256
	up to 75 blocks	S	512
	up to 200 blocks	M	960

up to 600 blocks	L	1984
above 600 blocks	XL	2944

** Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP ERP, add-on for invoice and reporting compliance for Angola, private cloud edition

Usage Metric	Revenues
Explanation of Usage Metric	"Revenues" is the total annual revenue that the Customer, its corporate group and affiliates receive from all business activities including revenues from interests, dividends, royalties or other sources. Revenues exclude indirect taxes such as VAT, Excise Duty or any similar sales related taxes. If Customer is an insurance company, Revenues means the annual total gross premiums of Customer, its corporate group and affiliates. If Customer is a public sector organization, Revenues means the total annual budget of the organization. Customer's Revenues may be based on a subset of entities that comprise Customer's corporate group if: a),The data being processed using the Cloud Service is limited to the data directly associated with the subset of entities whose Revenues is used to calculate fees specified in the Order Form and; b),The revenues of the subset of entities can be separately verified. For this Cloud Service revenues managed through the cloud service are counted.
Block size	€ 10 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP S/4HANA Cloud, disaster recovery, private edition or SAP S/4HANA Cloud, GxP, private edition as indicated in an Order Form.

DIGITAL SUPPLY CHAIN

SAP Transportation Management on SAP ERP, extra stack, private cloud edition

Usage Metric	Spend
Explanation of Usage Metric	Spend is the total expenditures processed via the Cloud Service. For this Cloud Service, only freight spend, which includes all costs incurred in transporting products, is counted. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€2.5 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)*	System Tier DEV RAM (GB)**
	up to 75 blocks of 2.5M Freight Spend	XS	256	256
	up to 125 blocks of 2.5M Freight Spend	S	512	256
	up to 200 blocks of 2.5M Freight Spend	M	1,024	256
	above 200 blocks of 2.5M Freight Spend	L	2,048	512
	* Delivery by hosting providers deviate per the table included at the conclusion of this document.			
Additional Terms & Conditions	Business Partners may provide information to or view information in SAP Transportation Management, cloud edition as part of the planning, execution or settlement of freight within SAP Transportation Management. Business Partners do not require an FUE license. This includes any user necessary for SAP Gateway access. This package includes HANA Runtime.			

SAP Transportation Management for T&L on SAP ERP, extra stack, private cloud edition

Usage Metric	Revenue
Explanation of Usage Metric	Revenue is the total amount of revenue processed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€ 2.5 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
	Up to 75 blocks	XS	256*	256
	Up to 150 blocks	S	512*	256
	Up to 300 blocks	M	1,024*	256
	More than 300 blocks	L	2,048*	512
	* no dedicated QA system delivered ** Delivery by hosting providers deviate per the table included at the conclusion of this document.			
Additional Terms & Conditions	Business Partners may provide information to or view information in SAP Transportation Management for T&L, cloud edition as part of the planning, execution or settlement of freight within SAP TM. Business Partners do not require an FUE license. This includes any user necessary for SAP Gateway access. This package includes HANA Runtime.			

SAP ERP for Transportation Management for T&L, extra stack, private cloud edition

Usage Metric	Revenue

Explanation of Usage Metric	Revenue is the total amount of revenue processed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€ 2.5 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)*	System Tier DEV RAM (GB)**
	Up to 75 blocks	XS	256	256
	Up to 150 blocks	S	512	256
	Up to 300 blocks	M	1,024	256
	More than 300 blocks	L	2,048	512
	* Delivery by hosting providers deviate per the table included at the conclusion of this document.			
Additional Terms & Conditions	Business Partners may provide information to or view information in SAP Transportation Management for T&L, cloud edition as part of the planning, execution or settlement of freight within SAP TM. Business Partners do not require an FUE license. This includes any user necessary for SAP Gateway access. This package includes HANA Runtime.			

SAP Advanced Planning and Optimization, private cloud edition

Usage metric	Tenant
Explanation of usage metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

Additional Terms & Conditions
The SAP Advanced Planning and Optimization, private cloud edition package includes:
SCM Server 3-tier landscape (PRD, QA, DEV) including HANA database and liveCache,
SCM Optimizer 2-tier landscape (productive, non-productive),
SAP Data Services Agent (installed on a separate server, available on customer request)**,
SAP Demand Planning (DP),
SAP Global Available-to-Promise (gATP),
SAP Production Planning and Detailed Scheduling (PP/DS),
SAP Supply Network Planning (SNP),
SAP Service Parts Planning (SPP).

**Customer is required to obtain a subscription to the associated SAP cloud service separately to use the integration agent provided with SAP Advanced Planning and Optimization, private cloud edition.

 HANA database System Size based on Usage Tier

Usage Tier	System Size	System Tier PRD and QA RAM (GB)***	System Tier DEV RAM (GB)***
SAP Advanced Planning and Optimization, private cloud edition (S)	S (small)	512	256
SAP Advanced Planning and Optimization, private cloud edition (M)	M (medium)	1024	256
SAP Advanced Planning and Optimization, private cloud edition (L)	L (large)	2048	512

***Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP Advanced Planning and Optimization, private cloud edition, additional non-productive tier

Usage metric	Tenant
Explanation of usage metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms & Conditions
The SAP Advanced Planning and Optimization, private cloud edition, additional non-productive tier package is access to one additional non-productive tier of the prerequisite SAP Advanced Planning and Optimization, private cloud edition systems. This tier may only be used for non-production purposes. The package includes:
- SCM Server 1-tier non-productive landscape including HANA database and liveCache,
- SCM Optimizer 1-tier non-productive landscape,
- SAP Data Services Agent (installed on a separate server, available on customer request)**,
- Use of the functional modules associated with the prerequisite SAP Advanced Planning and Optimization, private cloud edition (DP, gATP, PP/DS, SNP, SPP).

**Customer is required to obtain a subscription to the associated SAP cloud service separately to use the integration agent provided with SAP Advanced Planning and Optimization, private cloud edition.

HANA database System Size based on Usage Tier
Usage Tier	System Size***	System Tier RAM (GB)****
SAP Advanced Planning and Optimization, private cloud edition (S)	S (small)	512
SAP Advanced Planning and Optimization, private cloud edition (M)	M (medium)	1024
SAP Advanced Planning and Optimization, private cloud edition (L)	L (large)	2048

***The additional tier can only be subscribed with a service package which includes infrastructure and follows the same system size as SAP Advanced Planning and Optimization, private cloud edition.
****Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP Advanced Planning and Optimization, private cloud edition, additional productive tier
Usage metric	Tenant
Explanation of usage metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A

99.9 SLA Eligibility   Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms & Conditions
The package includes:
- SCM Server 1-tier non-productive landscape including HANA database and liveCache,
- SCM Optimizer 1-tier non-productive landscape,
- SAP Data Services Agent (installed on a separate server, available on customer request)**,
- Use of the functional modules associated with the prerequisite SAP Advanced Planning and Optimization, private cloud edition (DP, gATP, PP/DS, SNP, SPP).

**Customer is required to obtain a subscription to the associated SAP cloud service separately to use the integration agent provided with SAP Advanced Planning and Optimization, private cloud edition.

HANA database System Size based on Usage Tier

Usage Tier	System Size***	System Tier RAM (GB)****
SAP Advanced Planning and Optimization, private cloud edition (S)	S (small)	512
SAP Advanced Planning and Optimization, private cloud edition (M)	M (medium)	1024
SAP Advanced Planning and Optimization, private cloud edition (L)	L (large)	2048

***The additional tier can only be subscribed with a service package which includes infrastructure and follows the same system size as SAP Advanced Planning and Optimization, private cloud edition.
****Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP Convergent Mediation by DigitalRoute Cloud, private edition

Usage Metric	Revenue & Expense
Explanation of Usage Metric	Revenue and Expense is the total amount of revenue and expenses processed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	50,000,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP Convergent Mediation by DigitalRoute Cloud, Additional Productive Tier, Private Edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
System Size Based on Usage Tier:	

System size	System Tier PRD
S	Up to 128

M	Up to 256
L	Up to 512
XL	Up to 950

SAP Convergent Mediation by DigitalRoute Cloud, Additional Non-Productive Tier, Private Edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. . Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

System Size Based on Usage Tier:

System size	System Tier Non-PRD
S	Up to 128
M	Up to 256
L	Up to 512
XL	Up to 950

SAP Tax Declaration Framework Brazil Cloud, private edition

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. For this Cloud Service, each company code and country combination is counted as an individual object. Each company code and country combination is counted as an individual entity. This metric is counted in a contract year. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A
Additional Terms and Conditions	Pre-requisite infrastructure (SAP Netweaver ABAP Server Cloud on HANA, private edition) is not included and must be subscribed to separately.

SAP ERP for Transportation Charge Management, private cloud edition

Usage Metric	Spend
Explanation of Usage Metric	Spend is the total expenditures processed via the Cloud Service. For this Cloud Service, only freight spend, which includes all costs incurred in transporting products, is counted. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€2.5 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes

GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

PLM system integration for SAP ERP, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Manufacturing Execution Cloud, private edition

Usage Metric	Resource
Explanation of Usage Metric	Resource is any authorized individual or physical asset accessing, being managed and/or monitored via the Cloud Service
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for Transportation Planning & Execution, private cloud edition

Usage Metric	Spend
Explanation of Usage Metric	Spend is the total expenditures processed via the Cloud Service. For this Cloud Service, only freight spend, which includes all costs incurred in transporting products, is counted. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€2.5 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes

GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for Transportation Management for T&L, private cloud edition

Usage Metric	Revenue
Explanation of Usage Metric	Revenue is the total amount of revenue processed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€2.5 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms & Conditions	Business Partners may provide information to or view information in SAP Transportation Management for T&L, cloud edition as part of the planning, execution or settlement of freight within SAP TM. Business Partners do not require an FUE license. This includes any user necessary for SAP Gateway access.

SAP ERP for Supply Chain for extended warehouse management, private cloud edition

Usage Metric	Document
Explanation of Usage Metric	For the Shipper scenario, Documents are delivery line items. A delivery is the documentation for a shipment sent to/from a warehouse location to/from a destination (customer, vendor or other plant/location). The items of the delivery are the unique material codes irrespective of quantity shipped under that delivery. For the Transit Warehousing scenario, Documents are the packaging items (Handling Units) moved through the system from origin to destination. The packaging items are counted only once in this process.The Usage Metric entitlement in the Order Form is based on a yearly entitlement..
Block size	600,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for environment management, private cloud edition,
SAP ERP for health and safety management, private cloud edition,
SAP ERP for incident management, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. For this Cloud Service, an individual with a unique active profile and whose data is processed by the Cloud Service is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	100
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for Enterprise Portfolio and Project Management, private cloud edition, professional edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for Enterprise Portfolio and Project Management, private cloud edition, standard edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms & Conditions	SAP ERP for Enterprise Portfolio and Project Management, private cloud edition, standard edition includes right to view project and portfolio information, use analytical capabilities, approve projects, phases and decision points, fill out questionnaires, provide input for financial and capacity planning, view and confirm assigned tasks and report project efforts. In addition users are allowed to use cross project views and review commercial information of projects, create and manage project risks and project activities related to project risk, issue and change management.

SAP ERP for R&D for enterprise product formulation, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

Additional Terms and conditions: Use of collaborative product development and product structure synchronization functionality is limited to recipe development functionality.

SAP ERP for R&D for enterprise product engineering, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

Additional Terms and Conditions:

This Cloud Service includes on-premise components that need to be downloaded and installed by the Customer as described in Documentation. The System Availability Service Level does not apply to this component. Customer may only use the on-premise components during the Subscription Term. Use of SAP 3D Visual Enterprise Generator is limited to 1 core of usage. Use of collaborative product development and product structure synchronization functionality is limited to discrete industry product development functionality.

SAP Cloud for Corporate Serialization, private edition

Usage Metric	Document
Explanation of Usage Metric	Document is a record of commercial transactional data managed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	1,000,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

SAP product data management integration to PTC Windchill, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

SAP product data management integration to 3DEXPERIENCE, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

SAP product data management integration to Teamcenter, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

SAP ERP for Extended Manufacturing, private cloud edition

Usage Metric	Cost of Goods
Explanation of Usage Metric	Cost of Goods is all expenses associated with the production and/or procurement of goods processed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€100 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center for SAP ERP, private cloud edition, professional edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center for SAP ERP, private cloud edition, standard edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to EPLAN, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to SolidWorks, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to Inventor, private cloud edition

Usage Metric	Active User

Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to ECAD, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to ZUKEN, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to NX, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.

Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to AutoCAD, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to Solid Edge, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to CATIA V5, private cloud edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1

Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Engineering Control Center Interface to PTC Creo, private edition

Usage Metric	Active User
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Work Clearance Management for ERP, private cloud edition

Usage Metric	Resource
Explanation of Usage Metric	Resource is any authorized individual or physical asset accessing, being managed and/or monitored via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	80,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Linear Asset Management for ERP, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Multiresource Scheduling for SAP ERP, private cloud edition

Usage Metric	Resource
Explanation of Usage Metric	Resource is any authorized individual or physical asset accessing, being managed and/or monitored via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

SAP Global Batch Traceability, private cloud edition

Usage Metric	Document
Explanation of Usage Metric	Document is a record of commercial transactional data managed via the Cloud Service. For this Cloud Service, individual batch ID's and/or handling units are counted. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A
Additional Terms & Conditions	Sizing: in case the sizing below is too small for Customer's needs, then additional App Servers, Memory Extensions or Storage can be purchased

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.
**Delivery by hosting providers deviate per the table included at the conclusion of this document.

Size	Usage Tier	DB HANA PRD and QA RAM(GB)**	Storage PRD and QA (GB)	App Server PRD/ QA	DB HANA DEV Ram (GB)**	Storage DEV (GB)	App Server Dev
S	Up to 100,000 Documents	512	250	2 X 32 GB/2 X 32 GB	256	250	2 X 32 GB

M	100,001 to 200,000 Documents	1,048	500	2 X 64 GB/2 X 64 GB	512	500	2 X 32 GB
L	200,001 to 500,000 Documents	2,096	1250	2 X 128 GB/4 X 64 GB	512	500	4 X 32 GB
XL	500,001 to 1,500,000 Documents	4,192	3750	4 X 128 GB/2 X 128 GB	512	500	2 X 64 GB
XXL	1,500,001 to 2,500,000 Documents 0	6,288	6250	4 X 128 GB/4 X 128 GB	1,024	1,000	2 X 128 GB

SAP Process Control, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Risk Management, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Audit Management, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for Geographical Enablement Framework and Geo Framework for Asset Management, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for product compliance, private cloud edition

Usage Metric	Document
Explanation of Usage Metric	Document is a record of commercial transactional data managed via the Cloud Service. For this Cloud Service, Documents are sales orders, outbound deliveries, purchase orders, production orders, transportation orders, and compliance document output request items and are counted at the line-item level. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	100,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes

99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Manufacturing Integration and Intelligence for SAP S/4HANA Cloud, private edition

Usage Metric	Resource
Explanation of Usage Metric	Resource is any authorized individual or physical asset accessing, being managed and/or monitored via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP S/4HANA Cloud, disaster recovery, private edition or SAP S/4HANA Cloud, GxP, private edition as indicated in an Order Form.

	Usage Tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
System Sizing	Up to 500	XS	256 GB HANA DB, 300 GB Storage	256 GB HANA, 150 GB Storage
	500- 2000	S	512 GB HANA DB, 300 GB Storage	256 GB HANA DB, 150 GB Storage
	2000- 5000	M	1024 GB HANA DB, 300 GB Storage	256 GB HANA DB, 150 GB Storage
	5000- 10000	L	2048 GB HANA DB, 300 GB Storage	256 GB HANA DB, 150 GB Storage
	10000 - 15000	XL	3072 GB HANA DB, 300 GB Storage	256 GB HANA DB, 150 GB Storage

SAP Product and Process Governance by BDF, private cloud edition

Usage Metric	Active Users
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1

Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Core Human Capital Management Cloud, private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. For this Cloud Service, an individual with a unique active profile and whose data is processed by the Cloud Service is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Time Tracking Cloud, private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. For this Cloud Service, an individual with a unique active profile and whose data is processed by the Cloud Service is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Payroll Cloud, private edition

Usage Metric	User.
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. For this Cloud Service, an individual with a unique active profile and whose data is processed by the Cloud Service is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	500
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP U.S. Payroll Tax Calculation by BSI

Usage Metric	User.
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. For this Cloud Service, an individual with a unique active profile and whose data is processed by the Cloud Service is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	N0
99.9 SLA Eligibility	No
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP Incentive Administration by Vistex for SAP ERP, private cloud edition

Usage Metric	Revenue
Explanation of Usage Metric	Revenue is the total amount of revenue processed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	50,000,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP Paybacks and Chargebacks by Vistex for SAP ERP, private cloud edition

Usage Metric	Revenue
Explanation of Usage Metric	Revenue is the total amount of revenue processed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	50,000,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP Promotions and Agreements by Vistex for ERP, private cloud edition

Usage Metric	Revenue
Explanation of Usage Metric	Revenue is the total amount of revenue processed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	50,000,000

Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP Data Maintenance by Vistex pricing option for SAP ERP, private cloud edition

Usage Metric	Revenue
Explanation of Usage Metric	Revenue is the total amount of revenue processed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	50,000,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP Data Maintenance by Vistex resources option for SAP ERP, private cloud edition

Usage Metric	Revenue
Explanation of Usage Metric	Revenue is the total amount of revenue processed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	50,000,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

ENTERPRISE INFORMATION MANAGEMENT

SAP ERP for master data governance, private cloud edition

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	5000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP ERP for Invoice Management by OpenText, private cloud edition

Usage Metric	Document
Explanation of Usage Metric	Document is a record of commercial transactional data managed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	1000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

SAP Data Services Enterprise, private cloud edition

Usage Metric	Tenant.
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

	System size	System Tier PRD and QA RAM (GB)	System Tier DEV RAM (GB)	
System Sizing	S	64 GB (DB Server), 32 GB (Web Tier)	32 GB	
	M	64 GB (DB Server), 64 GB ASE DB (Web Tier)	32 GB	
	L	64 GB (DB Server), 128 GB ASE DB (Web Tier)	32 GB	

SAP Data Services Enterprise, additional non-productive, private cloud edition

Usage Metric	Tenant.
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

System Sizing	System size	DB Server Non-PRD RAM (GB)	App Server Non-PRD RAM (GB)
	S	64 GB	32 GB
	M	64 GB	32 GB
	L	64 GB	32 GB

SAP PowerDesigner EnterpriseArchitect, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

	Usage tier	System Tier PRD and QA RAM (GB)	System Tier DEV RAM (GB)
System size based on usage tier	up to 100 Users	80	80
	101 to 250 Users	96	80
	Above 250 Users	128	96

SAP Code Vulnerability Analyzer, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Information Lifecycle Management, private cloud edition

Usage Metric	Connection

Explanation of Usage Metric	Connection is a linkage between the Cloud Service and another system/technology. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier				
	Usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
	up to 20 connections	S	256	256
	above 20 connections	L	512	512
	** Delivery by hosting providers deviate per the table included at the conclusion of this document.			

EDUCATION

SAP Enable Now, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier				
	Usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
	up to 120000 blocks	S	256	256
	Up to 200000	M	256	256
	More than 200000	L	512	256
	** Delivery by hosting providers deviate per the table included at the conclusion of this document.			

AUTOMOTIVE

SAP ERP for vehicle sales management, private cloud edition

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. For this Cloud Service, the total number of vehicles and finished goods is counted. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	10,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

LIFE SCIENCES

SAP ERP, GxP, private cloud edition

Usage Metric	% of net recurring fee
Explanation of Usage Metric	% of Net Recurring Fee is the stated percentage multiplied by the stated net recurring fee. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms & Conditions	The GxP service is provided for the SAP ERP for enterprise management, private cloud edition system and any other Customer subscribed packages which are installed on the same system, GxP serivce is also provided for SAP Solution Manager for SAP ERP, private cloud edition, full version, SAP Global Trade Services, edition for HANA, private cloud edition, SAP Process Orchestration for SAP ERP Cloud, private cloud edition
	Details of the services are described in the GxP Qualification Service addendum attached to the Customer's Order Form.
	For XXS systems; GxP relevant tiers are the DEV and the PRD tier.
	For XS, S, M, L, XL systems: GxP relevant tiers are the QA and the PRD tier

SAP BW/4HANA, GxP, private cloud edition

Usage Metric	% of net recurring fee
Explanation of Usage Metric	**% of Net Recurring Fee is the stated percentage multiplied by the stated net recurring fee. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.**
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No

99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

Additional Terms & Conditions	The GxP service is provided for the BW/4HANA Cloud, base package, private edition system and any other Customer subscribed packages which are installed on the same system. Details of the service are specified in the GxP Qualification Service addendum attached to the customer's Order Form. GxP relevant tiers are the DEV and the PRD tier.

SAP Advanced Track and Trace for Pharmaceuticals Cloud, private edition

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	€10 million (converted to local currency using SAP standard exchange rates)
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP S/4HANA Cloud, disaster recovery, private edition or SAP S/4HANA Cloud, GxP, private edition as indicated in an Order Form.

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
	Up to 10 blocks	XXS	256	256
	Up to 25 blocks	XS	512	256
	Up to 50 blocks	S	1024	256
	Up to 100 blocks	M	2048	256
	Up to 150 blocks	L	3072	256
	More than 150 blocks	XL	6144	256

** Delivery by hosting providers deviate per the table included at the conclusion of this document.

Additional Term and Conditions	This solution is limited to the following language versions: Available Log-On Languages: Arabic, Bulgarian, Chinese, Danish, English, French, German, Hungarian, Japanese, Korean, Portuguese, Russian, Spanish, Turkish Available Documentation Language: English The solution includes all the country packages for USA, Argentina, China, Turkey, South Korea, India, European Union and Russia.

UTILITIES

SAP ERP for water utilities, private cloud edition

Usage Metric	Point of Delivery
Explanation of Usage Metric	Point of Delivery is the active metering point where a utility service is supplied or determined, as managed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for energy utilities, private cloud edition

Usage Metric	Point of Delivery
Explanation of Usage Metric	Point of Delivery is the active metering point where a utility service is supplied or determined, as managed via the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

OIL & GAS

RETAIL

SAP Forecasting and Replenishment Cloud, private edition

Usage Metric	Object

Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. For this Cloud Service, all processed products in all locations are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1,000 Product Location Combinations
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A
99.9 SLA Eligibility	Yes
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
	Up to 6000 blocks	XS	256	256
	Up to 12000 blocks	S	512	256
	Up to 24000 blocks	M	1024	256
	Up to 48000 blocks	L	2048	256
	Up to 72000 blocks	XL	3072	256
	More than 72000 blocks	XXL	6144	256

	** Delivery by hosting providers deviate per the table included at the conclusion of this document.
Additional Term and Conditions	This package includes HANA Runtime.

SAP Forecasting and Replenishment Cloud, additional non-productive tier, private edition

Usage Metric	Tenant.
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	SAP Forecasting and Replenishment Cloud, private edition	
	System tier	**Included size of non-productive system tier****
	XS	256 GB
	S	512 GB
	M	1024 GB
	L	2048 GB
	XL	3072 GB
	XXL	6144 GB
	The additional tier can only be subscribed with a service package which includes infrastructure and follows the same system size ** Delivery by hosting providers deviate per the table included at the conclusion of this document.	
Additional Term and Conditions	SAP Forecasting and Replenishment Cloud, additional non-productive tier, private edition is access to an additional non-productive tier of the respective SAP Forecasting and Replenishment Cloud system. This tier may only be used for non-production purposes.	

SAP Forecasting and Replenishment Cloud, additional productive tier, private edition

Usage Metric	Tenant.
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	SAP Forecasting and Replenishment Cloud, private edition		
	System tier		**Included size of productive system tier****
	XS		256 GB
	S		512 GB
	M		1024 GB
	L		2048 GB
	XL		3072 GB
	XXL		6144 GB
	The additional tier can only be subscribed with a service package which includes infrastructure and follows the same system size ** Delivery by hosting providers deviate per the table included at the conclusion of this document.		

Additional Term and Conditions	SAP Forecasting and Replenishment Cloud, additional non-productive tier, private edition must be installed in the same location as the other Cloud Services.

SAP Forecasting and Replenishment Cloud, add-on for fresh products, private edition

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. For this Cloud Service, all processed products in all locations are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1,000 Products
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form
Additional Term and Conditions	This solution is limited to the following language versions: Available Log-On Languages: Danish, Dutch, English, German, Spanish, Swedish, French Available Documentation Languages: English

SAP Customer Activity Repository Cloud, private edition

Usage Metric	Transaction
Explanation of Usage Metric	Transaction is any message, job, action, response, and/or task processed via the Cloud Service. For this Cloud Service, the points of sale transactions across all stores are counted. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	10.000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)**	System Tier DEV RAM (GB)**
	Up to 5000 blocks	XXS	256	256
	Up to 10000 blocks	XS	512	256
	Up to 20000 blocks	S	1024	256

Up to 40000 blocks	M	2048	512
Up to 60000 blocks	L	3072	512
More than 60000 blocks	XL	6144	512
** Delivery by hosting providers deviate per the table included at the conclusion of this document.			

Additional Term and Conditions	This package includes HANA Runtime.

SAP Customer Activity Repository Cloud, additional productive tier, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP S/4HANA Cloud, disaster recovery, private edition or SAP S/4HANA Cloud, GxP, private edition as indicated in an Order Form.

System size based on usage tier	SAP Customer Activity Repository Cloud, private edition	
	System tier	**Included size of productive system tier****
	XXS	256 GB
	XS	512 GB
	S	1024 GB
	M	2048 GB
	L	3072 GB
	XL	6144 GB
	The additional tier can only be subscribed with a service package which includes infrastructure and follows the same system size ** Delivery by hosting providers deviate per the table included at the conclusion of this document.	
Additional Term and Conditions	SAP Customer Activity Repository Cloud, additional productive tier, private edition must be installed in the same location as the other Cloud Services.	

SAP Customer Activity Repository Cloud, additional non-productive tier, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.

Block size	1
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	SAP Customer Activity Cloud, private edition	
	System tier	**Included size of non-productive system tier****
	XXS	256 GB
	XS	512 GB
	S	1024 GB
	M	2048 GB
	L	3072 GB
	XL	6144 GB

The additional tier can only be subscribed with a service package which includes infrastructure and follows the same system size
** Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP Promotion Management for SAP Customer Activity Repository Cloud, private edition

Usage Metric	Active User.
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. For this Cloud Service, individuals who create and/or change the following objects: Offer, vendor fund, campaign, event and any area template, block template or content template, are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Assortment Planning for SAP Customer Activity Repository Cloud, private edition

Usage Metric	Active User.
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. For this Cloud Service, individuals who create and/or change an assortment list or an option plan, are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1

Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Merchandise Planning for SAP Customer Activity Repository Cloud, private edition

Usage Metric	Active User.
Explanation of Usage Metric	Active User is any individual who accesses the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP Allocation Management for SAP Customer Activity Repository Cloud, private edition

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. For this Cloud Service, all processed products in all locations are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1,000 Product Location Combinations
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	This solution is limited to the following languages versions: Available Log-On Languages: Czech, English, German, Chinese, Danish, Finnish, French, Italian, Spanish, Japanese, Norwegian, Portuguese, Russian, Swedish, Polish, Turkish, Bulgarian, Romanian, Serbian (Latin), Slovak Available Documentation Languages: English

SAP Customer Activity Repository Cloud, omnichannel price and promotion service, private edition

Usage Metric	Object.
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. For this Cloud Service, the number of products available for sale to customers is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1,000

Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	This solution is limited to the following languages versions: Available Log-On Languages: English, German, Chinese, French, Hindi, Indonesian, Italian, Japanese, Korean, Portuguese, Russian, Spanish Available Documentation Languages: English

SAP Replenishment Planning for SAP Customer Activity Repository Cloud, private edition

Usage Metric	Object
Explanation of Usage Metric	Object is a data object, representing any physical object, managed via the Cloud Service. For this Cloud Service, all processed products in all locations are counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1,000 Product Location Combinations
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A
	*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP S/4HANA Cloud, disaster recovery, private edition or SAP S/4HANA Cloud, GxP, private edition as indicated in an Order Form.

SAP ERP for Merchandising for Retail, private cloud edition

Usage Metric	Flat Fee
Explanation of Usage Metric	Flat Fee is a fixed fee for the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP for Fashion Management Solution, private cloud edition

Usage Metric	Flat Fee
Explanation of Usage Metric	Flat Fee is a fixed fee for the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery o GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

SAP ERP foundation for retail and fashion, private cloud edition

Usage Metric	Document
Explanation of Usage Metric	Document is a record of commercial transactional data managed via the Cloud Service. For this Cloud Service, documents are purchase orders, sales orders, production orders and point-of-sale billing documents. The Usage Metric entitlement in the Order Form is based on a yearly entitlement.
Block size	12,000
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

HIGHER EDUCATION AND RESEARCH

SAP ERP for Student Lifecycle Management, private cloud edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.

Block size	100
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

ANALYTICS

SAP BW/4HANA Cloud, base package, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Block Size	System Size	System Tier PRD RAM (GB)**	System Tier Non-PRD RAM (GB)**
	1	XS	256*	256

* no dedicated QA system delivered
** Delivery by hosting providers deviate per the table included at the conclusion of this document.

Additional Term and Conditions	This package includes HANA Runtime.

SAP BW/4HANA Cloud, additional non-productive, base package, private edition

Usage Metric	Gigabyte

Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	256
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size based on Usage Tier	Block Size	System Size	System Tier PRD RAM (GB)**
	256 GB of Memory	XS	256*

*Delivery by hosting providers deviate per the table included at the conclusion of this document.
** An additional tier can only be attained with a service package which includes infrastructure.

SAP BusinessObjects Enterprise Cloud, private edition (user)

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private cloud edition or SAP ERP, GxP, private cloud edition as indicated in an **Order Form.**

System size based on usage tier	Usage tier	System size	DB Server PRD RAM (GB)**	App Server PRD RAM (GB)**	DB Server NON-PRD RAM (GB)**	App Server Non-PRD RAM (GB)**
	up to **500** Users	S	32*	64*	32	32

	up to **1,000** Users	M	32*	128*	32	32
	up to **3,000** Users	L	32*	256*	32	32
	above **3,000** Users***	XL	32*	512*	32	32
	* no dedicated QA system delivered ** Delivery by hosting providers deviate per the table included at the conclusion of this document. *** Server sizing is subject to change based on the number of Users.					

SAP BusinessObjects Enterprise Cloud, private edition (CS)

Usage Metric	Connection
Explanation of Usage Metric	Connection is a linkage between the Cloud Service and another system/technology. For this Cloud Service, the maximum number of sessions accessing the Cloud Service at any one time are counted as Connections. A session starts with a logon and ends with a logoff/ time-out. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private cloud edition or SAP ERP, GxP, private cloud edition as indicated in an **Order Form.**

System size based on usage tier	Usage tier	System size	DB Server PRD RAM (GB)**	App Server PRD RAM (GB)**	DB Server Non-PRD RAM (GB)**	App Server Non-PRD RAM (GB)**
	up to **180 Connections**	S	32*	64*	32	32
	up to 1**350 Connections**	M	32*	128*	32	32
	up to **1050 Connections**	L	32*	256*	32	32
	above **1050 Connections***	XL	32*	512*	32	32
	* no dedicated QA system delivered ** Delivery by hosting providers deviate per the table included at the conclusion of this document. *** Server sizing is subject to change based on the number of Connections.					
Additional Terms & Conditions	The following use rights are not available with Connections licenses: • Use of Business View Manager, Report Conversion Tool, Universe Design Tool, Web Service Query Tool, Information Design Tool, Translation Management Tool, Data Federation Administration Tool, Central • Management Console, and/or Central Configuration Manager • Use of the Crystal Reports desktop client, and/or Crystal Reports for Enterprise desktop client					

	• Use of the Web Intelligence Rich Client • Use of the SAP Lumira desktop client

SAP BusinessObjects Business Intelligence, private cloud edition, standard user

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private cloud edition or SAP ERP, GxP, private cloud edition as indicated in an **Order Form.**

System size based on usage tier	**Usage tier**	**System size**	**DB Server PRD RAM (GB)****	**App Server PRD RAM (GB)****	**DB Server NON-PRD RAM (GB)****	**App Server Non-PRD RAM (GB)****
	up to **500** Users	S	32*	64*	32	32
	up to **1,000** Users	M	32*	128*	32	32
	up to **3,000** Users	L	32*	256*	32	32
	above **3,000** Users***	XL	32*	512*	32	32
	* no dedicated QA system delivered ** Delivery by hosting providers deviate per the table included at the conclusion of this document. *** Server sizing is subject to change based on the number of Users.					

SAP BusinessObjects Business Intelligence, private cloud edition, connection

Usage Metric	Connection
Explanation of Usage Metric	Connection is a linkage between the Cloud Service and another system/technology. For this Cloud Service, the maximum number of sessions accessing the Cloud Service at any one time are counted as Connections. A session starts with a logon and ends with a logoff/ time-out. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private cloud edition or SAP ERP, GxP, private cloud edition as indicated in an **Order Form.**

System size based on usage tier	Usage tier	System size	DB Server PRD RAM (GB)**	App Server PRD RAM (GB)**	DB Server Non-PRD RAM (GB)**	App Server Non-PRD RAM (GB)**
	up to **180 Connections**	S	32*	64*	32	32
	up to 1**350 Connections**	M	32*	128*	32	32
	up to **1050 Connections**	L	32*	256*	32	32
	above **1050 Connections****	XL	32*	512*	32	32
	* no dedicated QA system delivered ** Delivery by hosting providers deviate per the table included at the conclusion of this document. *** Server sizing is subject to change based on the number of Connections.					
Additional Terms & Conditions	The following use rights are not available with Connections licenses: • Use of Business View Manager, Report Conversion Tool, Universe Design Tool, Web Service Query Tool, Information Design Tool, Translation Management Tool, Data Federation Administration Tool, Central • Management Console, and/or Central Configuration Manager • Use of the Crystal Reports desktop client, and/or Crystal Reports for Enterprise desktop client • Use of the Web Intelligence Rich Client					

SAP BusinessObjects Enterprise Cloud, additional non-productive, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an **Order Form.**

System size based on usage tier	System Size	DB Server Non-PRD RAM (GB)*	App Server Non-PRD RAM (GB)*
	S	32	64
	M	32	128
	L	32	256
	XL	32	512
	An additional tier can only be attained with a service package which includes infrastructure.		

	* Delivery by hosting providers deviate per the table included at the conclusion of this document.
Additional Terms and Conditions	*SAP BusinessObjects Enterprise Cloud, additional non-productive, private edition* provides access to an additional non-productive tier of *SAP BusinessObjects Enterprise Cloud, private edition or SAP BusinessObjects Business Intelligence, private cloud edition*. This system tier may only be used for non-productive purposes.

SAP App Server Windows Cloud, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	64
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP S/4HANA Cloud, disaster recovery, private edition or SAP S/4HANA Cloud, GxP, private edition as indicated in an Order Form.	
Additional Terms & Conditions	SAP App Server Windows Cloud, private edition is only available where customer purchases subscription to SAP BusinessObjects Enterprise Cloud, private edition (user) or SAP BusinessObjects Enterprise Cloud, private edition (CS) or SAP BusinessObjects Business Intelligence, private cloud edition, standard user or SAP BusinessObjects Business Intelligence, private cloud edition, connection.

SAP BW NetWeaver Cloud, base package, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	Yes
Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.	

System size based on usage tier	Block Size	System Size	System Tier PRD RAM (GB)**	System Tier Non-PRD RAM (GB)**
	1	XS	256*	256

* no dedicated QA system delivered
** Delivery by hosting providers deviate per the table included at the conclusion of this document.

SAP BW NetWeaver Cloud, additional non-productive, base package, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block Size	256
Disaster Recovery Eligibility*	No
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size based on Usage Tier	Block Size	System Size	System Tier PRD RAM (GB)**
	256 GB of Memory	XS	256*

*Delivery by hosting providers deviate per the table included at the conclusion of this document.
** An additional tier can only be attained with a service package which includes infrastructure.

SAP BI Java Server Cloud, private edition

Usage Metric	Tenant

Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP private cloud edition, disaster recovery, private edition or SAP ERP private cloud edition, GxP, private edition as indicated in an Order Form.

System Size Based on Usage Tier	**Usage Tier**	**Block Size**	**System Size**	**System Tier PRD RAM (GB)**	**System Tier Non-PRD RAM (GB)**

Usage Tier	Block Size	System Size	System Tier PRD RAM (GB)	System Tier Non-PRD RAM (GB)
8 cores	1	S	32 GB*	32 GB
16 cores	1	M	64 GB*	32 GB
24 cores	1	L	96 GB*	32 GB
* No dedicated system QA delivered				

SAP BI Java Server Cloud, additional non-productive, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	N/A
GxP Eligibility*	N/A
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

System Size Based on Usage Tier

Usage Tier	Block Size	System Size	System Tier Non-PRD RAM (GB)
8 cores	32 GB of Memory	S	32 GB
16 cores	64 GB of Memory	M	64 GB
24 cores	96 GB of Memory	L	96 GB

SAP Profitability and Performance Management Cloud, private edition

Usage Metric	Gigabyte.
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form.

SAP NetWeaver ABAP Server on ASE Cloud, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service below. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	N/A except for SAP NetWeaver ABAP Server on ASE Cloud, private edition (XS).
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP , disaster recovery, private cloud edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size based on usage Tier				
	Usage tier	**System size**	**System Tier PRD and QA RAM (GB)****	**System Tier DEV RAM (GB)**
	SAP NetWeaver ABAP Server on ASE Cloud, private edition (XS)	XS	128	128
	SAP NetWeaver ABAP Server on ASE Cloud, private edition (S)	S	256	128
	SAP NetWeaver ABAP Server on ASE Cloud, private edition (M)	M	256	128

		L	512	128
SAP NetWeaver ABAP Server on ASE Cloud, private edition (L)		L	512	128
SAP NetWeaver ABAP Server on ASE Cloud, private edition (XL)*		XL	1024	128
*Only available on Azure **Delivery by hosting providers deviate per the table included at the conclusion of this document.				

SAP NetWeaver ABAP Server Cloud on HANA, private edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	Yes

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System Size based on usage Tier					
	Usage tier	**System size**	**System Tier PRD and QA RAM (GB)****	**System Tier DEV RAM (GB)**	
	SAP NetWeaver ABAP Server on HANA Cloud, private edition (S)	S	512	256	
	SAP NetWeaver ABAP Server on HANA Cloud, private edition (M)	M	1024	256	
	SAP NetWeaver ABAP Server on HANA Cloud, private edition (L)	L	2048	512	
	SAP NetWeaver ABAP Server on HANA Cloud, private edition (XL)	XL	3072	512	
	SAP NetWeaver ABAP Server on HANA Cloud, private edition (XXL)	XXL	6144	512	
	SAP NetWeaver ABAP Server on HANA Cloud, private edition (4XL)	4XL	12288	1024	
	**Delivery by hosting providers deviate per the table included at the conclusion of this document.				

SAP Business Planning and Consolidation standard edition for SAP NetWeaver Cloud, private edition

Usage Metric	User

Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms and Conditions	This package includes HANA Runtime. Use is limited to (i) direct input and/or editing of quantitative and qualitative data into the application; (ii) execution of existing reports or creation of reports on existing data structures; (iii) execution of changes to workflow tasks; and (iv) viewing data, except that users accessing the package through an interface are limited to viewing data only. The consolidation functionality is limited to running controls on data submitted by Users. Planning functionality is limited to performing planning tasks only on existing models.

SAP Business Planning and Consolidation standard edition for SAP NetWeaver Cloud (planning only), private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms and Conditions	This package includes HANA Runtime. Use is limited to (i) direct input and/or editing of quantitative and qualitative data into the application; (ii) execution of existing reports or creation of reports on existing data structures; (iii) execution of changes to workflow tasks; and (iv) viewing data, except that users accessing the package through an interface are limited to viewing data only. The consolidation functionality is limited to running controls on data submitted by Users. Planning functionality is limited to performing planning tasks only on existing models.

SAP Business Planning and Consolidation professional edition for SAP NetWeaver Cloud, private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	This package includes HANA Runtime. This package may be used solely for the creation and calculation of budget, plan, or forecast data, including the calculation and reporting of the consolidated financial results of a group of companies or for separate financial statement reporting where the application is being used to calculate and report investments at equity, applying generally accepted accounting concepts related to accounting for business combinations and / or equity accounting for investments is not permitted.

SAP Business Planning and Consolidation professional edition for SAP NetWeaver Cloud (planning only), private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	This package includes HAN Runtime. This package may be used solely for the creation and calculation of budget, plan, or forecast data, including the calculation and reporting of the consolidated financial results of a group of companies or for separate financial statement reporting where the application is being used to calculate and report investments at equity, applying generally accepted accounting concepts related to accounting for business combinations and / or equity accounting for investments is not permitted.

SAP Business Planning and Consolidation standard edition for SAP BW/4HANA Cloud, private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms and Conditions	This package includes HANA Runtime. Use is limited to (i) direct input and/or editing of quantitative and qualitative data into the application; (ii) execution of existing reports or creation of reports on existing data structures; (iii) execution of changes to workflow tasks; and (iv) viewing data, except that users accessing the package through an interface are limited to viewing data only. The consolidation functionality is limited to running controls on data submitted by Users. Planning functionality is limited to performing planning tasks only on existing models.

SAP Business Planning and Consolidation standard edition for SAP BW/4HANA Cloud (planning only), private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms and Conditions	This package includes HANA Runtime. Use is limited to (i) direct input and/or editing of quantitative and qualitative data into the application; (ii) execution of existing reports or creation of reports on existing data structures; (iii) execution of changes to workflow tasks; and (iv) viewing data, except that users accessing the package through an interface are limited to viewing data only. The consolidation

	functionality is limited to running controls on data submitted by Users. Planning functionality is limited to performing planning tasks only on existing models.

SAP Business Planning and Consolidation professional edition for SAP BW/4HANA Cloud, private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	This package includes HANA Runtime. This package may be used solely for the creation and calculation of budget, plan, or forecast data, including the calculation and reporting of the consolidated financial results of a group of companies or for separate financial statement reporting where the application is being used to calculate and report investments at equity, applying generally accepted accounting concepts related to accounting for business combinations and / or equity accounting for investments is not permitted.

SAP Business Planning and Consolidation professional edition for SAP BW/4HANA Cloud (planning only), private edition

Usage Metric	User
Explanation of Usage Metric	User is any individual authorized to access the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	Yes
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	
Additional Terms & Conditions	This package includes HAN Runtime. This package may be used solely for the creation and calculation of budget, plan, or forecast data, including the calculation and reporting of the consolidated financial results of a group of companies or for separate financial statement reporting where the application is being used to calculate and report investments at equity, applying generally accepted accounting concepts related to accounting for business combinations and / or equity accounting for investments is not permitted.

SAP Profitability and Performance Management Cloud, private edition

Usage Metric	Gigabyte
Explanation of Usage Metric	Gigabyte is the amount of capacity in the Cloud Service. For this Cloud Service, memory capacity is counted. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A
*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form	

MIDDLEWARE

SAP Landscape Transformation Replication Server, private cloud edition

Usage Metric	Tenant
Explanation of Usage Metric	Tenant is a customer-specific instance of the Cloud Service. Unless otherwise indicated herein, the Usage Metric entitlement in the Order Form is retained throughout the Subscription Term.
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	No
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)	System Tier DEV RAM (GB)
	8 cores	S	32*	64**
	16 cores	M	64	64**
	32 cores	L	128	64
	*no dedicated QA system delivered ** Combined server for both database and application			
Additional Terms and Conditions	This package includes HANA Runtime.			

SAP Process Orchestration, private cloud edition

Usage Metric	Entitlements Package
Explanation of Usage Metric	An Entitlements Package means a defined set of entitlements for the Cloud Service
Block size	1
Disaster Recovery Eligibility*	Yes
GxP Eligibility*	Yes
99.9 SLA Eligibility	N/A

*Disaster Recovery or GxP services are only available where Customer purchases a subscription to SAP ERP, disaster recovery, private edition or SAP ERP, GxP, private edition as indicated in an Order Form

System size based on usage tier	Usage tier	System size	System Tier PRD and QA RAM (GB)	System Tier DEV RAM (GB)
	4 cores	S	16	16
	8 cores	M	32	16
	16 cores	L	64	16

Delivery by Hosting Providers

The following system sizes are delivered by the listed hosting provider, including SAP:

System Tier SAP RAM (GB)	System Tier Azure RAM (GiB)	System Tier AWS RAM (GiB)	System Tier GCP RAM (GiB)
128	192	256	256
256	256	256	256

512	512	512	512
960	1,024	1,024	961
1,984	2,048	2,048	1,922
2,944	3,892	4,096	3,844
6,144	5,700	6,144	5,888
12,288	11,400	12,288	11,776

For SAP BW/4HANA Cloud, private edition and SAP BW NetWeaver Cloud, private edition, the following system sizes are delivered by the listed hosting provider:

System Tier Azure RAM (GiB)	System Tier AWS RAM (GiB)	System Tier GCP RAM (GiB)
256	244	208
512	488	416
1,024	1,024	1,434
2,048	2,048	2,048*
4,096	4,096	n/a
5,700	6,144	5,888

* System size is eligible for increase to 3,844 GiB for workload-based sizing only, as further described in the Certified and Supported SAP HANA Hardware Directory.