

Scope Document
SAP Preferred Success for SAP Commerce Cloud, expanded edition

This Scope Document (“**Scope**”) forms part of the Agreement if the Order Form explicitly lists SAP Preferred Success, expanded edition, for eligible Cloud Services. Services stated in this Scope are in addition to the Support Schedule for Cloud Services incorporated into the Agreement.

1. DEFINITIONS

All capitalized terms used and not otherwise defined herein shall have the meaning assigned to them in the Agreement.

"**Local Business Hours**" means 8 a.m. (08:00) to 6 p.m. (18:00) Monday to Friday excluding local holidays, in accordance with the local time zone applicable to the Customer's address.

2. SCOPE

Subject to payment of applicable fees set out in the Order Form, Customer will receive the following additional services under this Scope:

2.1. Product Specialist

SAP shall provide a product specialist available during Local Business Hours, to support the Customer in driving adoption of the Cloud Service, providing customized guidance and support of the services outlined herein.

2.2. How-to Guidance and In-Depth Expertise

SAP shall provide and support sessions to Customer on how-to guidance and in-depth expertise. Topics may be related to: standard configuration; and standard integration to other SAP Customer Experience solutions and/or SAP ERP Central Component or SAP S/4HANA. Topics related to: product support related issues; error messages; standard or customized product defects; and integration to non-SAP solutions are not eligible.

2.3. New Feature Activation

SAP shall guide Customer with respect to new features in the Cloud Service. Eligible features must be part of the key feature analysis report and aligned with the Customer's Success Plan. For each new feature activation, SAP will provide advisory services and best practices. Customer is responsible for all activation. Selected features will require no more than 8 hours for configuration. Changes requiring additional logic or code customization to be developed will be the responsibility of the Customer.

2.4. Solution Review

The customer success partner will work with the Customer and product specialist to review the customer success plan and advise the Customer on the selection of an available service (performance review, design review, go-live readiness check). Based on the customer success plan, service will be delivered from a list of options for the solution review.

2.5. Application Review

The customer success partner will work with the Customer and functional technical resource to review the customer success plan and advise the Customer on current use consumption and transformation journey.

2.6. Language

SAP will provide all information in English language only.

2.6. Exclusions

This Scope excludes: implementation services; testing and test management; release/change control; organizational change management; training; custom code review; and security review. This Scope additionally excludes assuming responsibility or management of Customer's existing implementations.