



SAP Service Description

SAP 服务说明

Innovative Business Solutions Development Support Services

SAP Innovative Business Solutions 开发支持服务

SAP is offering Innovative Business Solutions Development Support Services (“Development Support Services”) for Features which have been developed and delivered by SAP under Innovative Business Solutions Development Services (“Development Services”) pursuant to an Order Form.

SAP 为 SAP 根据订购单在 SAP Innovative Business Solutions 开发服务（以下简称“开发服务”）范围内开发和交付的功能提供 SAP Innovative Business Solutions 开发支持服务（以下简称“开发支持服务”）。

1 DEFINITIONS

定义

1. **“Base Software”** means the SAP Software defined in the Scope Document of the respective Development Services upon which the installation and the use of the Features depend/operate. Base Software is not licensed under Development Support Services and must be acquired separately.
“**基础软件**”是指相应开发服务的范围文档中定义的 SAP 软件，这类软件是安装、使用和运行功能的基础。基础软件不属于开发支持服务的许可范围内，必须另行购买。
2. **“Base Support Agreement”** means the agreement for support services that is in force for the Base Software between Customer and SAP.
“**基础支持协议**”是指客户与 SAP 之间就基础软件签订的支持服务协议。
3. **“Customer Communication Point”** means a certified Customer Center of Expertise (“Customer COE”), or a certified Customer Competence Center (“CCC”), or those Customer’s employees entitled to request Development Support Services. For the Customer COE, or the CCC, the relevant terms and conditions of the Base Support Agreement apply. If no Customer COE or CCC is available, Customer’s employees entitled to request Development Support Services must be made known in writing by Customer to SAP.
“**客户联络员**”是指经认证的 Customer Center of Expertise（以下简称“客户 COE”）或经认证的客户能力中心（以下简称“CCC”）或有权请求开发支持服务的客户员工。对于客户 COE 或 CCC，适用基础支持协议的相关条款和条件。如没有可用的客户 COE 或 CCC，则客户必须以书面形式向 SAP 指定有权请求开发支持服务的客户员工。
4. **“Features”** means the SAP software functionality developed and provided as part of the respective Development Services.
“**功能**”是指作为相应开发服务的一部分，将开发和交付的 SAP 软件功能。
5. **“Production System”** means a live system on which the Features are installed that is used for normal business operations and where Customer’s data is recorded.
“**生产系统**”是指安装功能用于正常的业务运营并使用客户数据的实时系统。
6. **“Source Code”** means the output of the technical development of the Features delivered under the respective Development Services.
“**源代码**”是指相应开发服务下交付的功能的技术开发成果。

2 SERVICE APPROACH

服务方法

The scope of the Development Support Services depends on the underlying Base Software defined in the Scope Document of the respective Development Services. Furthermore, there are the two alternatives: Project Support Full Edition and Project Support Large Enterprise. Project Support Full Edition is only available to Customers with SAP Standard Support or SAP Enterprise Support for their SAP system landscape. Project Support Large Enterprise is only available to Customers with SAP Product Support for Large Enterprises (PSLE Support) for their SAP system landscape.

开发支持服务的范围取决于相应开发服务的范围文档中定义的底层的基础软件。此外，有两种可选方案：项目支持完整版和项目支持大型企业版。项目支持完整版仅面向为其 SAP 系统架构购买 SAP Standard Support[标准支

持]或 SAP Enterprise Support[企业支持]的客户提供。项目支持大型企业版仅面向为其 SAP 系统架构购买 SAP Product Support for Large Enterprises[大型企业产品支持]（以下简称“PSLE 支持”）的客户提供。

The combination of underlying Base Software and Customer's support model determines the specific scope of the Development Support Services according to the table below. Details regarding the services are set out in section 3.2.

根据下表，底层的基础软件与客户的支持模式组合决定了开发支持服务的具体范围。有关服务的详细信息，请参见第 3.2 节。

Base Software 基础软件	SAP Business Suite, including SAP Add- ons SAP Business Suite[商 业套件], 包括 SAP 扩 展组件		SAP S/4 HANA, including SAP Add- ons SAP S/4HANA[ERP 商务套件], 包括 SAP 扩展组件		SAP Hybris Commerce SAP Commerce	
	Full Edition 完整版	Large Enterprise 大型企业版	Full Edition 完整版	Large Enterprise 大型企业 版	Full Edition 完整版	Large Enterprise 大型企业 版
Support model for Development Support Services 开发支持服务的支持模式						
Service 服务						
Message Handling (see description in section 3.2.1) 消息处理（请参阅第 3.2.1 节中 的说明）	X	X	X	X	X	X
Conflict Resolution Service for SAP Support Packages and SAP Support Stacks (SSP & SSS) (see description in section 3.2.2) SAP 支持包和 SAP 支持堆栈 （SSP 和 SSS）的冲突解决服务 （请参阅第 3.2.2 节中的说明）	X	X	X	X		
Conflict Resolution Service for SAP Enhancement Packages (see description in section 3.2.3) SAP 增强包的冲突解决服务（请 参阅第 3.2.3 节中的说明）	X	X				
Conflict Resolution Service for SAP Feature Packages and SAP Feature Package Stacks (SFP & SFPS) (see description in section 3.2.4) SAP 功能包和 SAP 功能包堆栈 （SFP 和 SFPS）的冲突解决服 务（请参阅第 3.2.4 节中的说 明）			X	X		
Conflict Resolution Service for SAP S/4HANA Release Upgrades (see description in section 3.2.5) SAP S/4HANA[ERP 商务套件]版 本升级的冲突解决服务（请参阅 第 3.2.5 节中的说明）			X	X		
Conflict Resolution Service for SAP Hybris Commerce Product					X	X

Release Upgrades (see description in section 3.2.6) SAP Commerce 产品版本升级的冲突解决服务（请参阅第 3.2.6 节中的说明）						
Code Analysis (see description in section 3.2.7) 代码分析（请参阅第 3.2.7 节中的说明）	X	X	X	X		
Features Improvement (see description in section 3.2.8) 功能改进（请参阅第 3.2.8 节中的说明）	X	X	X	X	X	X
Development Support Services Delivery Management (see description in section 3.2.9) 开发支持服务交付管理（请参阅第 3.2.9 节中的说明）	X		X		X	

3 **DEVELOPMENT SUPPORT SERVICES**

开发支持服务

3.1 **General Provisions**

一般条款

- 3.1.1 All Development Support Services will be provided for Features only. All other SAP Software purchased by Customer is explicitly excluded from the Development Support Services provided by SAP hereunder.

所有开发支持服务均仅针对功能提供。客户购买的所有其他 SAP 软件明确排除在 SAP 依据本文档提供的开发支持服务范围之外。

- 3.1.2 Development Support Services will be provided only for the most recent version of the Features. The Customer must ensure that all Development Support Services (such as coding corrections, patches, etc.) provided by SAP hereunder are duly and timely applied to the Features.

开发支持服务仅针对最新版本的功能提供。客户必须确保将 SAP 依据本文档提供的所有开发支持服务（如编码修正、补丁等）按时且及时应用于功能。

- 3.1.3 In case the Features have been developed on Customer's systems, the Development Support Services hereunder will be provided on the Customer's non-Production System on which the Features were provided to the Customer. For reasonable cause and taking into consideration all other prerequisites of Development Support Services, Customer may request and SAP may agree to provide the Development Support Services on a different Customer's non-Production System to the one mentioned above.

若已在客户系统上开发功能，则本文档项下所述的开发支持服务应在向客户交付的功能所在的非生产系统上提供。依据合理的理由且在考虑了开发支持服务的所有其他前提条件的情况下，客户可以提出请求且 SAP 同意 SAP 在客户不同于上述非生产系统的其他非生产系统上提供开发支持服务。

For the avoidance of doubt, it is always the Customer's sole responsibility to apply the provided Development Support Services to its Production Systems.

为避免疑义，将所提供的开发支持服务应用于生产系统始终由客户全权负责。

- 3.1.4 Development Support Services for the Features will be provided for the release of the Base Software and the IT environment, as defined in the Scope Document of the respective Development Services and/or in any associated documents. Customer may be required to upgrade to more recent versions of its operating systems and databases to receive Development Support Services.

针对功能的开发支持服务适用于相应开发服务的范围文档和/或任何相关文档中定义的基础软件版本和 IT 环境。客户可能必须将其操作系统和数据库升级到较新的版本，才能接收开发支持服务。

3.1.5 Development Support Services are provided only during the Local Office Time as stated in the respective Order Form, and exclusively to the Customer Communication Point which must support each installation of the Features covered by the respective Order Form.

开发支持服务仅在相应订购单规定的当地办公时间内提供，且只向必须为相应订购单所涵盖的功能的所有安装提供支持的客户联络员提供。

3.2 Scope of the Development Support Services

开发支持服务的范围

SAP offers the following Development Support Services for the Features delivered under the respective Development Services:

SAP 针对相应开发服务交付范围内的功能提供以下开发支持服务：

3.2.1 Message Handling (“Message Handling”)

消息处理（以下简称“消息处理”）

When Customer reports malfunctions, SAP supports Customer by providing information on how to remedy, avoid or bypass such malfunctions. The main channel for such support will be the support infrastructure provided by SAP. Customer may send a support message at any time. Persons involved in the support message solving process can access the status of the support message at any time.

当客户报告故障时，SAP 可向客户提供有关如何修正、避免或防止此类故障的信息支持。SAP 提供的支持基础架构应作为此类支持的主要渠道。客户可随时发送支持消息。参与支持消息解决流程的人员可随时获取支持消息的状态。

SAP will provide:

SAP 应提供：

1. Support Message Handling for problems related to the Features.

功能相关问题的支持消息处理。

2. Coding corrections or patches (such as an altered program not reproducing the referenced malfunction), workaround solutions, or action plans.

编码修正或补丁（例如不会重现所述故障的更改后的程序），或是应急解决方案或行动计划。

3. In case the Features have not been developed on Customer’s system, SAP may provide support packages for the Features (correction packages to reduce the effort of implementing single corrections or changes to existing functionality).

若尚未在客户系统上开发功能，则 SAP 可以提供适用于功能的支持包（旨在减少对现有功能实施单项修正或变更所需工作量的修正包）。

3.2.2 Conflict Resolution Service for SAP Support Packages and SAP Support Stacks (“Conflict Resolution Service for SSP & SSS”)

SAP 支持包和 SAP 支持堆栈的冲突解决服务（以下简称“SSP 和 SSS 的冲突解决服务”）

1. To allow ongoing compatibility of the Features with the Base Software, Customer may request SAP to: (i) investigate possible conflicts between the Features and subsequent SAP Support Packages and SAP Support Stacks that are made available for the Base Software, and (ii) to provide options and / or resolutions on how to rectify or avoid any compatibility conflicts identified by the Conflict Resolution Service for SSP & SSS.

为实现功能与基础软件的持续兼容性，客户可以请求 SAP：(i) 调查功能与可用于基础软件的后续 SAP 支持包和 SAP 支持堆栈之间可能产生的冲突，并 (ii) 就如何修正或避免“SSP 和 SSS 的冲突解决服务”识别的任何兼容性冲突，提供方案选项和/或解决方案。

2. To request such Conflict Resolution Service for SSP & SSS, Customer shall inform SAP in writing eight (8) weeks in advance. In case the Features have been developed on Customer’s system, Customer shall apply, in advance of the Conflict Resolution Service for SSP & SSS, the respective SAP Support Package or SAP Support Stack on the non-Production System on which the Conflict Resolution Service for SSP & SSS is to be performed.

在请求此类 SSP 和 SSS 的冲突解决服务时，客户应提前八（8）周以书面形式通知 SAP。若已在客户系统上开发功能，在应用 SSP 和 SSS 的冲突解决服务之前，客户应在拟执行该服务的非生产系统上应用相应的 SAP 支持包或 SAP 支持堆栈。

3. For the avoidance of doubt, it is Customer's responsibility to properly upgrade the Base Software.
为避免疑义，正确升级基础软件由客户负责。

3.2.3 Conflict Resolution Service for SAP Enhancement Packages ("Conflict Resolution Service for EhP")

SAP 增强包的冲突解决服务（以下简称“EhP 的冲突解决服务”）

1. To allow ongoing compatibility of the Features with the Base Software, Customer may request SAP to: (i) investigate possible compatibility conflicts between the Features and subsequent SAP Enhancement Packages that are made available for the Base Software, and (ii) provide options and/or resolutions on how to rectify or avoid any compatibility conflicts identified by the Conflict Resolution Service for SAP EhP.

为实现功能与基础软件的持续兼容性，客户可以请求 SAP：(i) 调查功能与可用于基础软件的后续 SAP 增强包之间可能产生的兼容性冲突，并 (ii) 就如何修正或避免 SAP EhP 的冲突解决服务识别的任何兼容性冲突，提供方案选项和/或解决方案。

2. To request such Conflict Resolution Service for SAP EhP, Customer shall inform SAP in writing twelve (12) weeks in advance. In case the Features have been developed on Customer's system, Customer shall apply, in advance of the Conflict Resolution Service for SAP EhP, the respective SAP Enhancement Package on the non-Production System on which Conflict Resolution Service for SAP EhP is to be performed.

在请求此类 SAP EhP 的冲突解决服务时，客户应提前十二（12）周以书面形式通知 SAP。若已在客户系统上开发功能，在应用 SAP EhP 的冲突解决服务之前，客户应在拟执行该服务的非生产系统上应用相应的 SAP EhP。

3. Customer is entitled to receive the Conflict Resolution Service for SAP EhP beginning 6 months after the start of the Development Support Services.

启动开发支持服务六（6）个月后，客户可享受 SAP EhP 的冲突解决服务。

4. For the avoidance of doubt, it is Customer's responsibility to properly upgrade the Base Software.
为避免疑义，正确升级基础软件由客户负责。

3.2.4 Conflict Resolution Service for SAP Feature Packages and SAP Feature Package Stacks ("Conflict Resolution Service for SFP & SFPS")

SAP 功能包和 SAP 功能包堆栈的冲突解决服务（以下简称“SFP 和 SFPS 的冲突解决服务”）

1. To allow ongoing compatibility of the Features with the Base Software, Customer may request SAP to: (i) investigate possible compatibility conflicts between the Features and subsequent SAP Feature Packages and SAP Feature Package Stacks that are made available for the Base Software, and (ii) provide options and/or resolutions on how to rectify or avoid any compatibility conflicts identified by the Conflict Resolution Service for SFP & SFPS.

为实现功能与基础软件的持续兼容性，客户可以请求 SAP：(i) 调查功能与可用于基础软件的后续 SAP 功能包和 SAP 功能包堆栈之间可能产生的兼容性冲突，并 (ii) 就如何修正或避免“SFP 和 SFPS 的冲突解决服务”识别的任何兼容性冲突，提供方案选项和/或解决方案。

2. To request such Conflict Resolution Service for SFP & SFPS, Customer shall inform SAP in writing twelve (12) weeks in advance. In case the Features have been developed on Customer's system, Customer shall apply, in advance of the Conflict Resolution Service for SFP & SFPS, the respective SAP Feature Package and SAP Feature Package Stack on the non-Production System on which the Conflict Resolution Service for SFP & SFPS is to be performed.

在请求此类 SFP 和 SFPS 的冲突解决服务时，客户应提前十二（12）周以书面形式通知 SAP。若已在客户系统上开发功能，在应用 SFP 和 SFPS 的冲突解决服务之前，客户应在拟执行该服务的非生产系统上应用相应的 SAP 功能包或 SAP 功能包堆栈。

3. For the avoidance of doubt, it is Customer's responsibility to properly upgrade the Base Software.
为避免疑义，正确升级基础软件由客户负责。

3.2.5 Conflict Resolution Service for SAP S/4HANA Release Upgrades

SAP S/4HANA[ERP 商务套件]版本升级的冲突解决服务

1. To allow ongoing compatibility of the Features with the Base Software, Customer may request SAP to: (i) investigate possible compatibility conflicts between the Features and subsequent releases of SAP S/4HANA that are made available for the Base Software, and (ii) provide options and/or resolutions on how to rectify or avoid any compatibility conflicts identified by the Conflict Resolution Service for SAP S/4HANA Release Upgrades.

为实现功能与基础软件的持续兼容性，客户可以请求 SAP：(i) 调查功能与可用于基础软件的 SAP S/4HANA[ERP 商务套件]后续版本之间可能产生的兼容性冲突，并 (ii) 就如何修正或避免 SAP S/4HANA[ERP 商务套件]版本升级的冲突解决服务识别的任何兼容性冲突，提供方案选项和/或解决方案。

2. To request such Conflict Resolution Service for SAP S/4HANA Release Upgrades, Customer shall inform SAP in writing twelve (12) weeks in advance. In case the Features have been developed on Customer's system, Customer shall apply, in advance of the Conflict Resolution Service for SAP S/4HANA Release Upgrades, the respective release of SAP S/4HANA on the non-Production System on which Conflict Resolution Service for SAP S/4HANA Release Upgrades is to be performed.

在请求此类 SAP S/4HANA[ERP 商务套件]版本升级的冲突解决服务时，客户应提前十二（12）周以书面形式通知 SAP。若已在客户系统上开发功能，在应用 SAP S/4HANA[ERP 商务套件]版本升级的冲突解决服务之前，客户应在拟执行该服务的非生产系统上应用相应版本的 SAP S/4HANA[ERP 商务套件]。

3. Customer is entitled to receive the Conflict Resolution Service for SAP S/4HANA Release Upgrades beginning 6 months after the start of the Development Support Services.

启动开发支持服务六（6）个月后，客户可享受 SAP S/4HANA[ERP 商务套件]版本升级的冲突解决服务。

4. For the avoidance of doubt, it is Customer's responsibility to properly upgrade the Base Software.

为避免疑义，正确升级基础软件由客户负责。

3.2.6 Conflict Resolution Service for SAP Hybris Commerce Product Release Upgrades

SAP Commerce 产品版本升级的冲突解决服务

1. To allow ongoing compatibility of the Features with the Base Software, Customer may request SAP to: (i) investigate possible conflicts between the Features and subsequent product releases of SAP Hybris Commerce that are made available for the Base Software, and (ii) to provide options and / or resolutions on how to rectify or avoid compatibility conflicts identified by the Conflict Resolution Service for SAP Hybris Commerce Product Release Upgrades.

为实现功能与基础软件的持续兼容性，客户可以请求 SAP：(i) 调查功能与可用于基础软件的 SAP Commerce 后续产品版本之间可能产生的兼容性冲突，并 (ii) 就如何修正或避免 SAP Commerce 产品版本升级的冲突解决服务识别的任何兼容性冲突，提供方案选项和/或解决方案。

2. To request such Conflict Resolution Service for SAP Hybris Commerce Product Release Upgrades, Customer shall inform SAP in writing eight (8) weeks in advance.

在请求此类 SAP Commerce 产品版本升级的冲突解决服务时，客户应提前八（8）周以书面形式通知 SAP。

3. Customer shall provide an English-speaking project manager to act as Customer's point of contact for SAP.

客户应提供一名精通英语的项目经理担任客户与 SAP 的联络员。

4. In advance of the Conflict Resolution Service for SAP Hybris Commerce Product Release Upgrades, Customer shall ensure that the respective product release of SAP Hybris Commerce is applied on the non-Production System on which the Conflict Resolution Service for SAP Hybris Commerce Product Release Upgrades is to be performed.

在应用 SAP Commerce 产品版本升级的冲突解决服务之前，客户应确保在拟执行该服务的非生产系统上应用相应版本的 SAP Commerce。

5. For the avoidance of doubt, it is Customer's responsibility to properly upgrade the Base Software.

为避免疑义，正确升级基础软件由客户负责。

3.2.7 Code Analysis (“Code Analysis”)

代码分析（以下简称“代码分析”）

1. Customer is entitled to receive a Code Analysis session once per calendar year beginning twelve (12) months after the start of the Development Support Services. Prior to the Code Analysis session, SAP and Customer will agree upon the details, such as the timing, exact type and priorities of a Code Analysis based on the tasks listed below, as well as the cooperation duties of Customer.

启动开发支持服务的十二（12）个月后，客户每日历年可享受一次代码分析会话。在执行代码分析会话之前，SAP 与客户就具体事宜达成一致意见，比如时间安排、基于下列任务的代码分析的准确类型和优先级以及客户的合作职责。

2. The Code Analysis will be carried out on portions of the Source Code which are jointly agreed with Customer.

代码分析应针对与客户共同协定的部分源代码执行。

3. During Code Analysis, SAP will perform the following tasks, if applicable:

在代码分析期间，SAP 应执行以下任务（若适用）：

- Static code checks using SAP tools provided by the corresponding development environment (e.g., SAP Code Inspector (SCI) checks for ABAP Source Code)
使用相应开发环境提供的 SAP 工具执行静态代码检查（例如，使用 SAP Code Inspector（SCI）检查 ABAP 源代码）
- Identification and Documentation of:
鉴别并记录：
 - ABAP code compatibility check for SAP HANA Database with SCI
SCI 对 SAP HANA 数据库的 ABAP 代码兼容性检查
 - Message trends and respective analysis
消息趋势和相应分析
 - List of enhancements (e.g. User Exits, BAdIs, Appends, Implicit and Explicit Enhancement Spots) listed by SAP Custom Code Analysis Applications tool for ABAP
适用于 ABAP 的 SAP 自定义分析应用程序工具所列的增强列表（例如，用户出口、BAdI、扩展、隐式和显式增强点）
 - Obsolete ABAP constructs (e.g. listed by SCI)
过时的 ABAP 结构（例如，SCI 所列的此类结构）
 - Adoptions of new frameworks (e.g. Business Rules Framework (BRF +))
新框架的采用（例如，业务规则框架（BRF +））
 - Potential to re-use existing standard Application Programming Interfaces (APIs).
重复利用现有标准应用程序编程接口（API）的可能性。

4. At the end of a Code Analysis session, SAP will review the results with Customer. Any follow-up activities that go beyond the scope of the Development Support Services have to be agreed separately between the parties.

代码分析会话结束后，SAP 应与客户一起查看分析结果。超出开发支持服务范围的任何跟进活动由双方单独协定。

5. SAP expressly states that all or part of the Code Analysis session may be delivered by a certified SAP partner acting as SAP’s subcontractor. Customer agrees to provide appropriate resources, including but not limited to equipment, data, information, and appropriate and cooperative personnel, to facilitate the delivery of Code Analysis hereunder.

SAP 明确声明，可以由经认证的 SAP 合作伙伴作为 SAP 的分包商，交付部分或全部代码分析会话。客户同意提供适当的资源，包括但不限于设备、数据、信息以及合适的协作人员，以协助提供本文档所述的代码分析服务。

6. Such Code Analysis session needs to be used in any current calendar year and cannot be carried over into the following calendar year.

此类代码分析会话必须在当前日历年使用，不得转入下一个日历年。

3.2.8 Features Improvement (“Features Improvement”)

功能改进（以下简称“功能改进”）

1. Features Improvement is designed to help Customer receiving Development Support Services to address improvements to the Features delivered by SAP in the respective Development Services. Customer has to submit a requirements document to SAP clearly outlining the requirement for a Features Improvement. Upon receipt of the request, SAP will begin to analyze the requirement and will within a reasonable period of time inform Customer if the Features Improvement can be executed taking into consideration the restrictions outlined below. In case the Features Improvement can be executed, SAP will provide a solution proposal including an effort estimate (hereinafter referred to as “Realization Proposal”) to adapt the Features. Customer shall inform SAP in writing within ten (10) working days about acceptance or rejection of the Realization Proposal. Upon Customer’s acceptance of the Realization Proposal, SAP will realize the Features Improvement. After completion, SAP will inform Customer about its readiness and the total effort spent which will be deducted from the contingent as specified below for Features Improvement. A Features Improvement is deemed accepted upon its delivery.

功能改进旨在帮助接收开发支持服务的客户改进 SAP 通过相应的开发服务提供的功能。客户必须向 SAP 提交要求文档，并在其中明确阐明针对功能改进的要求。在收到请求后，SAP 将分析要求并在合理的时间期限内通知客户，在考虑以下限制的情况下能否执行功能改进。若能够执行功能改进，SAP 将提供一份包括工作量预估的解决方案建议书（以下简称“实现建议书”）以改进功能。客户应在十（10）个工作日内通知 SAP 是否接受实现建议书。在客户接受实现建议书后，SAP 将实现功能改进。在完成之后，SAP 应将就绪情况以及所投入的全部工作（不包含在下文所规定的用于功能改进的工作内）告知客户。功能改进在交付之时应视为接受。

2. Customer is entitled to order a maximum number of days for Features Improvement(s) per calendar year as specified in the respective Order Form. The maximum number of days is equivalent to 10 % of the annual fee of the Development Support Services, and may in no case exceed two hundred and fifty (250) days. The total number of days needs to be used in any current calendar year and cannot be carried forward or backwards into the different calendar years, between different Order Forms for Development Support Services, or beyond the expiration of the Term (including any Renewal Terms) of Development Support Services. Unused days do not lead to any claims, particularly no reimbursement claims, on the side of the Customer. For the avoidance of doubt, if Development Support Services begin during a calendar year, the amount of days for Features Improvement will be calculated on a pro-rata basis for the given calendar year in effect.

根据相应订购单中的规定，客户有权每日历年内订购功能改进的天数上限。天数上限相当于开发支持服务年度费用的 10%，且不得超过二百五十（250）天。总天数需要在任何当前日历年内使用，不得在不同日历年之间、开发支持服务的不同订购单之间进行结转，或超过开发支持服务期限（包括任何续租期限）的截止日期。客户方不得就未使用的天数提出任何索赔，特别是偿付索赔。为避免疑义，若开发支持服务在某日历年内开始，则功能完善的天数应按实际生效的特定日历年度的比例计算。

3. SAP shall agree with the Customer the timeframe for analyzing a request and presenting a Realization Proposal prior to commencing any activities. The Realization Proposal will include an indicative timeline for delivery of the Features Improvement which will take resource availability and existing delivery commitments into account. Once the Customer has accepted the Realization Proposal, SAP will start activities and realize the Features Improvement in a timely manner.

在开始任何活动之前，SAP 应与客户共同商定分析请求和提出实现建议书的时间框架。实现建议书应说明功能改进的指示性交付时间表，该时间表应充分考虑资源可用性和当前的交付承诺。一旦客户接受实现建议书，SAP 应着手开始行动并及时实现功能改进。

4. Customer understands the following restrictions and accepts that SAP may reject a request submitted by Customer if:

客户了解以下限制并接受在以下情况下，SAP 可能会拒绝客户提出的请求：

(i) the request is not related to the delivered Features; or

请求与所交付的功能无关；或者

(ii) it cannot be realized due to technical or other limitations or constraints; or

由于技术或其他限制或约束无法实现请求；或者

(iii) it exceeds the remaining number of days for Features Improvement in the current calendar year; or

请求超出当前日历年内功能改进的剩余天数；或者

(iv) it exceeds the reasonable delivery capacity of SAP's internal support team for the remaining period of time in the current calendar year.

请求超出 SAP 内部支持团队在当前日历年的剩余期间内所具备的合理交付能力。

5. For the avoidance of doubt, for any request submitted by Customer that goes beyond the scope of Features Improvement as defined herein, SAP and Customer may negotiate a separate agreement.

为避免疑义，对于客户提出的超出本文档所定义的功能改进范围的任何请求，SAP 与客户可另行洽谈协议。

3.2.9 Development Support Services Delivery Management

开发支持服务交付管理

SAP will nominate a Development Support Services Delivery Manager ("Delivery Manager"). The Development Support Services Delivery Manager will perform the following tasks:

SAP 将指定一名开发支持服务交付经理（以下简称“交付经理”）。开发支持服务交付经理将执行以下任务：

1. Serve as a single point of contact for Customer related to Development Support Services and plan Development Support Services activities.
作为客户有关开发支持服务相关事宜的唯一联络员，并制定开发支持服务活动计划。
2. Set up and manage the Customer's message component and associated message queue(s).
安装及管理客户的消息组件及相关的消息队列。
3. Manage SAP's internal support team assigned to provide Development Support Services under the Order Form.
管理为提供订购单项下的开发支持服务所指派的 SAP 内部支持团队。
4. Provide periodic status on topics related to Development Support Services (e.g. report on Customer's support messages; provide status on Development Support Services).
定期提供开发支持服务相关主题的状态（例如，报告客户的支持消息；提供有关开发支持服务的状态）。
5. Plan jointly with the Customer upcoming events (e.g. rollouts, go lives, etc.) that may impact the Features developed under the respective Development Services.
与客户共同计划可能会对相关开发服务范围内开发的功能产生影响的近期活动（例如，推广、上线等等）。
6. Discuss the impact of future implementation strategy of the Customer's roadmap on the Features developed under the respective Development Services.
讨论客户路线图的未来实施策略对相关开发服务范围内开发的功能所产生的影响。
7. Discuss with Customer how to address messages that cannot be categorized as a defect with respect to the Features developed under the respective Development Services.
与客户讨论如何解决与开发服务范围内开发的功能有关的、无法被归类为缺陷的消息。

3.3 Support Backbone ("Support Backbone")

支持架构（以下简称“支持架构”）

Support Backbone consists of the following:

支持架构包括以下各项：

1. SAP Service Marketplace or the then current support infrastructure, which SAP makes available for its partners and customers.
SAP Service Marketplace 或 SAP 为合作伙伴和客户提供的届时有效的支持基础架构。
2. SAP Notes on the SAP Service Marketplace, which describe software malfunctions and contain the information on how to remedy, avoid and/or bypass such malfunctions. The SAP Service Marketplace also contains SAP Notes created by third parties that have not been released by SAP. Customer is responsible for reviewing all SAP Notes for plausibility before using them in any live operation or Production System.
SAP Service Marketplace 上的 SAP Notes，用于描述软件故障，包含有关如何修正、避免和/或防止出现此类故障的信息。SAP Service Marketplace 中还包含 SAP 尚未发布的、由第三方创建的 SAP Notes。客户在实际运用或在生产系统中使用注释之前，应核实所有 SAP 注释的合理性。
3. SAP Note Assistant is a tool to install specific corrections and improvements to certain SAP components.
SAP 注释助手，一种用于安装 SAP 组件特定修正和改进的工具。

4 PRECONDITIONS

先决条件

- 4.1 It is a prerequisite for the provision of the Development Support Services that a Base Support Agreement is in force for the Base Software and that Customer is current on its support fee payments under the Base Support Agreement.

提供开发支持服务的前提条件是，针对基础软件签订基础支持协议，并且客户依据该基础支持协议按时支付支持费用。

- 4.2 In order to receive the Development Support Services as described herein, Customer shall fulfill the following requirements:

为接收本文档所述的开发支持服务，客户应满足以下要求：

1. Continue to pay all fees in accordance with the respective Development Support Services and Base Support Agreement.

遵照相关开发支持服务和基础支持协议，持续支付所有费用。

2. Otherwise fulfill its obligations hereunder as well as those contained for Development Support Services in the respective Order Form, and those of the Base Support Agreement.

履行其在本文档项下的义务以及相应的订购单针对开发支持服务规定的义务和基础支持协议中规定的义务。

3. Provide and maintain remote access via a technical standard procedure as defined by SAP and grant SAP all necessary authorizations, in particular for problem analysis as part of message handling. Customer shall grant such remote access without restriction regarding the nationality of the SAP employee(s) who process support messages or the country in which they are located. Customer acknowledges that failure to grant full access may lead to delays in message handling and the provision of corrections, or may render SAP unable to provide help in an efficient manner.

通过 SAP 定义的技术标准程序提供和维护远程访问，并特别针对消息处理过程中的问题分析，向 SAP 授予所有必要的权利。客户应授予此类远程访问权限，并对处理支持消息的 SAP 员工的国籍或其所在的国家/地区不做限制。客户确认，未授予完全访问权限可能会延误消息的处理和更正措施的提供，或致使 SAP 无法高效地提供帮助。

4. Ensure that the necessary software components for the Development Support Services have been installed. For more details, see SAP Note 91488.

确保已安装开发支持服务所必需的软件组件。详情请参见 SAP 注释 91488。

5. All support messages shall be transmitted to SAP, via the then current SAP support infrastructure made available to Customer by SAP from time to time, using the message-component as defined by SAP for the applicable Features. Customer will be notified of the message-component in writing upon acceptance of the Features. Customer's failure to assign a support message concerning the Features to the correct message-component may delay SAP's response to the support message.

所有支持消息均应使用 SAP 针对适用功能定义的消息组件，通过 SAP 不时向客户提供的届时最新的 SAP 支持基础架构传输给 SAP。在验收功能之后，SAP 将以书面形式告知客户相关的消息组件。如客户未能将有关功能的支持消息分配到正确的消息组件，可能会导致 SAP 延迟响应支持消息。

6. Support messages must be in English.

支持消息必须用英文书写。

7. In the support message, Customer shall describe how the defect manifests and, in some cases, Customer may have to demonstrate the defect. Customer shall help SAP analyze the defect and shall support SAP in providing the Development Support Services. For these tasks, Customer shall deploy Customer's own employees if necessary.

客户应在支持消息中描述缺陷的表现特征；在某些情况下，客户还须证明缺陷。客户应帮助 SAP 分析缺陷并对 SAP 提供开发支持服务给予支持。为执行上述任务，客户应在必要时安排客户一方的员工。

8. Customer shall make available to SAP all documents concerning any alterations and enhancements made by or for the Customer (e.g. Modifications or Add-Ons) that may help in the analysis of the defect. Customer shall also keep suitable and up-to-date records of those alterations and enhancements, and give SAP access to them when necessary.

客户应为 SAP 提供对缺陷分析有帮助的所有文件，其中涉及由客户或者为客户进行的任何变更和增强（如修改或扩展组件）。客户还应保留这些变更和增强的相关最新记录，并在必要时允许 SAP 访问此类记录。

9. Unless otherwise stated herein, and under the condition that an SAP Solution Manager Enterprise Edition is available to Customer under the Base Support Agreement, the SAP Solution Manager Enterprise Edition will

be used for the delivery of all Development Support Services. Under Development Support Services, the right to use SAP Solution Manager Enterprise Edition is limited only to the Features, and it is subject to the pertinent terms and conditions of the Base Support Agreement. Therefore, Customer shall fulfill the following obligations:

除非本文另有规定，否则在依据基础支持协议为客户提供 SAP Solution Manager（企业版）[解决方案管理器企业版]的情况下，将使用 SAP Solution Manager（企业版）[解决方案管理器企业版]提供所有开发支持服务。在开发支持服务下，SAP Solution Manager（企业版）[解决方案管理器企业版]的使用权利仅限于功能，且受基础支持协议的相关条款和条件的约束。因此，客户应履行以下义务：

1. Have installed, configured and be using productively an SAP Solution Manager Enterprise Edition Software system, with the latest patch levels for Basis, ABAP and the latest SAP Solution Manager Enterprise Edition support packages in accordance with the terms and conditions of the Base Support Agreement.

依据基础支持协议的条款和条件，完成包含 Basis、ABAP 的最新补丁级别和最新的 SAP Solution Manager（企业版）支持包的 SAP Solution Manager（企业版）软件系统的安装、配置且有效使用。

2. Establish a connection between Customer's SAP Solution Manager Enterprise Edition and SAP, and a connection between the Features and Customer's SAP Solution Manager Enterprise Edition. Customer shall maintain the solution landscape in Customer's SAP Solution Manager Enterprise Edition for all Production Systems and systems connected to the Production Systems. Customer shall maintain the Base Software and the Features in Customer's SAP Solution Manager Enterprise Edition at least for the Production Systems. Customer shall document any implementation or upgrade projects in Customer's SAP Solution Manager Enterprise Edition.

在客户的 SAP Solution Manager（企业版）与 SAP 之间以及功能与客户的 SAP Solution Manager（企业版）之间建立连接。客户应在自己的 SAP Solution Manager（企业版）中维护所有生产系统以及与生产系统相连的系统的解决方案布局。客户应在自己的 SAP Solution Manager（企业版）中至少为生产系统维护基础软件和功能。客户应在自己的 SAP Solution Manager（企业版）中记录任何实施或升级项目。

3. To fully enable and activate the SAP Solution Manager Enterprise Edition, Customer shall adhere to the applicable documentation.

为完全启用和激活 SAP Solution Manager（企业版），客户应遵循适用的文档。

10. In the event an SAP Solution Manager Enterprise Edition is not available to Customer under the Base Support Agreement, Customer shall provide SAP, without undue delay, written notice of each installation of the Features (i.e. at least type/model and serial number and location of each computer on which the Features are installed). Such notice is to be sent to the respective SAP contract department.

若无法为客户提供基础支持协议中所述的 SAP Solution Manager（企业版），客户应立即就功能的安装情况向 SAP 发出书面通知（即至少提供安装了功能的每台计算机的类型/型号和序列号及位置）。此类通知应发送至相应的 SAP 合同部门。

11. Customer undertakes to inform SAP, without undue delay, of any changes to Customer's installations on which the Features were installed and all other information relevant to the use of the Features.

客户承诺及时通知 SAP 有关功能安装所在的客户安装装置的任何变更以及与功能的使用有关的所有其他信息。

12. SAP shall be entitled to periodically monitor: (i) the correctness of the information provided by the Customer, and (ii) that Customer's use of the Solution Manager Enterprise Edition is in accordance with the rights, duties, and restrictions set out hereunder and in the respective Order Form.

SAP 有权定期监督 (i) 客户所提供信息的准确性；(ii) 客户是否按照本档和相关订购单中所述的权利、义务和限制使用 SAP Solution Manager（企业版）。

5 **TERM AND TERMINATION**

期限和终止

- 5.1 Development Support Services begin with last acceptance of the Features delivered under the respective Development Services and will be provided until the end of the following calendar year (“Initial Term”). After the Initial Term, Development Support Services shall renew at the beginning of each calendar year for the subsequent one-year period (each a “Renewal Term”).

开发支持服务从验收相应的开发服务交付的最后一项功能之日开始，并持续到下一个日历年结束（以下简称“初始期限”）。初始期限结束后，开发支持服务应在随后每一个日历年开始时续期一年时间（每一年为一个“续租期”）。

- 5.2 Development Support Services always extend to the full scope of the Features as delivered by SAP under the respective Development Services; Customer must always have the respective Development Services fully covered by the Development Support Services (especially all Features, all partial deliveries) or must terminate Development Support Services completely. Partial termination is not permitted.

开发支持服务始终涵盖 SAP 通过相应的开发服务交付的功能的全部范围；客户必须确保相应的开发服务完全处于开发支持服务的范围之内（特别是所有功能以及所有分批交付内容）或者完全终止开发支持服务。不允许部分终止。

- 5.3 Development Support Services may be terminated by either party with three (3) months’ written notice prior to the end of the Initial Term and of each Renewal Term. Notwithstanding the foregoing, SAP may especially terminate the Development Support Services after one (1) month’s written notice to Customer of Customer’s failure to pay Development Support Services fees due under the respective Order Form.

任何一方均可在初始期限以及每个续租期限届满前三（3）个月以书面通知的形式终止开发支持服务。尽管有前述规定，SAP 也可在书面通知客户其未能依据相关订购单支付开发支持服务费用一（1）个月之后终止开发支持服务。

- 5.4 Notwithstanding the foregoing, Development Support Services will end automatically on the same date as Mainstream Maintenance or Extended Maintenance (provided Customer has subscribed to Extended Maintenance) for the Base Software ends (as Mainstream Maintenance and Extended Maintenance are defined in SAP’s Release Strategy Document at <https://support.sap.com/releasestrategy>).

尽管有上述规定，开发支持服务仍应在基础软件的主流维护或扩展维护（前提是已租用扩展维护）（主流维护和扩展维护见位于以下位置的 SAP 发行策略文档：<https://support.sap.com/releasestrategy>）终止之日自动终止。