

**SAP S/4HANA Cloud
Supplemental Terms and Conditions**

These supplemental terms and conditions (“the Supplement”) are part of an agreement for certain SAP cloud services (“Agreement”) between SAP and Customer and apply solely to SAP S/4HANA Cloud (the “Cloud Service”) and not any other SAP product or service.

1. CLOUD SERVICE

1.1. The Cloud Service is comprised of separate solutions: SAP S/4HANA Enterprise Management Cloud; SAP S/4HANA Finance Cloud; SAP S/4HANA Professional Services Cloud; SAP S/4HANA Marketing Cloud; and SAP S/4HANA Marketing Cloud, base option. Separate fees apply for each solution. For purposes of this Agreement, the Cloud Service shall mean those solutions to which Customer has subscribed.

1.2. The Cloud Service includes two systems – one for system set-up and quality testing and a second for production. No additional systems are included in the subscription for the Cloud Service.

1.3. The Cloud Service includes SAP best practice content and guided configuration for Customer via self-services user interfaces. Customer-specific configuration and adjustments are not included.

1.4. The Cloud Service includes core language and localization packages that are specified in the Documentation. SAP may make available additional language and localization packages for an additional fee.

2. FEES

2.1. Concurrent Sessions. Each solution of the Cloud Service includes a maximum number of Concurrent Sessions. Concurrent Sessions are the aggregated number of sessions accessing the Cloud Service at any one time. A session refers to the time between logon and logoff or time out where a unique user, application or platform accesses the Cloud Service either directly, or indirectly via a custom application. Subscriptions for additional Concurrent Sessions may be obtained in blocks of 250 Concurrent Sessions for an additional fee (excluding SAP S/4HANA, cloud marketing edition, base option).

2.2 SAP S/4HANA Enterprise Management Cloud.

(a) The Usage Metric for SAP S/4HANA Enterprise Management Cloud is Users. A User is an individual authorized by Customer to use the Cloud Service.

(b) SAP S/4HANA Enterprise Management Cloud is available for subscription in four separate packages. Each package includes (i) a pre-determined amount of SAP HANA database memory and (ii) a maximum number of Concurrent Sessions as stated in the table below. There is a minimum block of 50 Users required for the lowest tier package.

Package				
Users	50 -500	501-1,000	1,001-3,000	Over 3,000
Included SAP HANA memory (GB)	512	1024	2048	2048
Included Maximum Concurrent Sessions	500	500	1000	2000

2.3 SAP S/4HANA Finance Cloud.

(a) The Usage Metric for SAP S/4HANA Finance Cloud is Users. A User is an individual authorized by Customer to use the Cloud Service.

(b) SAP S/4HANA Finance Cloud is available for subscription in four separate packages. Each package includes (i) a pre-determined amount of SAP HANA database memory and (ii) a maximum

number of Concurrent Sessions as stated in the table below. There is a minimum block of 50 Users required for the lowest tier package.

(c) The first tier of SAP S/4HANA Finance Cloud (50 – 500 Users) includes a production tenant and a non-production tenant. The non-production tenant is only available during periods of lifecycle management activities each calendar quarter.

Package				
Users	50 -500	501-1,000	1,001-3,000	Over 3,000
Included SAP HANA memory (GB)	256	<u>512</u>	1024	2048
Included Maximum Concurrent Sessions	250	500	1000	2000

(d) SAP S/4HANA Finance Cloud for receivables management is an optional service that can be added to an SAP S/4 HANA Enterprise Management Cloud subscription. The Usage Metric for SAP S/4HANA Finance Cloud for receivables management is Users.

(e) SAP S/4HANA Finance Cloud for cash management is an optional service that can be added to an SAP S/4 HANA Enterprise Management Cloud subscription or SAP S/4HANA Finance Cloud. The Usage Metric for SAP S/4HANA Finance Cloud for cash management is Users.

2.4 SAP S/4HANA Professional Services Cloud.

(a) Fees for SAP S/4HANA Professional Services Cloud are based on the Usage Metric of Project Revenues per year. Project Revenues are related to the projects managed within the SAP S/4HANA Professional Services Cloud, and are defined as follows: “Project Revenues” is the sum of annual monetary amounts invoiced by Customer and its Affiliates to third parties for services provided (or to be provided) by Customer and/or its Affiliates to such third parties and processed through the Cloud Service.

(b) SAP S/4HANA Professional Services Cloud can be purchased in six separate packages. Each package includes (i) a pre-determined amount of SAP HANA database memory and (ii) a maximum number of Concurrent Sessions as stated in the table below.

Package					
Project Revenue and Expenses per year (in blocks of 1 million €)*	60 – 140	141 – 400	401-800	801-1500	Over 1500
Included SAP HANA memory (GB)	512	512	512	1024	1024
Included Maximum Concurrent Sessions	500	500	1000	1000	2000

*SAP currency conversion rates apply for local currency in which Customer operates.

2.5 SAP S/4HANA Marketing Cloud.

(a) Fees for SAP S/4HANA Marketing Cloud are based on the number of Contacts in Customer’s SAP S/4HANA Marketing Cloud system. Contacts means the number of unique records of customers, prospects, employees, business partners, and constituents within the context of the Cloud Service.

(b) SAP S/4HANA Marketing Cloud can be purchased in six separate packages based on the number of Contacts. Each package includes (i) a pre-determined amount of SAP HANA database memory and (ii) a maximum number of Concurrent Sessions as stated in the table below.

Package						
Number of Contacts (in blocks of 100,000)	21-40	41 – 60	61 – 100	101 – 200	201 – 500	Over 500
Included SAP HANA memory (GB)	512	512	512	1024	1024	2048
Included Maximum Concurrent Sessions	500	500	500	500	500	500

2.6 SAP S/4HANA Marketing Cloud, base option.

(a) Fees for SAP S/4HANA Marketing Cloud, base option are based on a Usage Metric of a flat fee per month. The flat fee includes 200,000 Contacts in Customer’s SAP S/4HANA Marketing Cloud system, 256 GB SAP HANA memory and 250 Concurrent Sessions. Customer may add additional Contacts to its subscription for an additional fee in blocks of 100,000 Contacts, up to a total of 2,000,000 Contacts.

(b) SAP S/4HANA Marketing Cloud, base option includes a production tenant and a non-production tenant. The non-production tenant is only available during periods of lifecycle management activities each calendar quarter.

2.7 SAP HANA Database size.

Each solution and package of the Cloud Service runs on a preconfigured SAP HANA database size. Excluding SAP S/4HANA Marketing Cloud, base option, and the first tier of SAP S/4HANA Finance Cloud (50-500 Users), Customer may purchase additional SAP HANA database memory if required to meet Customer needs. Additional SAP HANA database memory is available in the following sizes:

SAP HANA memory (GB)	1024	1536	2048	3072	4096	6144
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3. ADDITIONAL TERMS

3.1 SAP Forms as a Service.

(a) SAP S/4HANA Enterprise Management Cloud, SAP S/4HANA Finance Cloud and SAP S/4HANA Professional Services Cloud include limited use of SAP Forms as a Service. Customer may make up to 100,000 Forms Requests per year to SAP Forms as a Service for no additional fee. SAP Forms as a Service is a separate SAP cloud service and is subject to separate terms (including Usage Metric description) in the SAP Forms as a Service Supplemental Terms and Conditions found at: <http://go.sap.com/about/agreements/cloud-services.html?tag=language:english&search=Supplement> (and made available by SAP upon request).

(b) Customer may be required to download an on-premise component to utilize SAP Forms as a Service, and Customer is responsible for protecting such on-premise component from unauthorized copying, access or use in accordance with the terms of this Agreement.

(c) SAP may discontinue SAP Forms as a Service as part of the Cloud Service upon thirty (30) days’ notice to Customer. In this case, SAP shall endeavor to provide a reasonable replacement for the remainder of Customer’s subscription term.

3.2 SAP HANA Cloud Platform, identity management. The Cloud Service includes use of SAP HANA Cloud Platform, identity management, which may only be used for user authentication of Users of the Cloud Service and may not be used with any other SAP or third-party product even if technically possible. SAP HANA Cloud Platform, identity management has different support terms than the Cloud Service; the support terms for SAP HANA Cloud Platform, identity management and can be found in the Supplemental Terms and Conditions for SAP HANA Cloud Platform located at: <http://go.sap.com/about/agreements/cloud-services.html?tag=language:english&search=Supplement> (and made available by SAP upon request).

3.3 S/4HANA, Customer Test Application. SAP S/4HANA Enterprise Management Cloud, SAP S/4HANA Finance Cloud and SAP S/4 HANA Professional Services Cloud include use of a HANA Cloud Platform (HCP) Consumer Account that is required for the SAP S/4HANA customer test application. Customer may use the HCP Consumer Account only to store configuration data that is required for the configuration of the SAP S/4HANA customer test application as described in the corresponding configuration guide for the SAP S/4HANA customer test application.