

**SAP Quality Issue Resolution
Supplemental Terms and Conditions**

This Supplement is part of an Agreement between SAP and Customer and applies solely to the SAP Quality Issue Resolution Cloud Service.

1. FEES

1.1. The Usage Metric for the Cloud Service is Document, in blocks of 100. “**Document**” is a record of commercial transactional data managed via the Cloud Service per contract year. For this Cloud Service, an “active” Document is counted as 1 Document and a “passive” Document is counted as 0.1 Document.

1.1.1. An “active” Document is either:

- (a) a Document with any status other than “completed”, or
- (b) a Document with the status of “completed” and a creation date that is less than or equal to 12 months prior to the date of measurement.

1.1.2. A “passive” Document is a Document with a status of “completed” and a creation date greater than 12 months prior to the date of measurement.

2. ADDITIONAL TERMS

2.1. The Cloud Service is previously referred to as SAP Supplier Problem-Solving.

2.2. The Cloud Service includes 1 production tenant, 1 test tenant (sometimes referred to as “quality tenant”) and 1 development tenant. The test tenant and the development tenant are non-productive tenants and may not be used to process Personal Data.

2.2.1. The test tenant may be used to store up to 300 Documents.

2.2.2. The development tenant may be used to store up to 200 Documents.