

## **SAP Supplier Problem-Solving 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 Supplier Problem-Solving.

### **1. CLOUD SERVICE**

The Cloud Service SAP Supplier Problem-Solving allows quality engineers to collaboratively participate in problem-solving processes with external suppliers. Using 8D (eight disciplines problem-solving) methodology and its predefined process steps, involved suppliers can take immediate actions to determine root causes and implement corrective actions.

The solution is a collaboration hub enabling all involved parties to work together along a standardized process on one platform. All actions, e-mails, and additional documentation are supported within the application, streamlining the problem-solving process, and improving process efficiency.

### **2. FEES**

The Usage Metric for the Cloud Service is Items. Items are document lines stored in the Cloud Service, measured as total number of active and passive 8D stored in the Cloud Service as follows:

<b>Type</b>	<b>Multiplier (Item)</b>	<b>Description</b>
Active 8D	1	One <i>active 8D</i> is measured as one Item. An 8D is considered as <i>active 8D</i> for at least the first 12 months stored in the Cloud Service and until it is completed.
Passive 8D	0,1	One passive 8D is measured as one-tenth (0,1) Item. A completed 8D stored for more than 12 months in the Cloud Service is considered as <i>passive 8D</i> . If not completed, the 8D is considered as active 8D for the following year.

Example:

Customer A would like to buy SAP Supplier Problem-Solving based on the following parameters:

#### **Year 1:**

- Expected Active 8D: 1.200 → 1.200 items
- Expected Passive 8D: 0 → 0 Items

#### **Year 2:**

- Expected Active 8D: 1.200 → 1.200 items
- Expected Passive 8D: 1.200 passive 8D → 120 items

In the second year, Customer A expects 1.320 (1.200 + 120) stored Items.

### **3. ADDITIONAL TERMS**

- 3.1. Tenants. The Cloud Service comes with one production tenant.
- 3.2. EU Access. The EU Access option is not available for the Cloud Service.