SAP Cloud for Travel and Expense
Supplemental Terms and Conditions

SAP and Customer have entered into an agreement for the purchase of certain SAP products and services ("Agreement") pursuant to which Customer is purchasing SAP Cloud for Travel and Expense. SAP Cloud for Travel and Expense is deemed part of the Service (as defined in the General Terms and Conditions for SAP Cloud Services) and is provided under the terms and conditions of the Agreement. The Agreement includes an Order Form, the General Terms and Conditions for SAP Cloud Services, these supplemental terms and conditions (the "Supplement") and any Schedules referenced by those documents. This Supplement and any modifications to the Agreement made herein apply solely to SAP Cloud for Travel and Expense and not to any other SAP product or service.

1. Customer may have as many Named Users access the Service as are necessary to utilize the Service as permitted in the Order Form. Fees for the Service are based upon the number of expense reports processed per year by Customer ("Expense Reports"). An Expense Report is the business object created within the Service to account for the various expenses that a Named User incurs as a result of a business operation, during a certain period of time. This includes both expenses manually entered by the Named User, as well as expenses received by the Service automatically.

2. To the extent Customer has a current valid perpetual license for SAP Business Suite software, Named Users of the Service licensed under the Order Form are permitted to access the SAP Business Suite software through the Service only for the limited purposes of synching master data (for Accounts, Cost Accounting Objects, and HR employee records) from SAP ERP software and posting of finance transaction to SAP ERP software. If SAP Business Suite integration is required for any functions not specified above, then appropriate named user licenses that allow access to the SAP Business Suite / SAP ERP are required at an incremental cost (i.e., costs on top of the pricing for the Service under the Order Form) based on SAP's then current prices for such SAP Business Suite users. Services to enable the integration with SAP Business Suite on-premise software are not included under the Order Form.

3. In addition to the hosted portion of the Service, SAP shall make available for download by Customer the SAP Cloud for Travel and Expense integration components (the "Integration Components") which are a prerequisite for integration of the Service with Customer's SAP Business Suite applications. The use of the Integration Components is limited to use with the Service and Customer may not use the Integration Components for any other purpose. The Integration Components are part of the Service and Customer's use is limited to use by Named Users and only for the term of the Order Form. The Integration Components may not be modified or altered in any way except by SAP. Any such modifications will negate SAP's obligation to provide Support and void SAP's warranty obligations under the Agreement. Customer is solely responsible for the security of the Integration Components and is responsible for maintaining adequate security measures, including firewalls, to prevent unauthorized access to the Integration Components. Upon termination or expiration of the Order Form, Customer's right to use the Integration Components shall cease.

4. The Service may be accessed by Named Users through a mobile application obtained by Named Users via third-party websites. Customer acknowledges that the use of such mobile applications is governed by the terms and conditions presented to the Named User upon download/access to the mobile application and not by the terms of this Agreement. Customer acknowledges that the third party that operates the website through which the mobile application is distributed may stop distributing the mobile application at any time, and SAP is not responsible for the unavailability of the mobile application due to the actions of the third party distributor.

5. The Service may provide integration with a third party credit card processing service and other third-party services, such as on-line booking services. It is Customer's responsibility to enter into a separate agreement with any such third party service provider for access to and use of such third-party services, and SAP shall have no liability if such third party service is discontinued or unavailable.

6. Customer may license test tenants that are described on the Site (each a "**Test Tenant**"). The number of Named Users licensed to access the Service as specified in the Order Form may access each Test Tenant, not to exceed fifty (50) Named Users for each Test Tenant.

7. Third Party Product License Terms

In case the Service accesses the Google Mobile Maps Service ("GMM Service") through a Google Maps API, Customer's use of the GMM Service is subject to Google's Terms of Use which are set forth on: http://www.google.com/intl/en_ALL/help/terms_maps.html. If Customer does not accept such Google Terms of Use, including, but not limited to all limitations and restrictions therein Customer may not use the GMM Service with the Service. Customer acknowledges and agrees that use of the GMM Service in or through the Service will constitute Customer's acceptance of Google´s Terms of Use. Customer's usage of GMM Service within the Service can be terminated by SAP without stating any reason at any time. In that case SAP is not required to provide an equivalent service via another provider. Customer is not entitled to seek any damages as a result.

Maintenance Windows, Remedies

SAP can use the following maintenance windows for planned downtimes:

	Maintenance Windows
Regular Maintenance Windows	Wednesday and Friday nights from 2 a.m. to 4 a.m. Coordinated Universal Time (*)
Major Upgrades	Up to 4 times per year from Friday 10 pm to Monday 3 am Coordinated Universal Time(*).SAP will inform Customer in due time in advance (either by email or by any other electronic means)

(*) Coordinated Universal Time	**UTC–5, America;** **UTC+2 , Europe;** **UTC+8, APA**

In the event that Customer has ordered Private Edition on the Order Form, the following shall apply:

	Maintenance Windows
Regular Maintenance Windows	Tuesday and Thursday for a duration of 2 hours to be agreed by SAP and Customer. Coordinated Universal Time (*).
Major Upgrades	Up to 4 times per year from Friday 10 pm to Monday 3 am Coordinated Universal Time (*). SAP will inform Customer in due time in advance about the planned upgrade scheduling. After consultation with SAP, Customer may re-schedule in agreement with SAP a new upgrade date within the disclosed upgrade time frame (usually an upgrade time frame comprises 4-8 weekends after a new version is officially released).

(*) Coordinated Universal Time	**UTC–5, America;** **UTC+2 , Europe;** **UTC+8, APA**

8. **Private Edition**. Fees for the Private Edition of the Service are in addition to other fees for the Service. The base package for Private Edition includes ten (10) productive tenants. Additional tenants may be purchased for an additional fee.