

End-User Support for SAP Ariba Solutions: Services Description and Terms and Conditions

END-USER SUPPORT SERVICE DESCRIPTION

End-User support services provides functional and navigational support to help diagnose, troubleshoot, and resolve customer reported incidents for the following SAP Ariba product lines (applications):

SAP Ariba Sourcing

SAP Ariba Contracts

SAP Ariba Spend Analysis

SAP Ariba Strategic Sourcing Suite

SAP Ariba SIPM

SAP Ariba Supplier Lifecycle and Performance

SAP Ariba Supplier Risk

Ariba Network

End-User support includes the following components:

1. BASIC END-USER SUPPORT SERVICES

1.1 Help Desk Support.

SAP will provide support services to act as a primary point of contact to address functional and navigational questions, as well as assist in the initial evaluation of technical issues. All Customer employees who are trained users of the SAP solution are able to access End-User support. SAP will use reasonable efforts to make End-User support available from 8 PM Sunday to 8 PM Friday, EST, in English, excluding December 25 and January 1 of any calendar year.

1.2 Supplier Support

SAP will provide supplier support services to respond to technical, functional or navigational questions regarding the use of SAP solutions from Customers' suppliers (those with supplier accounts in the above mentioned product lines).

1.3 Language Support

Language support services are available in any language the user interface supports, SAP will make reasonable efforts to provide language support services available regionally during the predominant business hours for that language. SAP does not guarantee all contact methods (phone, chat, web form) for all languages.

2. ARIBA SOURCING SPECIFIC SUPPORT

Additional Support Services are included to subscribers of Ariba Sourcing Basic and Ariba Sourcing Professional Solutions:

2.1 Event Day Management.

Event Day Management is a service that helps our customers ensure the smooth execution of their online negotiations. Event day management includes:

- a) Auction Monitoring and Administration - includes identifying and removing erroneous bids, pausing auctions, and removing and reinstating suppliers during auctions;
- b) Bidding Support - includes receiving requests from suppliers concerning functional or technical questions immediately prior to and during an on-line auction; and
- c) Surrogate Bidding -includes providing suppliers with the option of telephone bidding by proxy through an SAP surrogate bidder.

Event Day Management support will be available during the same times and languages identified in Section 1.3 above.

2.2 Sourcing Support Desk.

SAP sourcing experts will review client projects in draft format and provide general recommendations for best practices in event setup through the sourcing support desk. Recommendations include (non-commodity specific) advice regarding site functionality, online bidding formats, lot structure, bidding parameters, etc. A report of the review is emailed to the client documenting the team's findings. The sourcing support desk service is available in English from 8am to 5pm EST, Monday through Friday.