

Two UX Solutions Now Included with SAP® Software

SAP offers two solutions that greatly improve the user experience (UX): the SAP® Fiori® user experience and SAP Screen Personas software. Both are now included within the underlying licenses of SAP software.

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GENERAL INFORMATION FOR ALL SAP CUSTOMERS

What is the announcement about SAP's user experience solutions?

At the SAPHIRE® NOW conference in June 2014, SAP announced that SAP Fiori and SAP Screen Personas will now be included within underlying licenses of SAP software. If you have already purchased one or both of these offerings, we will provide a software credit that you can redeem against future software sales. This credit is valid until December 31, 2015.

Why has SAP made this shift in pricing now?

At SAP, we believe that all our customers should have access to a modern, simple, and personalized user experience. This announcement further demonstrates our commitment to help customers like you renew the user experience of their SAP applications.

What is SAP Fiori, and what does it include?

We launched SAP Fiori last year as a comprehensive collection of apps with a consumer-like UX to improve the experience of core SAP software functions with an intuitive design.

Going forward, SAP Fiori is the new UX for SAP software. It provides users with a personalized, responsive, and simple experience across multiple devices, including tablets and smartphones. We initially made SAP Fiori the UX for scenarios supported by SAP Business Suite software, then for SAP Business Suite powered by SAP HANA®. Now our cloud solutions will start to move to the SAP Fiori UX. Currently, more than 300 apps use the SAP Fiori UX.

What is SAP Screen Personas, and what does it include?

SAP Screen Personas is a tool for improving the usability of desktop SAP GUI screens. It allows users to simplify and personalize the 16,000 distinct SAP GUI transactions, including transactions with customized fields.

SAP Screen Personas lets your company improve user productivity by personalizing the screens in the SAP ERP application for specific user roles. With SAP Screen Personas, you can simplify the screen and give each person the exact information he or she needs – minimizing clicks and maximizing productivity. In our next release, scheduled for the second half of 2014, we plan to integrate SAP Screen Personas into the SAP GUI for HTML, which will make it more accessible to customers.



I want to know more about SAP Fiori and SAP Screen Personas. Where do I find information?

For information on SAP Fiori, visit www.sap.com/fiori-ux.

To learn more about SAP Screen Personas, log on to www.sapscreenpersonas.com.

Where do I go to download the software?

To download either SAP Fiori or SAP Screen Personas, follow these two simple steps:

- Step 1: Log in to the SAP Service Marketplace extranet using your “S” user credentials. Another option is to look for SAP Fiori or SAP Screen Personas in SAP HANA Marketplace and simply click on the “download” button in their respective Web pages; this will redirect you to SAP Service Marketplace for the actual software download.
- Step 2: Once in SAP Service Marketplace, locate SAP Fiori or SAP Screen Personas and download the products.

If you don't have access to SAP Service Marketplace, please contact your SAP account executive.

Do all SAP customers have the right to use SAP Fiori and SAP Screen Personas?

Provided you have licensed an SAP software component based on the SAP NetWeaver® technology platform, you have the right to use SAP Fiori and SAP Screen Personas. Consider the following examples:

- You have licensed the SAP Supplier Relationship Management (SAP SRM) application. Since SAP SRM runs on top of SAP NetWeaver, you have the right to use SAP Fiori and SAP Screen Personas.
- You have licensed SAP Crystal Reports® software, and it is the only product you have ever licensed from SAP. Since SAP Crystal Reports doesn't run on top of SAP NetWeaver, you do not have the right to use SAP Fiori and SAP Screen Personas. Both of these products are still available for you, but unless you sign a license for SAP software linked to and including SAP NetWeaver, you do not have usage rights.



Do all SAP customers have the ability to download SAP Fiori and SAP Screen Personas?

SAP Fiori and SAP Screen Personas will be visible and available for download to **all SAP customers**:

- Customers with a **valid SAP maintenance contract** can download the software from SAP Service Marketplace.
- Customers **with no SAP maintenance contract** need to contact their SAP account executive, who will initiate shipment of a CD containing SAP Fiori and SAP Screen Personas to the customer.

Note: All customers on a valid maintenance contract who have licensed SAP Fiori or SAP Screen Personas in the past will continue to have access to the software at SAP Service Marketplace. SAP Fiori and SAP Screen Personas will be visible and available for download to all SAP customers, even those customers who don't meet the usage rights criteria. However, customers who don't meet the usage criteria will be required to sign a license for SAP software linked to and including SAP NetWeaver in order to get usage rights.

Will SAP continue to provide maintenance and support for SAP Fiori and SAP Screen Personas?

Yes. For SAP Fiori and SAP Screen Personas, SAP will continue to provide you with the same maintenance and support that your overall SAP software landscape is on (such as SAP Enterprise Support, SAP Product Support for Large Enterprises, and other services).

If you don't have a valid active maintenance agreement in place with SAP, we will not offer maintenance for SAP Fiori or SAP Screen Personas, in line with the rest of your landscape.

What are the software prerequisites that I need to have in place to implement SAP Fiori and SAP Screen Personas?

The required technical components and software prerequisites to implement the SAP Fiori apps and SAP Screen Personas vary. To understand the prerequisites for SAP Fiori, visit http://help.sap.com/fiori_products. To view the prerequisites for SAP Screen Personas, visit <http://help.sap.com/personas>.

Note: Customers without a valid maintenance contract who do not fulfill these prerequisites need to upgrade to the required software component level first. However, in order to upgrade to the required version, customers have to reinstate a valid maintenance and support contract with SAP. Please contact your SAP account executive if you are in such a situation.



I want to adopt SAP Fiori and SAP Screen Personas. What types of UX services does SAP offer?

For an additional fee, SAP offers a portfolio of UX-related services to support you during all phases of the adoption of SAP Fiori and SAP Screen Personas. These services include:

- **Advisory services** to help you identify the most important UX use cases in your organization and advise you on an implementation road map to realize them using SAP Fiori, SAP Screen Personas, or both
- **Launch services** to get you up and running quickly with SAP Fiori and SAP Screen Personas by installing the necessary infrastructure and deploying one SAP Fiori app or one scenario supported by SAP Screen Personas
- **Accelerate services** to help you get more out of your existing SAP Fiori or SAP Screen Personas installation by deploying additional SAP Fiori apps, creating new or extending existing SAP Fiori apps, and creating additional scenarios supported by SAP Screen Personas

Is there any related promotion available for customers?

Yes. Customers can receive the UX advisory service from SAP at no cost if they sign a statement of work (SOW) for UX launch services. This incentive is valid through the end of 2014.

I want to learn more about the available portfolio of UX services from SAP. Where can I find more information, or who should I call?

Your local SAP sales organization is happy to help you with any questions related to the UX services that SAP offers. If you want to learn more about UX services from SAP for SAP Fiori and SAP Screen Personas, you can also visit the [SAP UX Adoption Service Kits](#) Web site.



INFORMATION FOR CUSTOMERS WITH SAP LICENSES FOR UX SOLUTIONS

Will SAP give me a credit voucher for my previously purchased license for SAP Fiori or SAP Screen Personas – as well as a reduced maintenance fee?

SAP will issue a credit voucher for your SAP Fiori and SAP Screen Personas software license with a value equivalent to what you paid previously. The license credit will expire on December 31, 2015, and is valid for one transaction. You can use the license credit only for on-premise SAP software. License credits may not be applied to cloud or subscription products, the SAP HANA Enterprise Cloud service, third-party products, SAP Consulting services, SAP support, or some other offerings. In addition, license credits cannot be redeemed for cash. The credit is restricted to the original entity that licensed and paid for SAP Fiori and SAP Screen Personas and cannot be used across subsidiaries.

If you have flexed into SAP Fiori or SAP Screen Personas prior to June 1, 2014, then you are eligible to receive the software credit and maintenance reduction. If you have a right to flex into SAP Fiori or SAP Screen Personas but have not already done so by June 1, 2014, you are not eligible for a software credit or maintenance fee reduction. But remember, you have the right to use SAP Fiori or SAP Screen Personas at no additional software license or support fee, so “flex into” is not necessary.

In addition to the license credit, SAP will no longer charge maintenance on SAP Fiori and SAP Screen Personas as of June 1, 2014. However, we will not provide a retroactive credit for maintenance payments prior to June 1, 2014. The reduced maintenance and support fee will be applied to your maintenance base. We will determine your new maintenance base in accordance with your software credit voucher. Prepaid maintenance and support fees covering the seven-month period between June 1 and December 31, 2014, will result in an adjusted invoice or credit note. Future maintenance and support invoices will be adjusted accordingly.

All customers will receive a notice of their maintenance base reduction. This notice will accompany their adjusted invoice. Based on the expected large volume, we plan to complete the maintenance billing and credit adjustments by the end of the third quarter of 2014. If your maintenance is provided by an SAP partner, please reach out to your value-added reseller (VAR) to find out if your maintenance base will be reduced.

If you have questions regarding the value of your credit or would like to utilize your license credit for a transaction, please contact your SAP account executive.



Can the SAP Fiori or SAP Screen Personas credit be applied to FBS (focused business solution) or RCS (repeatable custom solution) components?

Yes, the credit can be applied to FBS and RCS components, provided the component to be licensed is included on the standard *SAP On-Premise Price List*. License credits can only be converted to on-premise SAP software. License credits may not be applied to cloud or subscription products, SAP HANA Enterprise Cloud, third-party, professional consulting services, custom development packages, support, and so on, and cannot be redeemed for cash.

As part of this credit, will SAP include the corresponding cost of the underlying runtime database and reduce the maintenance base proportionally?

No, SAP will not give credit for any runtime databases (whether SAP or third party) or terminate or reduce the corresponding database maintenance.



We purchased the legacy productivity mobile apps from SAP. These productivity mobile apps had the option to convert to SAP Fiori licenses. Are we entitled to a credit? (Note: See list of productivity mobile apps below)

Customers that licensed productivity mobile apps from SAP (see list below) and converted to SAP Fiori prior to June 3, 2014, (the date of press release announcement) are eligible to receive software credit to be applied against future SAP software license fees (until December 31, 2015) in the amount the customer paid for the apps that were converted to SAP Fiori. These customers will also benefit from the corresponding maintenance base reduction.

Customers that licensed productivity mobile apps from SAP (see list below), but did not convert to SAP Fiori prior to June 3, 2014, (date of press release announcement) will not receive an SAP Fiori credit. But they would be able to receive a standard SAP conversion credit for these mobile apps toward any SAP software component based on SAP NetWeaver.

Productivity mobile apps from SAP

Material ID	Product
7010704	SAP® Workflow
7011975	SAP Mobile Workflow Manager
7011567	SAP Cart Approval
7011563	SAP Leave Request
7011566	SAP HR Approvals
7011568	SAP Timesheet
7011571	SAP Material Availability
7011572	SAP ERP Order Status
7011569	SAP Sales Order Notification
7011565	SAP Travel Expense Approval



I purchased SAP Fiori and SAP Screen Personas from an SAP partner who's a value-added reseller. Will I get software and maintenance credits from SAP?

In cases like yours, SAP will issue a software credit to the partner. This credit will equal the amount for which SAP sold the license to the partner. Customers need to contact their specific partner to understand its software credit policy. If maintenance is also provided by the partner, the SAP maintenance credit policy applies between SAP and the partner. The customer will need to contact the partner directly to understand its maintenance credit policy.

For my new maintenance terms, will I receive a new contract?

Only customers in Germany, Austria, Switzerland, and other countries within Eastern Europe and the Commonwealth of Independent States (CIS) will be required to sign a new maintenance amendment.

All other customers will receive a notice of their maintenance base reduction. The maintenance credits and notice will be issued by the end of the third quarter of 2014.

What does a customer need to do to get its software license credit?

Customers who would like to exercise their credit against a new transaction should contact their SAP account executive to confirm the amount of their license credit and to use the credit in a transaction. They need to execute this transaction no later than December 31, 2015. Customers who are ready to execute a transaction will receive priority.



What does a customer need to do to get its maintenance credit?

Customers do not need to do anything to receive their maintenance credit and maintenance fee reduction. SAP will issue the maintenance credits and notice by the end of the third quarter of 2014 to customers or their partners. In the case of quarterly invoices, the maintenance fee reduction will apply as of the next invoice to be issued.

Processes for customers in Germany, Austria, Switzerland, and other countries within Eastern Europe and the CIS may vary. In these market units, customers should contact their SAP account executive.

Can customers get a credit in cash?

No, credits in cash will not be granted.

Find Out More

Please contact your SAP account executive. Please have patience regarding turnaround times as SAP rolls out this program to its customers.



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