



FINANCIAL INFORMATION
FOR THE FOURTH QUARTER 2013
(Condensed and Unaudited)

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Financial Statements (IFRS)

CONSOLIDATED INCOME STATEMENTS For the three months ended December 31

€ millions, unless otherwise stated	2013	2012	Change in %
Software	1,902	1,937	-2
Cloud subscriptions and support	209	126	66
Software and cloud subscriptions	2,111	2,063	2
Support	2,269	2,166	5
Software and software-related service revenue	4,380	4,228	4
Consulting	553	612	-10
Other services	176	183	-4
Professional services and other service revenue	729	795	-8
Total revenue	5,109	5,023	2
Cost of software and software-related services	-759	-808	-6
Cost of professional services and other services	-580	-626	-7
Total cost of revenue	-1,338	-1,434	-7
Gross profit	3,771	3,589	5
Research and development	-607	-615	-1
Sales and marketing	-1,103	-1,121	-2
General and administration	-233	-284	-18
Restructuring	-23	0	N/A
TomorrowNow litigation	-1	2	<-100
Other operating income/expense, net	0	22	-98
Total operating expenses	-3,304	-3,431	-4
Operating profit	1,805	1,592	13
Other non-operating income/expense, net	-3	-28	-90
Finance income	20	21	-3
Finance costs	-43	-56	-24
Financial income, net	-22	-35	-36
Profit before tax	1,779	1,529	16
Income tax expense	-455	-429	6
Profit after tax	1,324	1,101	20
Profit attributable to non-controlling interests	-1	0	N/A
Profit attributable to owners of parent	1,324	1,101	20
Earnings per share, basic (in €)*	1.11	0.92	21
Earnings per share, diluted (in €)*	1.11	0.92	21

* For the three months ended December 31, 2013 and 2012 the weighted average number of shares was 1,194 million (diluted: 1,196 million) and 1,192 million (diluted: 1,194 million), respectively (treasury stock excluded).

CONSOLIDATED INCOME STATEMENTS
For the twelve months ended December 31

€ millions, unless otherwise stated	2013	2012	Change in %
Software	4,516	4,658	-3
Cloud subscriptions and support	697	270	158
Software and cloud subscriptions	5,213	4,928	6
Support	8,739	8,237	6
Software and software-related service revenue	13,952	13,165	6
Consulting	2,242	2,442	-8
Other services	624	616	1
Professional services and other service revenue	2,866	3,058	-6
Total revenue	16,817	16,223	4
Cost of software and software-related services	-2,597	-2,551	2
Cost of professional services and other services	-2,400	-2,514	-5
Total cost of revenue	-4,996	-5,065	-1
Gross profit	11,821	11,158	6
Research and development	-2,283	-2,253	1
Sales and marketing	-4,124	-3,907	6
General and administration	-868	-947	-8
Restructuring	-70	-8	>100
TomorrowNow litigation	-1	0	<-100
Other operating income/expense, net	6	23	-73
Total operating expenses	-12,336	-12,158	1
Operating profit	4,482	4,065	10
Other non-operating income/expense, net	-17	-173	-90
Finance income	115	107	7
Finance costs	-181	-175	3
Financial income, net	-66	-68	-3
Profit before tax	4,399	3,824	15
Income tax expense	-1,069	-1,000	7
Profit after tax	3,330	2,823	18
Profit attributable to non-controlling interests	-1	0	N/A
Profit attributable to owners of parent	3,331	2,823	18
Earnings per share, basic (in €)*	2.79	2.37	18
Earnings per share, diluted (in €)*	2.79	2.37	18

* For the twelve months ended December 31, 2013 and 2012 the weighted average number of shares was 1,193 million (diluted: 1,195 million) and 1,191 million (diluted: 1,192 million), respectively (treasury stock excluded).

Due to rounding, numbers may not add up precisely.

CONSOLIDATED STATEMENTS OF FINANCIAL POSITION
As at December 31, 2013 and December 31, 2012

€ millions	2013	2012
Cash and cash equivalents	2,748	2,477
Other financial assets	251	154
Trade and other receivables	3,884	3,917
Other non-financial assets	346	294
Tax assets	306	156
Total current assets	7,535	6,998
Goodwill	13,688	13,192
Intangible assets	2,956	3,234
Property, plant, and equipment	1,820	1,708
Other financial assets	606	509
Trade and other receivables	98	88
Other non-financial assets	107	68
Tax assets	173	170
Deferred tax assets	613	742
Total non-current assets	20,061	19,711
Total assets	27,595	26,710

€ millions	2013	2012
Trade and other payables	864	870
Tax liabilities	611	511
Financial liabilities	748	802
Other non-financial liabilities	2,164	2,136
Provision TomorrowNow litigation	223	234
Other provisions	419	609
Provisions	642	843
Deferred income	1,426	1,386
Total current liabilities	6,455	6,547
Trade and other payables	45	63
Tax liabilities	331	388
Financial liabilities	3,758	4,446
Other non-financial liabilities	112	98
Provisions	278	361
Deferred tax liabilities	444	574
Deferred income	74	62
Total non-current liabilities	5,042	5,991
Total liabilities	11,497	12,538
Issued capital	1,229	1,229
Share premium	552	492
Retained earnings	16,308	13,973
Other components of equity	-718	-194
Treasury shares	-1,280	-1,337
Equity attributable to owners of parent	16,090	14,163
Non-controlling interests	9	8
Total equity	16,099	14,171
Equity and liabilities	27,595	26,710

CONSOLIDATED STATEMENTS OF CASH FLOWS
For the twelve months ended December 31

€ millions	2013	2012
Profit after tax	3,330	2,823
Adjustments to reconcile profit after taxes to net cash provided by operating activities:		
Depreciation and amortization	951	863
Income tax expense	1,069	1,000
Financial income, net	66	68
Decrease/increase in sales and bad debt allowances on trade receivables	41	-25
Other adjustments for non-cash items	61	31
Decrease/increase in trade and other receivables	-129	-298
Decrease/increase in other assets	-130	-34
Decrease/increase in trade payables, provisions, and other liabilities	-181	408
Decrease/increase in deferred income	142	154
Cash outflows due to TomorrowNow litigation	-1	7
Interest paid	-159	-165
Interest received	67	92
Income taxes paid, net of refunds	-1,295	-1,102
Net cash flows from operating activities	3,832	3,822
Business combinations, net of cash and cash equivalents acquired	-1,160	-6,094
Purchase of intangible assets and property, plant, and equipment	-566	-541
Proceeds from sales of intangible assets or property, plant, and equipment	54	39
Purchase of equity or debt instruments of other entities	-1,531	-1,022
Proceeds from sales of equity or debt instruments of other entities	1,422	1,654
Net cash flows from investing activities	-1,781	-5,964
Dividends paid	-1,013	-1,310
Purchase of treasury shares	0	-53
Proceeds from reissuance of treasury shares	46	90
Proceeds from issuing shares (share-based payments)	0	15
Proceeds from borrowings	1,000	5,778
Repayments of borrowings	-1,625	-4,714
Net cash flows from financing activities	-1,592	-194
Effect of foreign exchange rates on cash and cash equivalents	-188	-152
Net decrease/increase in cash and cash equivalents	271	-2,488
Cash and cash equivalents at the beginning of the period	2,477	4,965
Cash and cash equivalents at the end of the period	2,748	2,477

SUPPLEMENTARY FINANCIAL INFORMATION

(UNAUDITED)

RECONCILIATION FROM NON-IFRS NUMBERS TO IFRS NUMBERS

The following tables present a reconciliation from our non-IFRS numbers (including our non-IFRS at constant currency numbers) to the respective most comparable IFRS numbers. Note: Our non-IFRS numbers are not prepared under a comprehensive set of accounting rules or principles.

€ millions, unless otherwise stated	For the three months ended December 31										
	2013					2012			Change in %		
	IFRS	Adj.*	Non-IFRS*	Currency Impact**	Non-IFRS Constant Currency**	IFRS	Adj.*	Non-IFRS*	IFRS	Non-IFRS*	Non-IFRS Constant Currency**
Revenue Numbers											
Software	1,902	0	1,903	107	2,010	1,937	0	1,937	-2	-2	4
Cloud subscriptions and support	209	1	210	11	222	126	33	159	66	32	39
Software and cloud subscriptions	2,111	2	2,113	119	2,232	2,063	33	2,096	2	1	6
Support	2,269	5	2,274	123	2,396	2,166	5	2,171	5	5	10
Software and software-related service revenue	4,380	6	4,387	241	4,628	4,228	38	4,266	4	3	8
Consulting	553	0	553	28	581	612	0	612	-10	-10	-5
Other services	176	0	176	8	184	183	0	183	-4	-4	1
Professional services and other service revenue	729	0	729	37	766	795	0	795	-8	-8	-4
Total revenue	5,109	6	5,116	278	5,394	5,023	38	5,062	2	1	7
Operating Expense Numbers											
Cost of software and software-related services	-759	98	-661			-808	161	-647	-6	2	
Cost of professional services and other services	-580	37	-542			-626	20	-605	-7	-10	
Total cost of revenue	-1,338	135	-1,203			-1,434	181	-1,253	-7	-4	
Gross profit	3,771	142	3,912			3,589	219	3,809	5	3	
Research and development	-607	49	-557			-615	32	-584	-1	-5	
Sales and marketing	-1,103	62	-1,041			-1,121	46	-1,075	-2	-3	
General and administration	-233	16	-217			-284	80	-204	-18	7	
Restructuring	-23	23	0			0	0	0	N/A	N/A	
TomorrowNow litigation	-1	1	0			2	-2	0	<-100	N/A	
Other operating income/expense, net	0	0	0			22	0	22	-98	-98	
Total operating expenses	-3,304	286	-3,018	-119	-3,137	-3,431	338	-3,092	-4	-2	1
Profit Numbers											
Operating profit	1,805	292	2,097	160	2,257	1,592	376	1,969	13	7	15
Other non-operating income/expense, net	-3	0	-3			-28	0	-28	-90	-90	
Finance income	20	0	20			21	0	21	-3	-3	
Finance costs	-43	0	-43			-56	0	-56	-24	-24	
Financial income, net	-22	0	-22			-35	0	-35	-36	-36	
Profit before tax	1,779	292	2,072			1,529	376	1,906	16	9	
Income tax expense	-455	-92	-547			-429	-119	-547	6	0	
Profit after tax	1,324	200	1,524			1,101	258	1,359	20	12	
Profit attributable to non-controlling interests	-1	0	-1			0	0	0	N/A	N/A	
Profit attributable to owners of parent	1,324	200	1,525			1,101	258	1,359	20	12	
Key Ratios											
Operating margin (in %)	35.3		41.0		41.8	31.7		38.9	3.6pp	2.1pp	2.9pp
Effective tax rate (in %)	25.6		26.4			28.0		28.7	-2.4pp	-2.3pp	
Earnings per share, basic (in €)*	1.11		1.28			0.92		1.14	21	12	
Deferred cloud subscriptions and support revenue (December 31)	443	4	447			317	40	358	40	25	

For the twelve months ended December 31											
€ millions, unless otherwise stated	2013					2012			Change in %		
	IFRS	Adj.*	Non-IFRS*	Currency Impact**	Non-IFRS Constant Currency**	IFRS	Adj.*	Non-IFRS*	IFRS	Non-IFRS*	Non-IFRS Constant Currency**
Revenue Numbers											
Software	4,516	2	4,518	224	4,743	4,658	0	4,658	-3	-3	2
Cloud subscriptions and support	697	61	758	29	787	270	73	343	158	121	130
Software and cloud subscriptions	5,213	63	5,276	253	5,529	4,928	73	5,001	6	6	11
Support	8,739	19	8,758	371	9,129	8,237	9	8,246	6	6	11
Software and software-related service revenue	13,952	82	14,034	625	14,659	13,165	81	13,246	6	6	11
Consulting	2,242	0	2,242	87	2,329	2,442	0	2,442	-8	-8	-5
Other services	624	0	624	24	648	616	0	616	1	1	5
Professional services and other service revenue	2,866	0	2,866	111	2,977	3,058	0	3,058	-6	-6	-3
Total revenue	16,817	82	16,900	736	17,636	16,223	81	16,304	4	4	8
Operating Expense Numbers											
Cost of software and software-related services	-2,597	364	-2,233			-2,551	414	-2,137	2	4	
Cost of professional services and other services	-2,400	122	-2,277			-2,514	128	-2,385	-5	-5	
Total cost of revenue	-4,996	486	-4,511			-5,065	542	-4,523	-1	0	
Gross profit	11,821	568	12,389			11,158	624	11,782	6	5	
Research and development	-2,283	119	-2,164			-2,253	129	-2,124	1	2	
Sales and marketing	-4,124	204	-3,920			-3,907	223	-3,684	6	6	
General and administration	-868	70	-798			-947	164	-783	-8	2	
Restructuring	-70	70	0			-8	8	0	>100	N/A	
TomorrowNow litigation	-1	1	0			0	0	0	N/A	N/A	
Other operating income/expense, net	6	0	6			23	0	23	-73	-73	
Total operating expenses	-12,336	949	-11,386	-347	-11,734	-12,158	1,067	-11,090	1	3	6
Profit Numbers											
Operating profit	4,482	1,032	5,513	389	5,902	4,065	1,148	5,214	10	6	13
Other non-operating income/expense, net	-17	0	-17			-173	0	-173	-90	-90	
Finance income	115	0	115			107	0	107	7	7	
Finance costs	-181	0	-181			-175	1	-174	3	4	
Financial income, net	-66	0	-66			-68	1	-67	-3	-1	
Profit before tax	4,399	1,032	5,431			3,824	1,150	4,974	15	9	
Income tax expense	-1,069	-337	-1,406			-1,000	-366	-1,366	7	3	
Profit after tax	3,330	694	4,024			2,823	784	3,608	18	12	
Profit attributable to non-controlling interests	-1	0	-1			0	0	0	N/A	N/A	
Profit attributable to owners of parent	3,331	694	4,025			2,823	784	3,608	18	12	
Key Ratios											
Operating margin (in %)	26.7		32.6		33.5	25.1		32.0	1.6pp	0.6pp	1.5pp
Effective tax rate (in %)	24.3		25.9			26.2		27.5	-1.9pp	-1.6pp	
Earnings per share, basic (in €)*	2.79		3.37			2.37		3.03	18	11	
Deferred cloud subscriptions and support revenue (December 31)	443	4	447			317	40	358	40	25	

* Adjustments in the revenue line items are for support revenue, cloud subscription revenue, and other similarly recurring revenues that entities acquired by SAP would have recognized had they remained stand-alone entities but that SAP is not permitted to recognize as revenue under IFRS as a result of business combination accounting rules. Adjustments in the operating expense line items are for acquisition-related charges, share-based compensation expenses, restructuring expenses, and discontinued activities.

** Constant currency revenue and operating income figures are calculated by translating revenue and operating income of the current period using the average exchange rates from the previous year's respective period instead of the current period. Constant currency period-over-period changes are calculated by comparing the current year's non-IFRS constant currency numbers with the non-IFRS number of the previous year's respective period.

Due to rounding, numbers may not add up precisely.

NON-IFRS ADJUSTMENTS

€ millions, unless otherwise stated	10/1 – 12/31/2013	1/1 – 12/31/2013	10/1 – 12/31/2012	1/1 – 12/31/2012
Software and software-related service revenue (IFRS)	4,380	13,952	4,228	13,165
Adjustment for deferred revenue write-down	6	82	38	81
Software and software-related service revenue (Non-IFRS)	4,387	14,034	4,266	13,246
Operating profit (IFRS)	1,805	4,482	1,592	4,065
Revenue Adjustments (per above)	6	82	38	81
Adjustment for discontinued activities	1	1	-2	0
Adjustment for acquisition-related charges	130	555	151	537
Adjustment for stock-based compensation expenses	131	323	188	522
Adjustment for restructuring	23	70	0	8
Operating expense adjustments	286	949	338	1,067
Operating profit adjustments	292	1,032	376	1,148
Operating profit (Non-IFRS)	2,097	5,513	1,969	5,214
Profit after tax (IFRS)	1,324	3,330	1,101	2,823
Revenue adjustments (per above)	6	82	38	81
Operating profit expense adjustments (per above)	286	949	338	1,067
Adjustments pre-tax	292	1,032	376	1,150
Taxes on adjustments	-92	-337	-119	-366
Profit after tax (Non-IFRS)	1,524	4,024	1,359	3,608

Due to rounding, numbers may not add up precisely.

REVENUE BY REGION

The following tables present our IFRS and non-IFRS revenue by region based on location of contract negotiation respectively by customer location. The table also presents a reconciliation from our non-IFRS revenue (including our non-IFRS revenue at constant currency) to the respective most comparable IFRS revenue.

Note: Our non-IFRS revenues are not prepared under a comprehensive set of accounting rules or principles.

Revenue by Region - Management View

For the three months ended December 31											
€ millions	2013					2012			Change in %		
	IFRS	Adj.*	Non-IFRS*	Currency Impact**	Non-IFRS Constant Currency**	IFRS	Adj.*	Non-IFRS*	IFRS	Non-IFRS*	Non-IFRS Constant Currency**
Software revenue by region											
EMEA	978	0	978	24	1,002	937	0	937	4	4	7
Americas	577	0	577	40	616	643	0	643	-10	-10	-4
APJ	348	0	348	44	391	357	0	357	-3	-3	10
Software revenue	1,902	0	1,903	107	2,010	1,937	0	1,937	-2	-2	4
Software revenue by location of negotiation and cloud subscription revenue by region											
EMEA	1,015	0	1,015	25	1,040	959	0	959	6	6	9
Americas	739	1	740	49	789	739	33	772	0	-4	2
APJ	358	0	358	45	403	365	0	365	-2	-2	10
Software revenue by location of negotiation and cloud subscription revenue	2,111	2	2,113	119	2,232	2,063	33	2,096	2	1	6

Revenue by Region – Location of Customers

For the three months ended December 31											
€ millions	2013					2012			Change in %		
	IFRS	Adj.*	Non-IFRS*	Currency Impact**	Non-IFRS Constant Currency**	IFRS	Adj.*	Non-IFRS*	IFRS	Non-IFRS*	Non-IFRS Constant Currency**
Software revenue by region											
EMEA	979	0	979	24	1,003	936	0	936	5	5	7
Americas	578	0	578	40	618	643	0	643	-10	-10	-4
APJ	345	0	346	43	389	357	0	357	-3	-3	9
Software revenue	1,902	0	1,903	107	2,010	1,937	0	1,937	-2	-2	4
Cloud subscriptions and support revenue by region											
EMEA	37	0	37	1	38	22	0	22	68	69	75
Americas	162	1	163	9	172	96	33	129	69	26	33
APJ	10	0	10	1	11	8	0	8	30	30	41
Cloud subscriptions and support revenue	209	1	210	11	222	126	33	159	66	32	39
Software and cloud subscription revenue by region											
EMEA	1,015	0	1,016	25	1,041	958	0	958	6	6	9
Americas	740	1	742	49	791	739	33	773	0	-4	2
APJ	356	0	356	44	400	365	0	365	-3	-3	10
Software and cloud subscription revenue	2,111	2	2,113	119	2,232	2,063	33	2,096	2	1	6

Software and software-related service revenue by region											
Germany	661	1	662	0	662	576	0	576	15	15	15
Rest of EMEA	1,514	3	1,517	39	1,555	1,441	0	1,441	5	5	8
Total EMEA	2,175	3	2,178	39	2,217	2,016	0	2,016	8	8	10
United States	1,096	2	1,098	53	1,152	1,081	38	1,119	1	-2	3
Rest of Americas	408	1	409	49	458	411	0	411	-1	0	12
Total Americas	1,504	3	1,507	103	1,610	1,492	38	1,530	1	-1	5
Japan	154	0	154	45	199	209	0	209	-27	-27	-5
Rest of APJ	548	0	548	55	602	511	0	511	7	7	18
Total APJ	701	0	702	100	801	720	0	720	-3	-3	11
Software and software-related service revenue	4,380	6	4,387	241	4,628	4,228	38	4,266	4	3	8
Total revenue by region											
Germany	791	1	792	0	792	713	0	713	11	11	11
Rest of EMEA	1,739	3	1,742	45	1,787	1,673	0	1,673	4	4	7
Total EMEA	2,530	3	2,534	45	2,579	2,387	0	2,387	6	6	8
United States	1,309	2	1,311	64	1,375	1,310	38	1,349	0	-3	2
Rest of Americas	480	1	481	57	538	501	0	501	-4	-4	7
Total Americas	1,789	3	1,792	121	1,913	1,811	38	1,849	-1	-3	3
Japan	171	0	171	50	221	232	0	232	-26	-26	-5
Rest of APJ	618	0	619	62	681	594	0	594	4	4	15
Total APJ	789	0	789	112	901	825	0	825	-4	-4	9
Total revenue	5,109	6	5,116	278	5,394	5,023	38	5,062	2	1	7

Revenue by Region - Management View

For the twelve months ended December 31											
€ millions	2013					2012			Change in %		
	IFRS	Adj.*	Non-IFRS*	Currency Impact**	Non-IFRS Constant Currency**	IFRS	Adj.*	Non-IFRS*	IFRS	Non-IFRS*	Non-IFRS Constant Currency**
Software revenue by region											
EMEA	2,095	1	2,096	43	2,139	2,005	0	2,005	4	5	7
Americas	1,620	1	1,621	97	1,718	1,774	0	1,774	-9	-9	-3
APJ	802	0	802	84	886	879	0	879	-9	-9	1
Software revenue	4,516	2	4,518	224	4,743	4,658	0	4,658	-3	-3	2
Software revenue by location of negotiation and cloud subscription revenue by region											
EMEA	2,212	2	2,214	46	2,260	2,071	0	2,071	7	7	9
Americas	2,164	62	2,225	122	2,347	1,961	73	2,034	10	9	15
APJ	837	0	837	86	923	896	0	896	-7	-7	3
Software revenue by location of negotiation and cloud subscription revenue	5,213	63	5,276	253	5,529	4,928	73	5,001	6	6	11

Revenue by Region – Location of Customers

For the twelve months ended December 31											
€ millions	2013					2012			Change in %		
	IFRS	Adj.*	Non-IFRS*	Currency Impact**	Non-IFRS Constant Currency**	IFRS	Adj.*	Non-IFRS*	IFRS	Non-IFRS*	Non-IFRS Constant Currency**
Software revenue by region											
EMEA	2,116	1	2,117	45	2,162	2,041	0	2,041	4	4	6
Americas	1,586	1	1,587	95	1,681	1,733	0	1,733	-8	-8	-3
APJ	814	0	814	85	899	884	0	884	-8	-8	2
Software revenue	4,516	2	4,518	224	4,743	4,658	0	4,658	-3	-3	2
Cloud subscriptions and support revenue by region											
EMEA	118	0	118	3	121	66	0	66	79	79	84
Americas	544	61	605	24	629	187	73	260	>100	>100	>100
APJ	35	0	35	2	37	17	0	17	>100	>100	>100
Cloud subscriptions and support revenue	697	61	758	29	787	270	73	343	158	121	130
Software and cloud subscription revenue by region											
EMEA	2,234	2	2,235	48	2,283	2,107	0	2,107	6	6	8
Americas	2,130	62	2,191	119	2,310	1,920	73	1,993	11	10	16
APJ	849	0	849	87	936	901	0	901	-6	-6	4
Software and cloud subscription revenue	5,213	63	5,276	253	5,529	4,928	73	5,001	6	6	11

Software and software-related service revenue by region											
Germany	1,984	2	1,986	0	1,986	1,821	1	1,821	9	9	9
Rest of EMEA	4,566	5	4,571	106	4,677	4,285	1	4,286	7	7	9
Total EMEA	6,550	6	6,557	106	6,663	6,106	2	6,108	7	7	9
United States	3,788	73	3,861	137	3,999	3,537	80	3,617	7	7	11
Rest of Americas	1,410	2	1,412	130	1,542	1,283	0	1,283	10	10	20
Total Americas	5,198	76	5,273	267	5,540	4,820	80	4,900	8	8	13
Japan	556	0	556	146	703	699	0	699	-20	-20	1
Rest of APJ	1,647	0	1,648	106	1,753	1,540	0	1,540	7	7	14
Total APJ	2,204	0	2,204	252	2,456	2,239	0	2,239	-2	-2	10
Software and software-related service revenue	13,952	82	14,034	625	14,659	13,165	81	13,246	6	6	11
Total revenue by region											
Germany	2,505	2	2,507	0	2,507	2,380	1	2,381	5	5	5
Rest of EMEA	5,381	5	5,386	128	5,514	5,106	1	5,107	5	5	8
Total EMEA	7,886	6	7,893	128	8,020	7,486	2	7,488	5	5	7
United States	4,662	73	4,735	166	4,901	4,461	80	4,541	5	4	8
Rest of Americas	1,706	2	1,709	154	1,862	1,639	0	1,639	4	4	14
Total Americas	6,368	76	6,444	319	6,763	6,100	80	6,180	4	4	9
Japan	624	0	624	164	788	789	0	789	-21	-21	0
Rest of APJ	1,939	0	1,939	125	2,064	1,848	0	1,848	5	5	12
Total APJ	2,563	0	2,563	289	2,852	2,637	0	2,637	-3	-3	8
Total revenue	16,817	82	16,900	736	17,636	16,223	81	16,304	4	4	8

* Adjustments in the revenue line items are for support revenue, cloud subscription revenue, and other similarly recurring revenues that entities acquired by SAP would have recognized had they remained stand-alone entities but that SAP is not permitted to recognize as revenue under IFRS as a result of business combination accounting rules.

** Constant currency revenue figures are calculated by translating revenue of the current period using the average exchange rates from the previous year's respective period instead of the current period. Constant currency period-over-period changes are calculated by comparing the current year's non-IFRS constant currency numbers with the non-IFRS number of the previous year's respective period.

For a more detailed description of these adjustments and their limitations as well as our constant currency figures, see our Web site www.sap.com/corporate-en/investors/newsandreports/reporting-framework.epx under "Non-IFRS Measures and Estimates."

Due to rounding, numbers may not add up precisely.

MULTI-QUARTER SUMMARY (IFRS AND NON-IFRS)

€ millions, unless otherwise stated	Q1 2012	Q2 2012	Q3 2012	Q4 2012	TY 2012	Q1 2013	Q2 2013	Q3 2013	Q4 2013	TY 2013
Software (IFRS)	637	1,059	1,026	1,937	4,658	657	982	975	1,902	4,516
Revenue adjustment*	0	0	0	0	0	0	0	2	0	2
Software (non-IFRS)	637	1,059	1,026	1,937	4,658	657	982	977	1,903	4,518
Cloud subscriptions and support (IFRS)	29	52	63	126	270	137	159	191	209	697
Revenue adjustment*	6	17	17	33	73	30	24	5	1	61
Cloud subscriptions and support (non-IFRS)	35	69	80	159	343	167	183	197	210	758
Support (IFRS)	1,953	2,013	2,105	2,166	8,237	2,109	2,177	2,184	2,269	8,739
Revenue adjustment*	1	1	1	5	9	4	5	5	5	19
Support (non-IFRS)	1,954	2,014	2,106	2,171	8,246	2,113	2,182	2,189	2,274	8,758
Software and software-related service revenue (IFRS)	2,619	3,124	3,194	4,228	13,165	2,903	3,318	3,351	4,380	13,952
Revenue adjustment*	7	18	18	38	81	35	29	12	6	82
Software and software-related service revenue (non-IFRS)	2,626	3,142	3,212	4,266	13,246	2,937	3,347	3,363	4,387	14,034
Total revenue (IFRS)	3,350	3,898	3,952	5,023	16,223	3,601	4,062	4,045	5,109	16,817
Revenue adjustment*	7	18	18	38	81	35	29	12	6	82
Total revenue (non-IFRS)	3,357	3,916	3,970	5,062	16,304	3,636	4,091	4,057	5,116	16,900
Operating profit (IFRS)	631	921	921	1,592	4,065	646	988	1,043	1,805	4,482
Revenue adjustment*	7	18	18	38	81	35	29	12	6	82
Expense adjustment*	196	234	300	338	1,067	221	201	242	286	949
Operating profit (non-IFRS)	834	1,173	1,239	1,969	5,214	901	1,219	1,296	2,097	5,513
Operating margin (IFRS) (in %)	18.8	23.6	23.3	31.7	25.1	17.9	24.3	25.8	35.3	26.7
Operating margin (non-IFRS) (in %)	24.8	30.0	31.2	38.9	32.0	24.8	29.8	32.0	41.0	32.6
Effective tax rate (IFRS) (in %)	26.9	23.6	24.8	28.0	26.2	16.3	24.8	26.4	25.6	24.3
Effective tax rate (non-IFRS) (in %)	28.1	25.6	26.7	28.7	27.5	21.4	26.8	27.6	26.4	25.9
Earnings per share, basic (IFRS) (in €)	0.37	0.55	0.52	0.92	2.37	0.44	0.61	0.64	1.11	2.79
Earnings per share, basic (non-IFRS) (in €)	0.49	0.70	0.70	1.14	3.03	0.58	0.73	0.78	1.28	3.37
Net cash flows from operating activities	2,071	329	657	765	3,822	2,162	320	558	792	3,832
Purchases of intangible assets, and property, plant and equipment	-113	-162	-95	-171	-541	-113	-152	-136	-165	-566
Free cash flow	1,958	167	562	594	3,281	2,049	168	422	627	3,266
Deferred cloud subscriptions and support revenue (quarter end) (IFRS)	120	155	169	317	317	344	354	376	443	443
Revenue adjustment*	72	60	44	40	40	33	7	6	4	4
Deferred cloud subscriptions and support revenue (quarter end) (non-IFRS)	193	215	213	358	358	377	361	382	447	447
Days sales outstanding (DSO) in days**	60	61	60	59	59	61	62	62	62	62
Headcount***	59,420	60,972	61,344	64,422	64,422	64,598	64,937	66,061	66,572	66,572
Employee retention (in %) (rolling 12 months)	93	94	94	94	94	94	94	94	93	93

Greenhouse gas emissions in kilotons	130	120	115	120	485	145	145	135	120	545
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* Adjustments in the revenue line items are for support revenue, cloud subscription revenue and other similarly recurring revenues that entities acquired by SAP would have recognized had they remained stand-alone entities but that SAP is not permitted to recognize as revenue under IFRS as a result of business combination accounting rules. Adjustments in the operating expense line items are for acquisition-related charges, share-based compensation expenses, restructuring expenses and discontinued activities.

** Days' Sales Outstanding measures the length of time it takes to collect receivables. SAP calculates DSO by dividing the average invoiced accounts receivables balance of the last 12 months by the average monthly sales of the last 12 months.

*** In full-time equivalents at quarter end