

Date – November 13, 2025

Overview

SAP Traceability Hub



Document History

Version	Date	Status	Change
1.0	25-Apr-2019	Final	Initial release
1.1	28-Jun-2019	Final	Added: <ul style="list-style-type: none"> • Saleable Returns Supply Chain Notifications • Support section
1.2	21-Aug-2020	Final	Updates: <ul style="list-style-type: none"> • Offboarding policy • Regulatory Reporting services for Russia and Saudi Arabia • Sales Return Verification against customer backend
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1.8	20 December 2022	Final	Updates:

			<ul style="list-style-type: none"> Onboarding Service description Minor edits
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2.0	10 July 2023	Final	Updates: <ul style="list-style-type: none"> Change of service option name: <i>Saleable Returns Verification</i> becomes <i>Verification</i> Trace Request Management Self-service onboarding Regulatory Reporting for India, UAE, and UNICEF TRVST Minor edits and restructuring
2.1	21 December 2023	Final	Updates: <ul style="list-style-type: none"> Addition of subscription options and subscription terms Maintenance and Release Windows Turkey and Kyrgyzstan Glossary Minor edits and formatting including graphics
2.2	27-Feb-2024	Final	Updates: <ul style="list-style-type: none"> Subscription options Onboarding section Minor edits
2.3	17 June 2024	Final	Updates: <ul style="list-style-type: none"> Exception Management Partner onboarding request
2.4	11 July 2024	Final	Updates: <ul style="list-style-type: none"> Notifications and alerts Minor edits and updates
2.5	29 August 2024	Final	Updates: <ul style="list-style-type: none"> Additional Support components APIs FAQs
2.6	22 January 2025	Final	Nigeria Reporting
2.7	13 November 2025	Final	Updates:

			<ul style="list-style-type: none">• SAP Information Collaboration Hub for Life Sciences renamed to SAP Traceability Hub• Addition of SAP Traceability Hub Repository• Minor edits
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1 About this Document

1.1 Purpose and Scope

This document provides an overview of the SAP Traceability Hub including the various options and services available.

1.2 Target Audience

This document is for all stakeholders including:

- Managers
- Integration engineers
- Implementation engineers and partners

Related Information

- [SAP Traceability Hub Help Page](#)
- [SAP Traceability Repository Help Page](#)
- [SAP Advanced Track and Trace for Pharmaceuticals Help Page](#)

2 Introduction

The SAP Traceability Hub is an on-demand solution that connects pharmaceutical organizations and their supply chain partners on a secure network that is owned and managed by SAP. Connected partners can exchange serialization and related messages across a secure and reliable network.

The Hub supports various integration capabilities such as content-based routing and mapping, as well as several connectivity options, providing standardized integration between partners.

A dedicated Onboarding Team provides an onboarding service to customers and their invited supply chain partners.

For some service options, self-service onboarding apps are available for customers to invite partners.

2.1 Supported Supply Chain Partners

The SAP Traceability Hub allows for the interconnection of pharmaceutical supply chain partners, including:

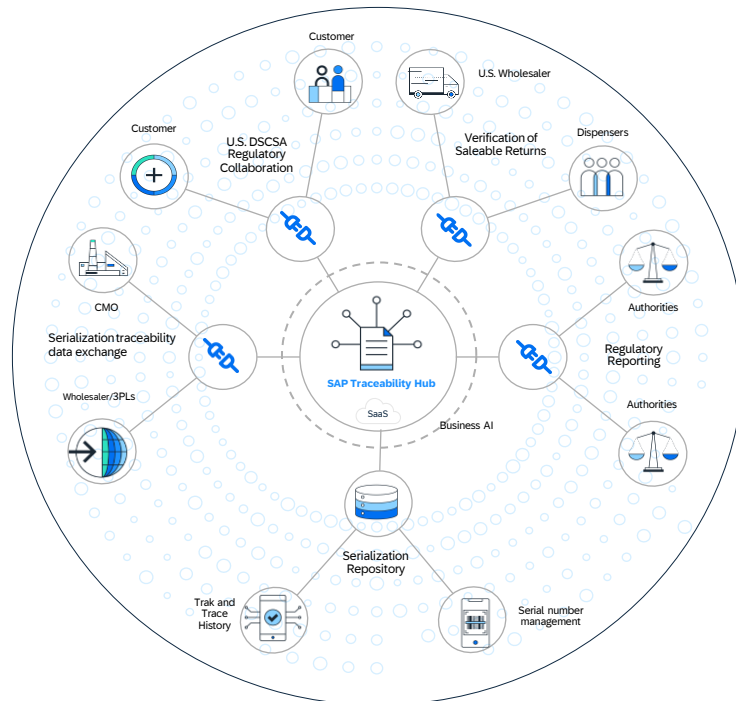
- Marketing Authorization Holder (MAH)
- Wholesaler
- Contract manufacturing organization (CMO)
- Third-Party Logistics service provider (3PL)
- Dispenser
- Regulatory Body

2.2 Service Options

The SAP Traceability Hub supports the following use cases:

- Supply Chain Partner Collaboration
- Regulatory Reporting
- Regulatory Collaboration
- U.S. Drug Supply Chain Security for U.S. DSCSA

The following figure shows the various scenarios.



2.3 Subscription Options

SAP customers who subscribe to the SAP Traceability Hub, can further subscribe to the options described in the following sections. For information on onboarding, see section 7.

Option for Supply Chain Partner Collaboration

Subscription to this option provides access to the Supply Chain Partner Collaboration scenario

This option supports the ability to connect and exchange messages with supply chain partners, such as contract manufacturing organizations (CMOs), logistic service providers (LSPs), also called third-party logistics providers (3PLs), non-U.S. wholesalers, non-U.S. dispensers, and other entities.

The option provides an onboarding service for SAP customers and business partners, as well as mapping services.

Option for Regulatory Reporting

Subscription to this option provides access to the Regulatory Reporting scenario.

This option supports connection and message exchange with government entities, regulatory bodies, such as Saudi FDA, or industry organizations, such as the European Medicines Verification Organization (EMVO), or specific Messaging Eco-Systems, for example U.S. Interoperable Tracing.

The scope of messages and supporting Web apps depends on the target market. Details are described in relevant sections and documents.

This option provides an onboarding service for SAP customers, as well as mapping services from messages provided through the generic reporting framework in SAP Advanced Track and Trace for Pharmaceuticals to the dedicated format defined by a government body or institutional database.

This option supports the legal requirements described in section 4 below. In addition, the option supports U.S. DSCSA Tracing requirements described in section 6.3.

Option for U.S.

Subscription to this option provides access to the parts of the U.S. Drug Supply Chain Security for U.S. DSCSA scenario.

This option allows a U.S. wholesaler or U.S. Dispenser to send verification requests, and a Marketing Authorization Holder to respond to requests. See section 6.1.

The option allows SAP customers to send EPCIS transaction information and transaction statements (TI/TS) defined in U.S. DSCSA to their U.S. Wholesale Distribution customers.

SAP customers can receive such messages from all their suppliers even if the supplier is not an SAP customer.

The option provides an onboarding service for SAP customers.

Invited business partners are onboarded solely through self-onboarding web apps.

Mapping services are not provided as part of this option.

Option for Regulatory Collaboration

Subscription to this option provides access to the Regulatory Collaboration scenario and parts of the U.S. Drug Supply Chain Security for U.S. DSCSA TI/TS Exchange.

The Regulatory Collaboration option allows a customer to send EPCIS transaction information and transaction statements (TI/TS) as defined in U.S. DSCSA to U.S. Dispensers and Wholesale Distribution customers.

The option supports Brazil horizontal reporting to all trading partners in Brazil.

The option provides an onboarding service for SAP customers. Invited business partners are onboarded solely through self-onboarding web apps. Mapping services are not provided as part of this option.

Option for Traceability Repository

Contact SAP.

2.3.1 Subscription Relevant Terms

- "Message" means a transmission sent through the Cloud Service and accessible by the receiver in a machine-to-machine connection or a web application.
- "Message Content" means data contained in a Message, also known as "Payload".
- "Message Format" means the format used to represent the Message Content.
- "Message Transformation" means changes to the Message Format or the Message Content of a Message performed by the Cloud Service to match the Message Format or Message Content of the Message sender or receiver.

- “Messaging Eco-System” is a set of systems provided by SAP and other solution providers that adhere to an industry standard and serve a dedicated purpose, such as verification or tracing.
- “Onboarding” describes the process to connect a Customer, Business Partner, or Messaging Eco-System to the Cloud Service and may be established through a machine-to-machine connection, a connection through a Third-Party Integrator, or access to a web app portal. The type of connection is requested by the Business Partner or Messaging Eco-System.
- “Self-Onboarding” means Onboarding to the Cloud Service is through self-service web apps.
- Third-Party Integrator” is a solution provider that provides services to Business Partners.

2.4 Onboarding Service

The SAP Traceability Hub is a networked collaboration service owned and managed by SAP.

All customers are aided through the onboarding process by a dedicated SAP Onboarding Team that includes Customer Success Managers and Technical Integration Engineers.

Administrative and technical steps are coordinated and synchronized by the Onboarding Team to ensure efficient and timely productive operation.

Customers invite their business partners to collaborate on the SAP Traceability Hub.

For the Supply Chain Partner Collaboration option, invited partners are supported through the onboarding process by the SAP Onboarding Team.

For all other options, self-service onboarding is available where customers use a web app to invite partners who in turn use a web app to self-onboard. Partners can also request to onboard through a customer-specific URL.

See also section 7.

2.5 APIs

SAP offers APIs that allow you to retrieve information directly to your SAP ATTP system. For details, see the [SAP Business Accelerator Hub](#).

2.6 Release and Maintenance Strategy

For the most up to date information about SAP’s release and maintenance strategy, see: [Maintenance and Upgrade windows](#), and search for the SAP Traceability Hub.

2.6.1 Release Upgrades

The release strategy includes four quarterly shipments. There is a deployment to a Staging Test environment followed two weeks later by a deployment to Production. Customers have access to the Staging environment to test a new release prior to deployment to Production.

SAP gives advance notice of dates and service updates for each deployment.

2.6.2 Weekly Maintenance Window

The SAP Team also reserves a weekly maintenance window for potential performance updates. This weekly maintenance is not always needed. The SAP Team informs all customers and partners in advance.

The sections which follow outline the service, onboarding and support options.

3 Supply Chain Partner Collaboration

The option for Supply Chain Partner Collaboration supports the following:

- CMOs can request serial numbers from a Marketing Authorization Holder (MAH). The MAH responds to the request by providing serial numbers to the requester.
- CMOs and 3PLs can send a Serialization Event Message (SEM) to an MAH.
- MAHs can send a Serialization Event Message (SEM) to 3PLs and wholesale distribution customers.

More Information

[SAP Traceability Hub Help Page](#)

4 Regulatory Reporting

The SAP Traceability Hub service for Regulatory Reporting requirements offers:

- Reporting to Regulatory Reporting systems around the world

This section outlines options for regulatory reporting to authorities in various regions. For information on Regulatory Collaboration, see section 5.

The regulatory reporting option offers reporting for a number of countries and regions including:

- EU Hub (EMVO)
- Bahrain
- Brazil
- India
- Indonesia
- Kyrgyzstan Republic
- Russian OMS and MDLP
- Saudi Arabia
- Turkey
- UNICEF TRVST
- United Arab Emirates

For details of all available regions, contact your SAP Team.

More Information

- [SAP Traceability Hub Main Help Page](#)
- [SAP Traceability Hub Regulatory Reporting](#)

The sections which follow describe the service for each region.

4.1 Regulatory Reporting to the EU Hub

The regulatory reporting option supports the following processes connecting to the European Hub (EU Hub) for compliance to the Falsified Medicines Directive (FMD):

- Submission to EU Hub of Product Master Data and Product Pack Data
- Execution of Product Pack Verification, Batch Recall and Product Pack State Update
- Web App for Report Service and Alerting

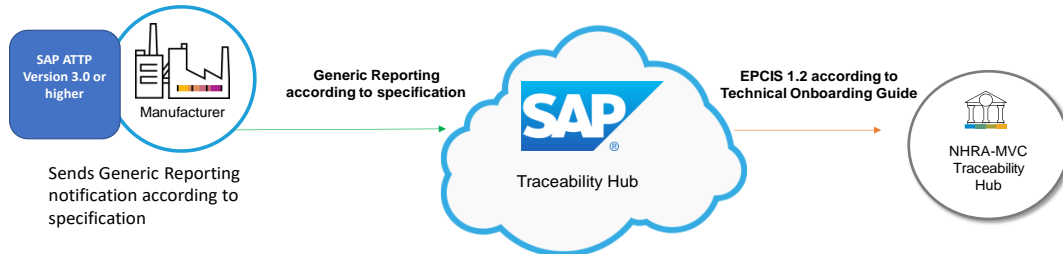


The SAP Traceability Hub can route messages to the EU Hub received from various backend systems including:

- Encryption and signing of messages
- Token handling
- Error handling
- Routing responses from EU Hub back to the message sender

4.2 Regulatory Reporting for Bahrain

The Regulatory Reporting Option for is based on the Generic Reporting Framework introduced in SAP ATTP 3.0 for customers who wish to connect SAP ATTP.



The SAP Traceability Hub transforms Generic Reporting Notifications which are sent according to the configuration guide including the following features:

- Secure Connection to NHRA-MVC Traceability Hub
- Final message payload sent to NHRA-MVC is made available in SAP ATTP using the Generic Reporting Response Channel
- Flexibility in terms of triggering EPCIS messages
- Handling of NHRA-MVC-specific message requirements
- Option to use a constant value for Business Location GLNs, defined in the Onboarding Process
- Error handling and monitoring on technical message level

4.3 Regulatory Reporting for Brazil

The Regulatory Reporting Option for Brazil is based on the Generic Reporting Framework introduced in SAP ATTP 3.0 for customers who wish to connect SAP ATTP.



The SAP Traceability Hub transforms Generic Reporting Notifications which are sent according to the configuration guide including the following features:

- Secure Connection to SNCM
- Signing of messages using customer specific NFe certificates
- Final message payload sent to SNCM is made available in SAP ATTP using the Generic Reporting Response Channel
- Flexibility in terms of triggering EPCIS messages
- Handling of SNCM-specific message requirements
- Error handling and monitoring on technical message level

4.4 Regulatory Reporting for India

The Option for Regulatory Reporting for India generates notifications to the Integrated Validation of Export of Drugs and its Authentication (iVEDA) system. You can use Generic Reporting in SAP ATP to send notifications to SAP Traceability Hub which transforms notifications into iVEDA XML format.



4.5 Regulatory Reporting for Indonesia

The service is based on the Generic Reporting Framework introduced with SAP ATP 3.0 for customers who wish to connect SAP ATP.



The SAP Traceability Hub transforms Generic Reporting Notifications which are sent according to the configuration guide including the following features:

- Secure Connection to BPOM TTAC Reporting System
- Final message payload sent to TTAC System is made available in SAP ATP using the Generic Reporting Response Channel
- Flexibility in terms of triggering EPCIS messages
- Handling of TTAC-specific message requirements
- Error handling and monitoring on technical message level

4.6 Regulatory Reporting for Kyrgyzstan

The Option for Kyrgyzstan Regulatory Reporting service of the SAP Traceability Hub is available to customers who wish to connect SAP ATPP.

The SAP Traceability Hub routes messages to Kyrgyz national medicines database (ndb) of the Ministry of Health received from various backend systems and includes the following features:

- Mapping to the requested message format
- Error handling
- Show overview of responses from Kyrgyz ndb

4.7 Regulatory Reporting for Nigeria

To fulfill requirements defined in the Trackgenic Integration Guide Prepared for Importers and Brand Owners, the SAP Traceability Hub allows SAP customers to communicate the following to the Trackgenic system:

- Complete Event Messages including:
 - Multiple commissioning
 - Aggregation
 - Shipment
- Complete Event messages with individual events including:
 - Decommissioning
 - Dispensing

4.8 Regulatory Reporting for Russia

4.8.1 OMS Service

The RU-OMS Regulatory Reporting service of the SAP Traceability Hub is available to customers who wish to connect SAP Advanced Track and Trace for Pharmaceuticals.

The SAP Traceability Hub routes messages to Russian OMS devices hosted by CRPT.

4.8.2 MDLP Regulatory Reporting

The MDLP Regulatory Reporting service of the SAP Traceability Hub is available to customers who wish to connect SAP Advanced Track and Trace for Pharmaceuticals.

The SAP Traceability Hub routes reporting messages to MDLP including the following features:

- Connection to secure HTTPS endpoints for production and test environments

-
- Connection to non-secure HTTP endpoints if provided, only in sandbox environments
 - Error handling and monitoring on technical message level

4.9 Regulatory Reporting for Saudi Food & Drug Authority (SFDA)

The service is available to customers to connect SAP Advanced Track and Trace for Pharmaceuticals.

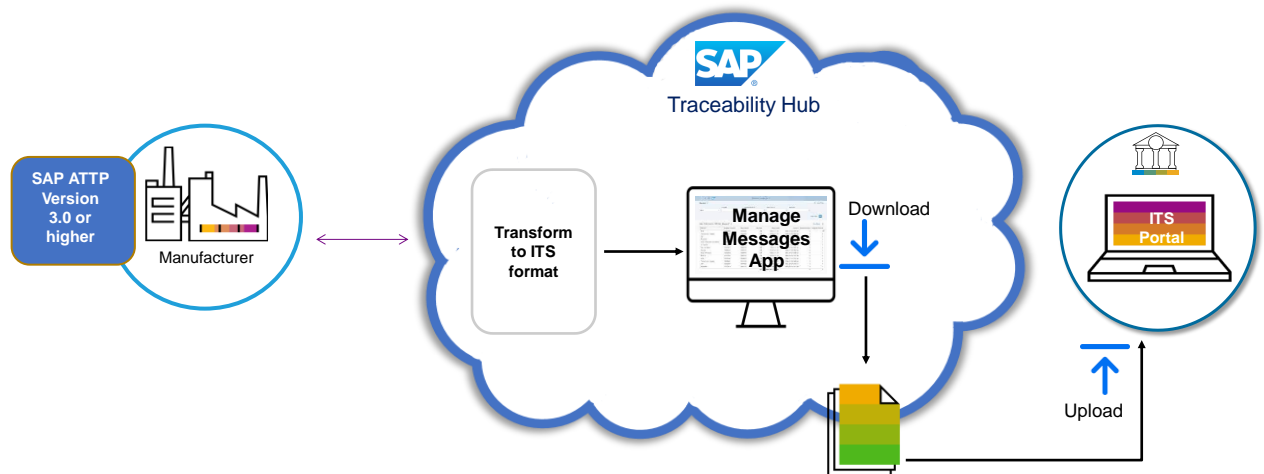
The SAP Traceability Hub routes messages to the DTTS and PTS from SFDA received from various backend systems and includes the following features:

- Mapping to the requested message format
- Error handling
- Show overview of responses from SFDA DTTS and PTS

4.10 Regulatory Reporting for Turkey

The Turkey Regulatory Reporting service of the SAP Traceability Hub is available to customers who wish to connect SAP Advanced Track and Trace for Pharmaceuticals (ATTP).

The following figure summarizes connection possibilities:



The SAP Traceability Hub creates messages that can be downloaded from the Manage Messages App, and manually uploaded to the ITS system hosted by the Ministry of Health of Turkey.

4.11 Regulatory Reporting for UNICEF TRVST

To fulfill requirements defined in the TRVS0044 - TRVST OBP-E API Specification v1.0, the SAP Traceability Hub allows SAP customers to:

- Submit product master data
- Create product pack data - Complete Event Messages including but not limited to:
 - Multiple commissioning
 - Aggregation
 - Shipment
- Get request status

4.12 Regulatory Reporting for United Arab Emirates (UAE)

To fulfill the requirements defined in the Tatmeen Guide for Manufacturers, Logistic Providers and Dispensers, the SAP Traceability Hub allows SAP customers to communicate the following to the Tatmeen system.

Complete Event Messages including:

- Multiple commissioning
- Aggregation
- Shipment

Complete Event messages with individual events for Logistics Service Providers including:

- Receipt of goods
- Sampling
- Product transfer between locations
- Product hierarchy updates
- Product status updates
- Destruction
- Verification

Complete Event messages with individual events for Dispensers including:

- Dispensation

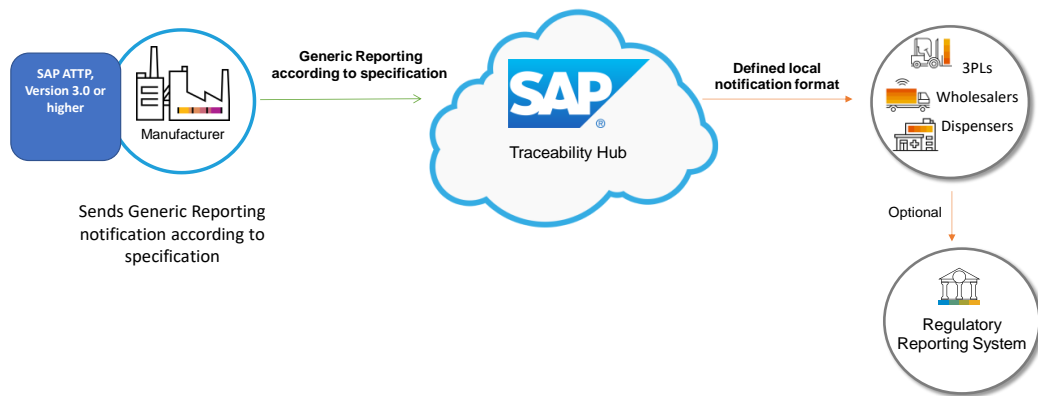
5 Regulatory Collaboration

The SAP Traceability Hub service for Regulatory Collaboration requirements offers collaboration with business partners to share and report regulatory information

This section outlines options for Regulatory Collaboration. For information on Reporting to Regulatory Authorities, see section 4.

5.1 Overview

The Regulatory Collaboration service is based on the generic reporting framework for SAP Advanced Track and Trace for Pharmaceuticals.



The service is scalable to high volumes of business partner connections for each customer due to automation and a self-onboarding approach.

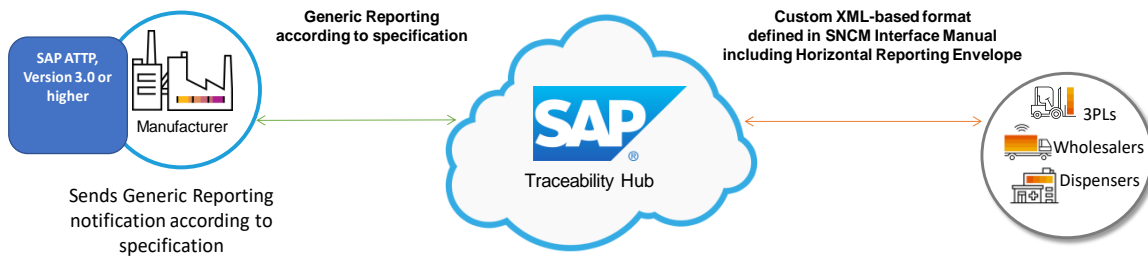
5.2 Key Features and Benefits

The service includes the following:

- Pharmaceutical manufacturers can report serialization data to business partners
- Self-onboarding of business partners to minimize onboarding effort
- Business partners manage their own company data, connectivity details and users
- Web App and B2B data exchange with connected business partners
- Simplified connectivity to business partners who use third-party solution providers
- Technical and functional response handling using the ATTP generic reporting framework

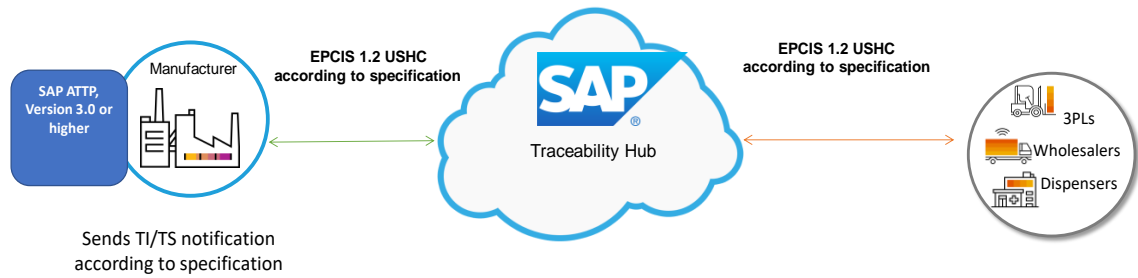
5.3 Regulatory Collaboration for Brazil

The service is available in Brazil as shown in the following graphic.



5.4 Regulatory Collaboration for U.S.

The service is available in the U.S. as shown in the following graphic.



See section 6.2.

6 U.S. Drug Supply Chain Security Service

SAP offers a dedicated service to support the requirements for the U.S. market according to the U.S. Drug Supply Chain Security Act (DSCSA). The service supports:

- Verification
- Supply chain notification, also known as Transaction Information and Transaction Statement Exchange (TI/TS Exchange)
- Trace Request Management
- Exception Management

6.1 Verification

Verification can be made against an SAP verification repository or a customer's backend such as SAP ATP.

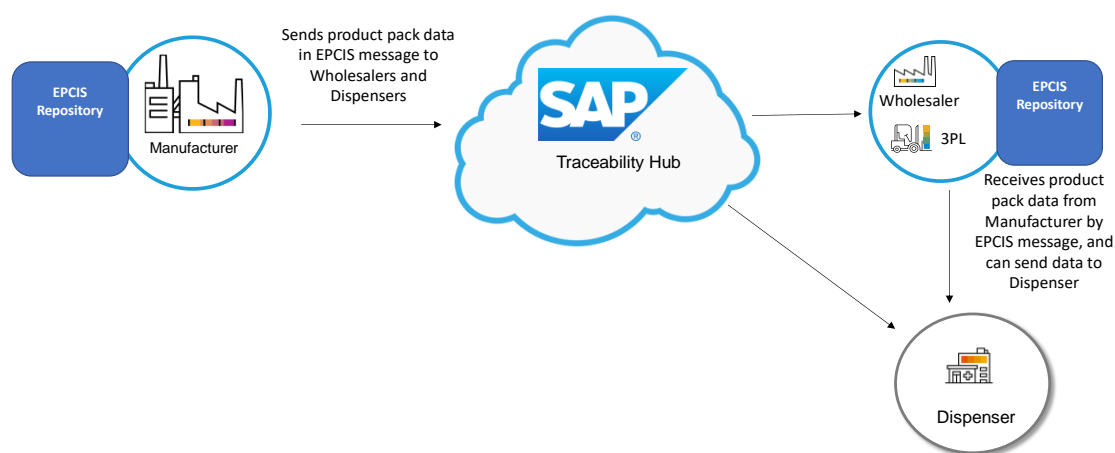
The verification router service (VRS) offers the following:

- MAHs can connect their own EPCIS repository to the service or send product pack data to a verification repository.
- Manufacturers can define connectivity information for verification based on GTIN in a Lookup Directory.
- The Lookup Directory synchronizes the connectivity information from and to all other connected lookup directories.
- Wholesale Distributors and Dispensers can verify product packs. The verification request is routed based on the content of the Lookup Directory.
- Manufacturers can use Web Apps to review verification repository content and corresponding write logs, configure verification responses, and configure alert options and manage alerts.
- Manufacturers, Wholesale Distributors and Dispensers can use a Web App to view verification logs.

6.2 Supply Chain Notification - Transaction Information Exchange

The service allows MAHs to send product pack data to their wholesale distribution customers to fulfill the requirements for exchange of transaction information (TI) and transaction statement (TS) according to DSCA requirements. MAHs can exchange TI/TS messages B2B with U.S. Wholesalers using GS1 EPCIS 1.2 U.S. Healthcare Implementation Guideline as a standard (EPCIS 1.2 USHC). TI/TS Messages must be sent for every shipment and require full serialization aggregation.

- Manufacturers can push traceability data to their wholesale distribution business partners. SAP onboards a manufacturer's wholesale distribution business partners.
- Wholesale Distributor and Dispensers can receive traceability data from their suppliers. SAP onboards the wholesale distributor's or dispenser's suppliers.



6.3 Trace Management

The service allows you to manage trace requests and trace responses, which is relevant for trading partner organizations such as Market Authorization Holders (MAH, Suppliers), U.S. Wholesale Distributors or U.S. Dispensers in accordance with the U.S. Drug Supply Chain Security Act (DSCSA).

The service offers web apps to create and respond to trace requests received from regulators, agencies, or other partners in case of investigation of pharmaceutical drugs.

6.4 Exception Management

SAP offers the capability to manage exceptions in the context of U.S. DSCSA through the Manage Exceptions app.

The app allows you to:

- Create exceptions for full or partial shipments
- Transfer an exception for processing by another person or organization

The app integrates relevant information from messages in SAP Traceability Hub and from SAP ATPP.

7 Traceability Repository

SAP offers a Cloud Repository which is purpose-built to simplify serialization and track-and-trace operations in the cloud.

This repository offers:

- Serial number management
- Track and trace history
- Seamless EPCIS and serialized event handling for trusted interoperability
- Simplified architecture that reduces overhead and accelerates deployment
- Optimized data storage and processing for high performance with lower cost
- Scalable cloud-native design that grows with your business needs
- Full compliance with global serialization regulations such as U.S. DSCSA, EU FMD, and so on.
- Faster onboarding of partners with intuitive integration capabilities

8 Onboarding

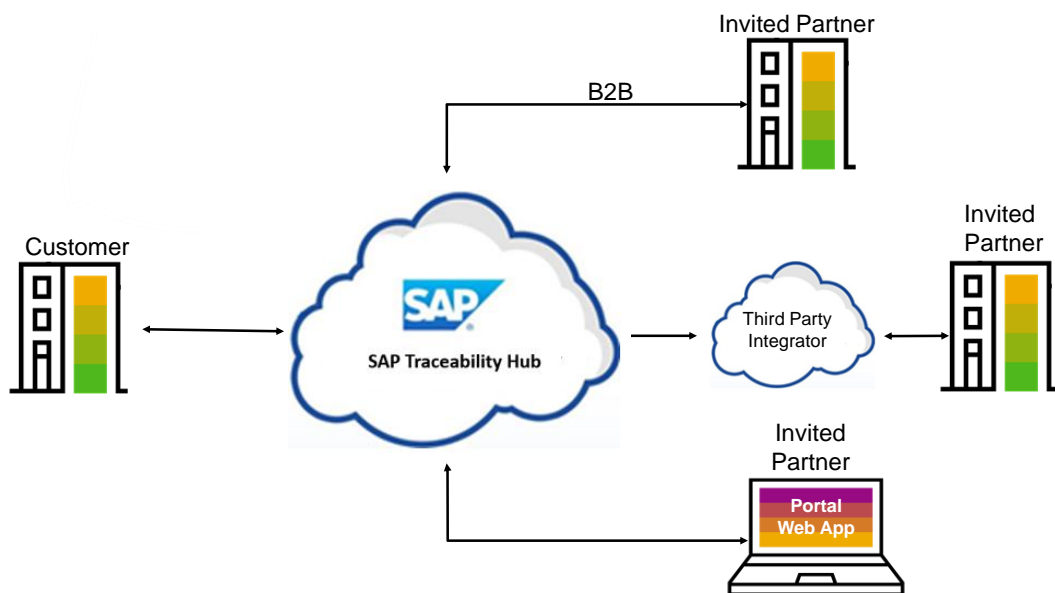
A dedicated SAP Onboarding Team facilitates the various options to onboard to the SAP Traceability Hub.

There is also a self-service onboarding option where customers use a web app to invite partners who in turn use a web app to self-onboard. Partners can also request to onboard through a customer-specific URL.

8.1 Connection Options

Onboarded partners can exchange messages through:

- B2B system-to-system connection
- Third-party solution provider connection
- Web App



8.2 Onboarding and Offboarding of Partners

This section describes SAP's fair usage policy with regards to offboarding and onboarding partners.

SAP is aware that customers sometimes work with partners intermittently or on a seasonal basis. For this reason, it may be appropriate to offboard a partner and onboard another partner.

SAP operates a fair usage policy of 10% per year when it comes to offboarding and onboarding partners. For example, if a customer has subscribed to thirty connections, that customer can offboard and onboard three partners during the course of one year.

If you need to exceed the 10% fair usage, please contact SAP.

9 Support

This section outlines Support provided by SAP including:

- Global Support and Maintenance Mode
- Support process during and after project mode
- Customer Contacts at SAP
- SAP Support Portal
- SAP Support Launchpad
- Incident Handling Process
- Downtime Notifications
- Support FAQs

9.1 Global Support and Maintenance Mode

Support for SAP Traceability Hub is provided by SAP teams who are available 24x7 for Very High and High priority incidents.

9.1.1 Monitoring

At frequent intervals, message failures are collected and include the following information:

- Status of the message
- Message ID
- Date and time
- Correlation ID which is unique for entire message exchange
- Message Sender
- Message Receiver
- Message Type such as SNR, SNRR, EPCIS, and so on

9.1.1.1 Notifications and Alerts

Notifications and alerts sent by your SAP team vary for synchronous and asynchronous connections.

Synchronous

The SAP Support Team does not create customer tickets for synchronous failures. For generic and regulatory reporting scenarios, SAP does not notify you of failures because all failures are visible in the Manage Messages app and your backend system.

Exceptions:

- Regulatory Reporting for EU
- Scenario SNR-SNRR, SAP notifies you through a ticket if failure count is greater than four

Asynchronous

For all asynchronous scenarios, SAP notifies you of failures through a ticket on the Support Launchpad.

The following table shows when the SAP team notifies customers of failures.

Scenario	Scenario Type	Sync/Async	SAP Notifies Customer
Regulatory Reporting for EU	Regulatory Reporting	Async/Sync	Yes
Regulatory Reporting for Russia	Regulatory Reporting	Sync	No
Regulatory Collaboration for Brazil	Generic Reporting	Sync	No
Regulatory Reporting for Bahrain	Generic Reporting	Sync	No
Regulatory Reporting for Brazil	Generic Reporting	Sync	No
Regulatory Reporting for India	Generic Reporting	Sync	No
Regulatory Reporting for Indonesia	Generic Reporting	Sync	No
Regulatory Reporting for Kyrgyzstan	Generic Reporting	Sync	No
Regulatory Reporting for Saudi Arabia	Generic Reporting	Sync	No
Regulatory Reporting for TRVST	Generic Reporting	Sync	No
Regulatory Reporting for Turkey	Generic Reporting	Sync	No
Regulatory Reporting for UAE	Generic Reporting	Sync	No
U.S. DSCSA Transaction Information Exchange	TI/TS	Async	Yes
U.S. DSCSA Verification Router Service	Verification Request	Sync	No
	Write Log	Async	Yes
Supply Chain Partner Collaboration	SNR	Sync/Async	Yes
	SNRR	Sync/Async	Yes
	EPCIS	Async	Yes
	Closed Envelope	Async	Yes

For incidents related to unmonitored synchronous scenarios, open a ticket on the SAP Support Launchpad Pad.

The SAP team can:

- Report failures to customers through a Support Launchpad ticket if required. See section 9.4.
- Assign incident ticket to relevant SAP team, when needed
- Send outage communication to customers and partners if there is service disruption
- Perform Root Cause Analysis where appropriate

9.2 Support Process

The Support process covers:

- Project Mode
- Production Live Mode

9.2.1 Project Mode

While in project mode:

- Engaged team on the customer side is generally the project team.
- Interface on the SAP side is SAP Onboarding Team and Customer Success Manager (CSM).
- Incident processors in general are SAP Onboarding Team.
- There is regular engagement between CSM and customer.

9.2.2 Production Live Mode

While in production live mode:

- Primary method of communication with SAP is by reporting incidents through the SAP Support Portal
- Interface at SAP is Detect and Resolve teams.
- Incident processing is handled across all Support tiers.
- Engagement between CSM and customer is static and regular. CSM organizes cadence calls with customer as required.

9.3 Customer Contact

The Customer Success Manager (CSM) is the primary contact person during the onboarding and production phases.

9.3.1 Onboarding Phase

During the onboarding phase, CSM responsibilities include:

- Point of escalation for issues related to onboarding
- Monitoring Onboarding requests
- Driving within SAP teams the next steps for onboarding requests
- Setting up meetings with customer to provide progress updates for onboarding requests or open topics related to onboarding

9.3.2 Production Live Phase

During Production Live phase, CSM responsibilities include:

- Point of escalation for incidents, additional follow-up and support-related customer communications
- Monitoring incident processing until closure
- Setting up meetings with customer to align incident processing or related open topics

9.4 Downtime Notifications

The SAP team sends regular notifications to customers and partners to inform of:

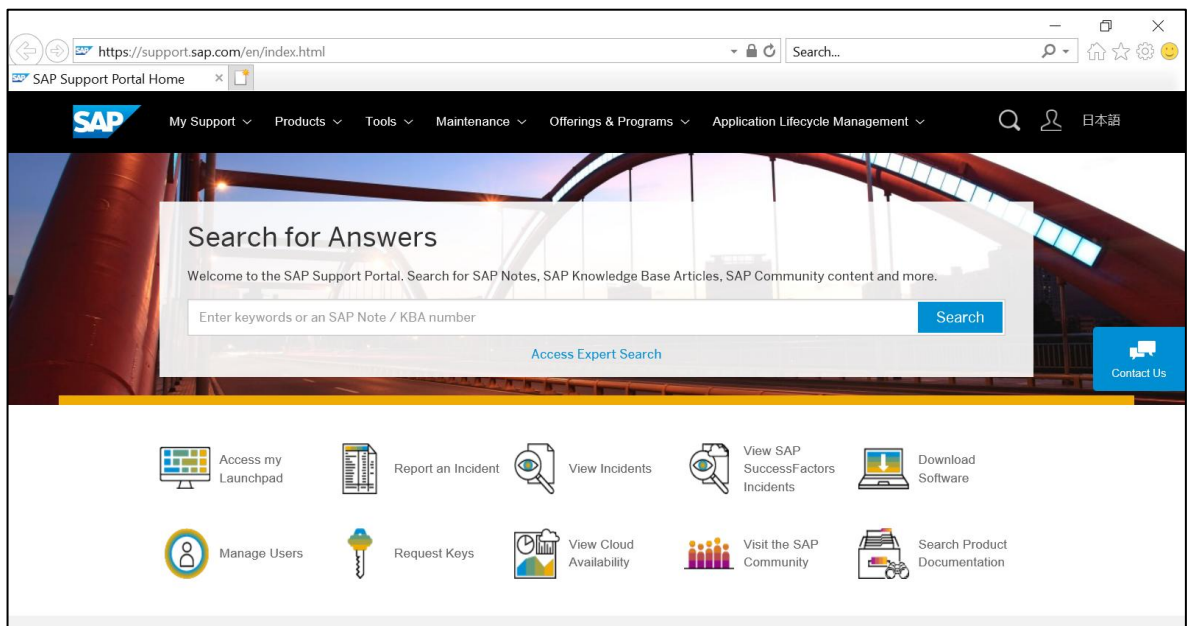
- Planned maintenance and unexpected outages to the SAP Traceability Hub and relevant platform components
- Outages of regulatory reporting systems

Customers and partners can sign up directly with Regulatory Organizations to receive notifications for planned downtime of regulatory reporting systems.

9.5 Support Process

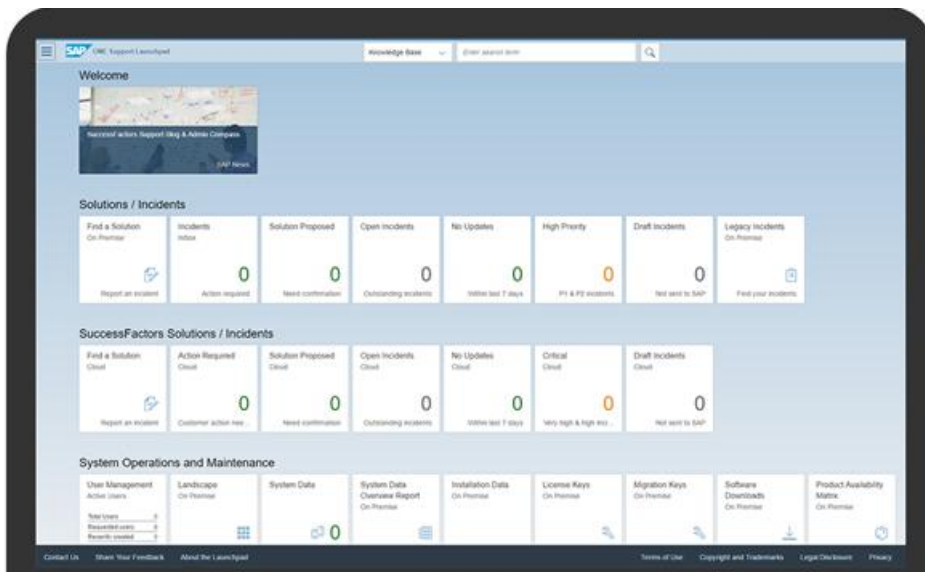
The SAP Support Launchpad is a one-stop for all support and service-related needs, to access software, request license keys, get technical support and find documentation.

Access to the SAP Support Launchpad is through the [SAP Support Portal](#).



There are SAP Notes, Knowledge Based Articles (KBA) and SAP Community tips to help solve issues. If these do not provide the necessary information, there is the option to Report an Incident.

The SAP Support Launchpad allows customers to report and track incident reports.



A Support telephone hotline is available for help reporting an incident.

9.5.1 Support Components

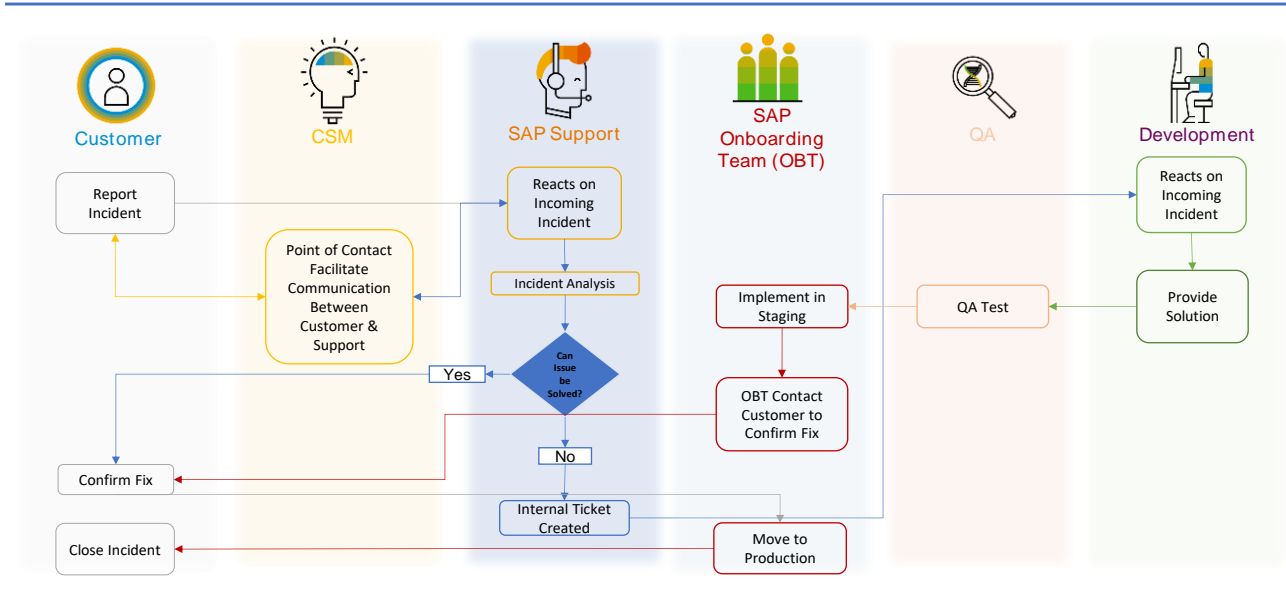
The main Support component for SAP Traceability Hub is [IS-LS-TH](#).

You can choose from sub-components which may enable the Support team to expedite a resolution if required.

Component	Description
IS-LS-TH	SAP Traceability Hub
IS-LS-TH-POR	SAP Traceability Hub Portal Applications Issue
IS-LS-TH-POR-SCP	SAP Traceability Hub Portal Applications Issue SNR and EPCIS
IS-LS-TH-POR-RR	SAP Traceability Hub Portal Applications Issue Regulatory Reporting
IS-LS-TH-POR-RC	SAP Traceability Hub Portal Applications Issue Regulatory Collaboration
IS-LS-TH-POR-US	SAP Traceability Hub Portal Applications Issue US Supply Chain
IS-LS-TH-NET	SAP Traceability Hub Message Exchange Issues
IS-LS-TH-NET-SCP	SAP Traceability Hub Message Exchange Issues SNR and EPCIS
IS-LS-TH-NET-RR	SAP Traceability Hub Message Exchange Issues Regulatory Reporting
IS-LS-TH-NET-RC	SAP Traceability Hub Message Exchange Issues Regulatory Collaboration
IS-LS-TH-NET-US	SAP Traceability Hub Message Exchange Issues US Supply Chain
IS-LS-TH-NET-MAP	SAP Traceability Hub Message Exchange Issues Mappings
IS-LS-TH-NET-CER	SAP Traceability Hub Message Exchange Issues Certificates
IS-LS-TH-OBT	SAP Traceability Hub Onboarding Issues
IS-LS-TH-PAR	SAP Traceability Hub Issue for partners
IS-LS-TH-NOT	SAP Traceability Hub Portal Applications Notifications
IS-LS-TH-INT	SAP Traceability Hub Internal
IS-LS-TH-REP	SAP Traceability Hub Repository

9.6 Incident Handling Process

The incident handling process is outlined in the following graphic.



9.7 Support FAQs

This section includes some Frequently Asked Questions and answers.

Q: What is an incident?

A: An Incident is a software issue in the application, a platform problem or any other service disruption with respect to the SAP Traceability Hub.

Q: What do I need to report an incident?

A: An SAP S-User ID is required to report incidents in the SAP Support Launchpad. Permission to use the SAP Launchpad is granted by a customer's SAP key users and administrators.

Q: What language can I use to report an incident?

A: English.

Q: What if the issue is not in an app, but in the platform or related to a service?

A: You report an incident using the main Support component IS-LS-ICH or a relevant sub-component, see section 9.5.1. The support team will assess the issue. If it is in the platform, the incident will be routed to the standard component according to the issue category.

Q: Who is my main contact person in SAP?

A: As part of the support experience, a Customer Success Manager (CSM) is assigned to your account. This person will act as your SAP point of contact.

Q: Who do I need to contact if my CSM is not available?

A: In addition to your CSM, in case of any incident (application, service, platform) you should always report an incident via the tools, the support resources are on duty 24/7 and they will pull in the necessary experts.

10 Important Disclaimers and Legal Information

10.1 Coding Samples

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