The Best-Run Businesses Run SAP
Managing the Enterprise Ecosystem

SAP Business One is a completely integrated business management solution that supports all of the key business processes and workflows of small and midsize businesses. It goes far beyond the typical stand-alone, disconnected silos of departmental automation to deliver a true, cross-functional system. It is simultaneously connected, concurrently networked, and continuously aware of all interrelated enterprise business processes.

SAP Business One features user-programmable alerts, workflows, and unique functions for managing exceptions to create an end-to-end solution for complete visibility, tracking, management, control, and analytic reporting of all key enterprise drivers.

Key Functions for Your Business

Integration: SAP Business One synchronizes communications with seamless integration with the Microsoft Office suite of products.

XL Reporter: This fully integrated reporting and financial analytics tool uses a Microsoft Excel-style interface and works with Microsoft Excel to provide instant access to live financial and operational data residing in the SAP Business One database.

Drag&Relate™: SAP Business One helps you identify key relationships. Using SAP's patented Drag&Relate feature, you can select a data field from the mouse, then drag that field to virtually any menu item. The resulting instant report displays the relationship of the field to the menu item for on-the-fly, train-of-thought reporting.

Embedded customer relationship management (CRM) functionality: SAP Business One is the only solution built for small and midsize businesses that features built-in CRM. You can manage sales opportunities and conduct sales pipeline analysis, track customer and vendor profiles, maintain contact information, track account balances, and administer contracts, and handle service planning. It also gives you easy views into future sales, as well as past performance.

Workflow-based alerts and key performance indicators (KPIs): With SAP Business One, you can manage by exception — monitoring, notifying, and taking action when specific events occur. An embedded workflow management tool allows you to designate the activities you want to track and to take immediate corrective action when necessary.

Adaptability: You can add or upgrade fields, change formats, and personalize queries and reports — without programming — as the needs of your business change.

Roles and Devices

SAP Business One provides access to key business touchpoints, activities, and transactions for customers, partners, suppliers, and employees.

Channels and Touchpoints

SAP Business One offers access from a number of devices and channels across corporate intranets and the Internet, including:

- Web browsers
- Windows clients for desktop and laptop users
- Personal digital assistants (PDAs)
- Cellular phones, including those that support Wireless Application Protocol (WAP)

Single Server Architecture

SAP Business One resides on a single server that integrates seamlessly with a standard Microsoft Windows network. Using a Win-32-based, two-tier client/server architecture, SAP Business One delivers peak performance. It streamlines your existing network infrastructure for maximum efficiency.

Enterprise Analytics and Reporting

SAP Business One provides a 360-degree view of your business through tight integration of all SAP Business One functional areas. From a dashboard, you can view historical customer interactions, operational logistics, supply chain dynamics, and enterprise critical analyses.

Visibility, Management, and Control from Prospect to Profitability

Think of the SAP Business One architecture as a series of concentric workflows, including customer acquisition, through manufacturing, delivery, and after-sale service and support. Each of these workflows is fully integrated and aware of the critical handoffs, activities, and transactions downstream in your business. In this context, it’s easy to envision how SAP Business One provides the necessary connectivity and integration to manage your entire business — from prospect to profitability.
An implementation guide helps you to optimize the implementation process. The implementation guide includes templates that you can use as models. You can also customize the templates to handle unique needs.

The methodology blueprint (to the right) describes the complete implementation process. Implementation some partial deployments may skip stages.

To achieve a smooth and efficient implementation-process, use all supporting materials provided with this methodology blueprint including:

- System initialization
- General ledger accounts setup
- Master data migration and opening balances

Kickoff Meeting
Present the implementation methodology
Review available resources
Review the time schedule

Handover from Evaluation

Handover from Evaluation Phase
Describe business processes and functional requirements
Develop a time schedule
Describe the structure of the company and responsibilities
Use the customized demo database
Identify unconventional business processes
Identify proposed solutions
Identify activities and the amount of data that must be migrated, if possible

Analysis and Design

Process Analysis and Design
Clarity and elaboration on all business processes defined in the evaluation phase
Define business processes needs in detail
Divide into subjects:
- Sales process
- Purchasing process
- Inventory management
- Production process and materials requirements planning (MRP)
- Financials and chart of accounts
- Sales opportunities
- Service
- Banking
- Reporting
Define authorization and data ownership requirements
Define hardware requirements for SAP Business One and compare to existing hardware
Review data conversion needs, including the type and amount of data
Establish any required integration points for third-party solutions
Review critical success factors in each section
Identify any limitations in the out-of-the-box solution and discuss work-arounds
Explore solution possibilities, including user-defined fields, formatted searches, queries, and the use of the software development kit (SDK)
Define the specifications of possible add-on developments
Create the project plan and assign tasks

Installation and Customization

Execution
Perform the installation according to the installation guides
- Initialize the system
- Create databases
- Perform system installation and definitions in SAP Business One according to the system initialization guide
- Set up all user-defined fields
- Migrate master data
- Deliver the relevant templates, including the user fields that need to be imported
- Prepare data migration steps according to the data migration and opening balances guide
- Receive raw data for import
- Test the validity of converted data
- Obtain sign-off for imported data
- Implement business process requirements
- Create database backup after every major step has been completed as needed for initial operations
- Create users and authorizations
- Create user-defined fields and tables
- Customize user-defined printout templates
- Create queries as defined
- Create formatted searches as defined
- Create reports as defined
- Create alerts as defined
- Define approval procedures in administration module
- Create screen layouts via user settings

Acceptance Testing and Approval
- Perform any necessary upgrade if a new patch was released
- Simulate all major business processes that have been defined
- Simulate major business processes with a super user
- Compare the data to established reports
- Review results and obtain sign-off

Before Going Live
- Review go-live checklist
- Create or import opening balances
- Create custom user manuals

Go Live

Handover

Training and Solutions Management

Training
Mandatory basic navigation training for all users
- Individual business process training
- Introduce the SAP Business One customer portal
- Searching notes
- Creating support messages
- SAP support contact information

After Going Live
- System review according to post go-live checklist
- Perform a month or quarter and closing to review reporting and system correctness
- As needed to optimize business processes
- Create users and authorizations
- Create user-defined fields and tables
- Customize the printout templates
- Create queries
- Create formatted searches as defined
- Create reports
- Create alerts
- Define approval procedures in administration module
- Create screen layouts via user settings
A Single Server Architecture

The SAP Business One solution resides on a single server that integrates seamlessly with a standard Windows network. Server architecture includes security, backup, and network access protocols. Access is granted via wide area network (WAN) terminal services or dial-up network connectivity.

SAP Business One uses standard database backup procedures, eliminating the need to save and transfer the database to another machine while providing immediate access to critical business information.

You can use the following databases with SAP Business One:
- Microsoft SQL Server
- Sybase Adaptive Server Enterprise (ASE) – Small Business Edition
- IBM DB2 Express Edition

Ease of Use
- Seamlessly integrated product
- Drag/Relate

System Architecture
- Two-tier client/server architecture

Interface and Integration
- Flat files
- XML (HTTP/SOAP)
- API (COM, NET, Java) – MDB
- ODBC

SAP Business One Single Server API Layers

Data Interface API

User Interface API

Data Transfer Workbench

Microsoft Outlook Integration

Integration with mySAP Business Suite

Migration to mySAP Business Suite

SAP Business One Single Server API Layers

The SAP Business One Single Server API Layers provide a programmatic interface to SAP Business One. This API allows developers to extend the functionality of SAP Business One by adding custom features, enhancing existing ones, and modifying the behavior of the application to fit unique business requirements.

SAP Business One is equipped with an application programming interface (API) that is based on Component Object Model (COM) technology. You can use this API to enhance the functional scope of the solution or adapt it to meet your specific requirements. Developers can access the COM objects using programming languages, such as Visual Basic, C/C++, and Java.

Two different APIs are supported: one for the data interface and one for the user interface.

Business configuration extant

The business configuration extant simplifies the customization process. It makes partner solutions easier to create and maintain. You can reuse settings for a certain function or an entire business process.

1. Workstation
2. SAP Business One Server
3. mySAP Business Suite
4. External Systems
5. Data Interface API
6. Third-party software
7. SAP Business One API Layer
8. Workstation

Server

Operating System
Microsoft Windows 2000 Server or Advanced Server
Microsoft Windows 2003 Server
Standard Edition 32 Bit

CPU
Microsoft SQL Server – Intel Pentium III
Sybase ASE – Intel Pentium IV
IBM DB2 Edition – Intel Pentium P4

RAM
Microsoft SQL Server – 512 MB
Sybase ASE – 1 GB
IBM DB2 Edition – 1 GB

Hard disk free space
Microsoft SQL Server - system partition 5 GB/data partition 25 GB
Sybase ASE – system partition 0.5 GB/data partition 25 GB + additional 1 GB for each company
IBM DB2 Express Edition – system partition 0.5 GB/data partition 25 GB

CD-ROM
Drive > 24x or higher

Display
640 x 480 with 256 colors or higher

Database
Microsoft SQL Server 2000 SP3
Sybase Adaptive Server Enterprise Small Business Edition Version 12.5.2 GA
IBM DB2 Edition version 8.1 P9

Software
Microsoft 8.0 SP1
Microsoft Data Access Components (MDAC)
2.4 / 2.6 for Windows 2000 Server
For IBM DB2
For IBM iSeries

Workstation

Operating system
Microsoft Windows 2000 Professional
Microsoft Windows XP Professional

CPU
1st Intel Pentium

RAM
512 MB

Hard disk free space
500 MB

CD-ROM
32x or higher

Display
640 x 480 with 256 colors or higher

Software
Microsoft 8.0 SP1
Microsoft Data Access Components 2.6 (MDAC)
Integrated Business Intelligence: Management by Exception

Management by Exception

SAP Business One uses user-programmable workflow-based alerts to notify you of important business events. SAP Business One can also trigger immediate notifications to the manager. An immediate notification is a workflow to manage the event.

Embedded Business Intelligence

Managers receive alerts that not only focus attention on a particular business event, but also trigger workflows so they can automatically act on them.

Alerts notify you of discrepancies or specific business events. They can provide information according to each employee’s role within your company. Each time a threshold is crossed, a real-time alert notifies the appropriate person.

You can instantly drill down to detailed information on the cause of an alert; you can make truly well-informed decisions.

You can establish unique workflows, including approval procedures, and automatic responses, so you can respond instantly to an event.

Open Integration

You can easily and cost-effectively adapt SAP Business One to changing business requirements without creating a heavy, ongoing IT burden. Users can set their preferences for forms, policies, queries, and reports, so the software directly mirrors actual day-to-day business activities.

SAP Business One also integrates with other applications, so you can leverage your existing IT investments and take advantage of new technologies. Because of its open integration and single-server architecture, SAP Business One can trigger transactions and workflows downstream in other solutions.

You can implement changes to SAP Business One instantly, so the software always fits the way you run your business.

When you upgrade SAP Business One, you can easily integrate your existing modifications into the new software, eliminating the costs typically associated with upgrades.

Set Up Alerts

It’s easy to set up alerts and approvals and to change them as your business changes. Easy-to-use interfaces allow authorized users to create and maintain their own data.

Alerts in Real Time

Alerts notify you of a discrepancy or an event. These alerts can provide internal (order) information each time a threshold is crossed.

Examples of real-time alerts include:

- Deviation from discount
- Deviation from percentage of gross profit
- Deviation from credit limit
- Deviation from minimum stock
- Deviation from commitment
- Deviation from budget

Drill Down to the Cause

Alerts are both real time and internal. After being notified by e-mail or fax, you can drill down directly to the document that triggered the alert.

Examples include:

- Gross profit by line or by document
- Last prices report to help determine the optimal pricing strategy
- Drill down to individual items and sales analysis
- Check item availability

Create Alerts

Alerts can be based on frequency with an unlimited number of scenarios and exceptions.

You can create alerts with an easy-to-use wizard that requires no technical skills. You can write complex alerts with sorting capabilities and then export the results to Microsoft Excel.

You can create alerts for:

- Weekly “Monday morning” reporting to monitor activities from the previous week
- Only reporting to ensure activities are followed up on in a timely manner
- Overdue transaction reporting to determine at a specific time if transactions are being overlooked
- Many others

Create Approvals

You can use SAP Business One to ensure that users follow your corporate approval procedures. Examples of approvals that can be activated in the solution include:

- Deviation from discount
- Deviation from percentage of gross profit
- Deviation from credit limit
- Total document amount
- Deviation from commitment
- Deviation from budget

Real-Time Approvals

Approvals are both real time and internal. When an approval is triggered, you can drill down to the “Request for Approval” screen, review the rule that triggered the approval, and track the status of the approval as requested, when it was approved, and who approved or rejected it.

Internal Messaging

SAP Business One has an internal messaging system where users can send alerts, approvals, messages, and attachments to each other. These messages maintain links to the original documents, ensuring you can easily drill down to the original document.
Personalization and Configuration Flexibility
SAP Business One gives you powerful tools to tailor forms, policies, queries, and reports to meet specific business needs so you can run your business the way you want without technical training.

You can configure the software to define exchange rates, set authorization parameters, create internal mail and e-mail, send short message service (SMS) settings, and data import and export functions.

You can configure import and export data:
- Company selection
- System initialisation and general preferences
- Data import and export parameters
- Discovery
- Alert functions

User-Defined Fields
You can define fields for all objects, including items, business partners, and orders, so you can manage the information required for business activities. Examples of user-defined fields include:
- Text
- Addresses
- Phone numbers
- URLs
- File attachments
- Images
- Drop-down lists

Formattted Searches
You can use formatted searches to consolidate and leverage multiple points of data in single fields to create extremely powerful relational searches with multiple variables. Formatted search selections include:
- Automatic entry of values into fields based on the use of different objects in the software
- Entry of values into fields based on predefined lists
- Automatic entry of values into fields based on user-defined queries
- Definition of dependancies between fields

Access to the User Interface
SAP Business One provides an intuitive, easy-to-use tool so you can adapt the software to your unique requirements without programming. All you need to do is double click with the mouse and use simple keyboard commands.

The objects and procedures supplied by the user interface include:
- Application: establishes the connection to SAP Business One
- Form: represents a window within SAP Business One
- Item: enables the processing of dialog boxes and alters their contents, as well as their position, size, and visibility
- Check box: Processes check boxes
- Matrix: stands for a table in a window
- ItemEvent: Process events
- MenuItem: Activates individual menu items
- Menu: Event: influences an event process

Functional Flexibility and Control
You can configure the following administrative functions:
- Company selection across multiple basic settings
- System initialisation and general preferences
- User definitions, including chart of accounts, tax codes, sales, employees, territories, projects, address formats, payment terms, vendors, customers, item and commission groups, warehouses, service contract templates and queues, banks, payment methods, and shipping methods
- The master data record for the entire system
- Business partner file covering the master data record of a customer or vendor
- Product Trees representing the header of a BOM
- Product Trees Lines covering the individual materials that are assigned to a bill of materials (BOM)
- Documents for the header line of a sales or purchasing document
- Document lines containing the individual items that are assigned to a sales or purchasing document
- Journal entries by title or description

Add User-Defined Fields
SAP Business One is a flexible solution that can adapt to support your specific business processes. You can add user-defined fields to most forms in the system at the header or document level or at the row or detail level. You can select the type of field or the length of the field from a drop-down list. This function is controlled with authorizations codes, with the proper authorization, you can add or change fields in just minutes.

Create User-Defined Fields
You can add an unlimited number of user-defined fields to most forms in the system at the header or document level or at the row or detail level. You can select the type of field or the length of the field from a drop-down list. This function is controlled with authorizations codes, with the proper authorization, you can add or change fields in just minutes.

Personalize the Software
Once you have personalized the software, you can use the settings in queries, lookups, and Drag&Drop reports. You can also personalize printed documents, just like any other field.

Create User-Defined Fields
You can add an unlimited number of user-defined fields to most forms in the system at the header or document level or at the row or detail level. You can select the type of field or the length of the field from a drop-down list. This function is controlled with authorizations codes, with the proper authorization, you can add or change fields in just minutes.

Configure Forms
With the proper authorization, you can modify transaction windows. Select the fields needed from the Form Settings, drag and drop them for personalization. You can use standard or user-defined fields.

Configure Lookouts
With the proper authorization, you can modify transaction screens. You select the fields from the form setting, then drag and drop them to personalize the window. You can use standard or user-defined fields.

Change Fields
You can easily change the names of screens in SAP Business One, so you can use your own internal naming.
The SDK includes:

- All code, documentation, and simple utilities.
- A version of the SAP Business One SDK provides full access to both the user interface layer and the business object layer.

**Key SDK Features**

The SDK:

- Provides programmatic access to SAP Business One’s business logic through an object-oriented layer.
- Enables SAP partners and customers to extend and enhance the functionality of SAP Business One to fit their unique needs.
- Can be used with a wide range of programming languages and tools — so developers can use familiar technologies.
- Provides strong backward compatibility, so little or no work is required when upgrading to a new version of SAP Business One.

**Key Components**

The SDK includes:

- Data interface API: interfaces external applications with SAP Business One.
- User interface API: for extending and customizing the SAP Business One client user interface.
- Screen designer: drag-and-drop interface for designing custom windows for SAP Business One.
- Java connector: interfaces external applications with SAP Business One using the Java programming language.
- Complete documentation.
- Sample applications.

**Data Interface API**

The data interface API is used to build real-time links between SAP Business One and third-party applications. By providing a programmatic interface to SAP Business One, developers can extend and enhance its functionality. For example, developers can use the data interface API to:

- Add menus or dialog boxes.
- Modify the look and feel of the user interface.
- Integrate with third-party applications.
- Customize the data interface API to meet the needs of specific business processes.

**User Interface API**

With the user interface API, developers can customize SAP Business One by:

- Creating new windows.
- Redesigning existing windows.
- Adding menus or dialog boxes.
- Modifying the look and feel of the user interface.

**Platforms and System Requirements**

SAP Business One runs on Microsoft Windows 2000. SAP strongly recommends that you install the latest support packages for the operating system.

**The Java Connector**

The Java connector (Java wrapper) provides developers with all the power and flexibility of the data interface API for use in a Java development environment.
SAP Business One

Native CRM Functionality: Complete Sales and Service Integration
SAP Business One delivers integrated CRM functionality as part of the complete solution. Tightly integrated features across marketing, sales, and service provide end-to-end visibility of the complete customer life cycle. You have complete control of customer acquisition, retention, loyalty, and profitability for the business.

Sales with SAP Business One
SAP Business One records every sales opportunity across the customer life cycle—from lead identification, through discovery, qualification, proposal, and closure to after-sale service and support.
You can enter details of the sales opportunities, including the source, potential deal size, closing date, competitors, and activities.
Reports are a critical piece of the sales puzzle. You can analyze opportunities by lead source, territory, industry, customer, and item. The reports manage forecasts and display anticipated revenue by a variety of date ranges, such as month and quarter. You can see the distribution of leads by source over time so you can identify the most profitable lead generation activities.

Key Features and Functionality
Sales and accounts receivable: Create price quotes, record customer orders, set up deliveries, update stock balances, and manage all invoices and accounts receivables.
Purchasing and accounts payable: Manage and maintain vendor contracts and transactions, such as issuing purchase orders, updating in-stock numbers, calculating the landed cost value of imported items, and handling returns and credits.
Business partners: Control all information on customers, resellers, and vendors, including e-mail addresses, profiles, sales reports, activities with business partners, account balances partners, and account balances. Search a calendar of user activities using such terms as "start with" or "contains" to find the necessary item.

Fully Integrated CRM: Sales Cycle Management

Track Activities
Track all of your activities, with reminders for follow-up—all synchronized with Microsoft Outlook.
- Phone calls
- Meetings
- Tasks
- Notes
- Other

Centralized Information
SAP Business One offers integrated CRM functionality. It provides a centralized location for all of the information related to a sales opportunity, including:
- The stages designed for your sales cycle
- The opportunity weights based on the stage in the sales cycle to obtain more accurate sales forecasts
- Leads by source
- Track the competition
- Any documentation concerning the deal

You can easily drill down to master data for customers, leads, and vendors for a 360-degree real-time view. You can view the following information and drill down to details:
- Contact individuals and their information
- Account balance
- Number of sales opportunities
- Number of service calls
- All related activities

Manage Your Calendar
You can manage activities using the SAP Business One calendar. The calendar offers a monthly, weekly, or daily view. The calendar is bidirectionally synchronized with Microsoft Outlook.

Graphical Reporting
Powerful graphical reporting gives management complete visibility. Managers can view their entire pipeline or filter the report to see individual sales people's customers, leads, sales cycle stages, and much more.

Create Quotations
You can create quotations and attach them to sales opportunities. SAP Business One automatically updates the expected total and gross margin for the opportunity.

Management Reports
Managers can retrieve a unique, time-phased view of the data through the dynamic opportunity analysis report (the balloon report), so they can easily spot trends, patterns, and behaviors of the sales people and opportunities. This helps them answer important questions:
- Where are opportunities starting?
- Which sales people are winning the most deals?
- Is there one area of the sales process that seems to be problematic?
Integrated CRM Functionality: Complete Sales and Service Integration

SAP Business One delivers complete CRM functionality as part of the complete solution. Tightly integrated features across marketing, sales, and service provide end-to-end visibility throughout the customer life cycle.

CRM functionality gives you complete control of customer acquisition, retention, loyalty, and profitability for your business.

CRM Service with SAP Business One

SAP Business One handles support for service operations, service contract management, service planning, tracking of customer interaction activities, customer support, and sales opportunity management.

Key Features and Functionality

Service contract: You can create a regular support or warranty contracts for items or services sold to a customer. The contract maintains the start and end dates, as well as specific terms of the contract, such as guaranteed response or resolution times.

Customer equipment card: The software provides service technicians with detailed information about an item sold to a customer, such as a manufacturer's serial number, replacement serial number, and a complete service call history. It also lists service contracts assigned to the item.

Customer equipment report: The software shows all equipment and corresponding serial numbers sold to a customer or a range of customers.

Service calls: You can view all service calls that were created, resolved, or closed on a specified date or within a range of dates. You can restrict the report to service calls for a specific queue, technician, problem type, priority, item, and call status. Or you can view only overdue calls.

Service calls by queue: You can track all pending service calls in the queue. The software maintains a call history related to a particular incident. You can monitor the status of calls and assign them to individual technicians or maintain them in a team queue.

Response time by assignee: You can follow the interaction between a customer and service and record the time necessary to respond to a single service call.

Service Contract Levels

You can define the level of service a customer can receive. The customer equipment card, which can be created automatically or manually, tracks each serialized item to an individual customer. The card indicates:

- Type of coverage: serial number level, item group level, time coverage, or customer level
- Response or resolution time
- Start, end, and renewal dates with reminders.

The software can automatically assign a warranty when an item is sold.

Call Entry, Tracking, and Management

As service calls are received, customer service agents can search for customers by item or serial number. Using customizable-drop-down lists, you can track types of problems and types of calls, as well as their origins. You can also capture additional information, including:

- Remarks: general information to further describe the problem
- Activities: track and schedule all follow-up conversations related to the service call
- Resolution: how the problem was ultimately resolved
- History: complete call history—who opened the call and when, who entered additional information and when.

Solution Knowledge Base Support

A solution knowledge base stores common, recurring problems so agents all have access to the information to improve first-level customer service. The knowledge base supports quick word search and troubleshooting logic tree, searches and provides a troubleshooting logic tree, which walks agents through symptoms to quickly find the best solution to a problem. A status report ensures the information being passed on to the customer has been reviewed and is correct and complete.

Service Reports

A series of standard reports show service calls by assignee or by queue. The software tracks service technicians so you can determine the responses and closure times. With these reports, you can view and analyze data related to service contracts, customer equipment, and service calls. You can check service calls made by individual sales representatives or those reported by certain customers and use the reports to evaluate efficiency and performance.

Skill Set Routing

Once the information has been collected, you can assign it to a technician, pass it to another internal SAP Business One user, or add it to a queue for follow-up. Technicians can enter expenses into a form, and the information can be transferred to the service call record in SAP Business One, for complete tracking from a single record.

Service Monitoring

You can monitor open calls and past-due calls using a dynamic graphical report. The software sounds an audible alarm when a call reaches an open call or overdue call limit. Several reports are available:

My service calls: shows open service calls by status for technicians
My open service calls: displays open calls by technician for managers
My overdue service calls: shows overdue calls by technician for managers.
Purchasing Process Management

SAP Business One delivers comprehensive functionality for across-the-board visibility, tracking, management, and control of the entire purchasing process.

You can generate reports to develop a general or a detailed picture of the purchasing going on within the business.

While placing an order, you can quickly look up and select the prices you paid for items in the past. If an item is purchased from multiple vendors, you can compare the prices received in the past, drill down to the actual document, and see the prices and any notes you may have recorded from the vendors.

Because some purchases may need to be approved before they are saved, SAP Business One provides internal templates to support the workflow of an approval procedure, informing everyone of the transaction status at any time.

Approval procedures may require multiple steps and require approval from more than one person. Until this approval is received, the transaction only exists as a draft in the system.

Automatic alerts and workflow triggers updated information on the available quantity of ordered items and inform the warehouse manager of the expected delivery date.

Each line item within a purchase order or an accounts payable voucher can be shipped to a different warehouse location.

You can split a single purchase order into multiple parts when items need to be shipped to multiple warehouses. The split or revisions are required so that the software can create different packing slips and delivery notes for each shipment.

The purchasing functions in SAP Business One are designed to give you a comprehensive solution for the whole purchasing process within the business.

Managing the Entire Purchase Cycle

**SAP Business One Purchasing Functions**

- **Goods receipt purchase order**: This function allows you to receive a delivery at the warehouse or allocate deliveries to multiple warehouses. You can link a goods receipt to a purchase order, and you can change the purchase order quantity versus the actual received quantity.

- **Goods returns**: You handle vendor returns for repair or without credit using the goods return document.

- **Invoice**: With processing vendor invoices, SAP Business One creates a journal entry. You can use this information to process subsequent payments to the vendor.

- **Credit memo**: You can issue credit memo to vendors for returned merchandise. The required data can be easily imported from the original invoice, as it is with any other sales and purchasing document.

- **Landed costs**: SAP Business One enables you to calculate the purchase price of imported merchandise. You can allocate the various landed cost elements (such as freight, insurance, and customs duties) to the PO or cost centers.

- **Document drafts**: You can print, edit, and manage all purchasing documents that have been saved as drafts.

**Document printing**: You can print all sales and purchasing documents. You can select documents by period, number, or type, such as invoices, checks, or receipts associated with any specific transaction.

**Workflow alerts and management by exception**: SAP Business One provides internal messages to support your internal approval procedure, informing all involved users of the transaction status at any time. Any purchase orders that exceed a certain amount are not activated until authorized management has approved the order. The transaction remains as a draft until approval has been received.

**Price history reporting**: When placing a purchase order, you can look up and select the prices paid for items in the past. If an item is purchased from multiple vendors, you can compare the prices you received, drill down to the actual document that contain the prices, and view any notes recorded from the vendors.

**Fully integrated analytics and reporting**: You can generate reports for a general or detailed picture of the purchasing activities within the business.

**Define Filter Options**

The payment wizard in SAP Business One enables you to define filter options and activate the payment run process. The steps are:

- Define the date of the payment run
- Choose the vendors to include in the run
- Set the document parameters by date, amount, or document number
- Select the payment method and set parameters for maximum amount of payment run
- Select from the recommendations regarding which invoices to pay

**Checks are printed**
Financials

SAP Business One offers fully integrated financials and banking functionality for complete, across-the-board tracking, management, reporting, and control of all key financial and accounting processes.

Important Features

- **Accounting**: The chart of accounts indexes all general ledger accounts that are used by one or more companies. A chart-of-accounts template is available for every country. You can also use this template to define individual charts of up to 15 segments if desired.
- **Journal entries**: Journal entries are posted automatically from the sales, purchasing, and banking functions, allowing you to create new journal entries and search for existing ones.
- **Journal vouchers**: You can save multiple manual journal entries and process them simultaneously, allowing verification of the postings before they are entered in the general ledger.
- **Posting templates**: You can define general ledger account assignment models, saving time and avoiding mistakes during the manual posting of journal entries.
- **Reversing postings**: You can define your own postings for regular execution in accounting and specify a frequency for each reversing posting.
- **Exchange rate differences**: You can evaluate your open items in foreign currencies, then identify differences and choose the appropriate correction transaction.
- **Financial report templates**: You can generate any number of financial report templates.
- **Budgets**: You can define and manage budgets on existing accounts to compare actual and planned figures. The software alerts you whenever a transaction exceeds a monthly or annual budget limit.
- **Profit center definitions**: You can define different profit centers or departments and allocate the revenue and cost accounts to a predefined profit center in the chart of accounts.
- **Distribution rule definitions**: You can define different distribution rules to characterize business activities and then allocate a revenue or cost account to the corresponding distribution rule.
- **Profit center report**: Reports are based on revenues and costs, both direct and indirect. You can run a report for any profit center annually or monthly to compare the results with figures for the previous period.

**Real-time accounting**

- **Fully Integrated Financials**: SAP Business One features fully integrated financial and banking management. When transactions are run, the software creates a journal entry in the general ledger. SAP Business One automates virtually all key transactions. No manual posting or batch processing is required.

**Month-end closing**

- **Expedited Closing Features**: SAP Business One helps to expedite the month-end close process. In the activity window, you can assign tasks to individuals or create reminders to accomplish certain aspects of the close process.

**Financial reporting**

- **Multilevel Reports**: Multilevel reporting is also enhanced by the flexibility provided in the account segmentation feature of SAP Business One. You can create the general ledger account structure that enhances your reporting.

**Integrated Reports**: SAP Business One offers extensive integrated reporting tools for compiling business, accounting, warehouse, and financial reports, as well as account statements. You can report reports to Microsoft Excel and Microsoft Word.

**XL Reporter Tool**: The XL Reporter tool provides real-time views of data within SAP Business One with all of the powers of Excel for report formatting. A report composer allows you to drag and drop the information into the report. You can also manage and organize report definitions, execute reports, and send reports. The reports can be scheduled to run automatically with the results being printed or e-mailed to the desired recipients.

**High-Speed Drill Down**: You can easily drill down to information at the posting level. For example, while viewing the journal entry for a sales transaction, you can drill down to see the chart-of-accounts information.

**Complete Chart of Accounts**: In the chart of accounts, you can click on the balance field to see transactions that make up a particular balance.
SAP Business One’s reporting tools enable you to create reports and initiate corrective actions based on immediate analytical insights. You can create accounting, enterprise, inventory, and financial reports, as well as reports to aid decision making. You can export any report to Microsoft Excel with a click of the mouse.

With the Drag&Relate feature, you can simply drag fields and drop them onto major business transactions and master data headings. The software then produces a report—a list of all sales quotes, for example, or invoices, that are related to the contents of the field.

Internal and external reconciliation can be executed with exception reporting, which saves time when closing the books and preparing reports.

### Defining Reports
You can easily create reports using point-and-click and drag-and-drop features. You can set up comprehensive business reports in just a few seconds.

If you need more advanced functionality, extended calculations, or graphs, you can use Microsoft Excel with SAP Business One. The end result is advanced and flexible reporting across customer relationship management, manufacturing, and finance.

Reports range from standard sales and balance reports to complex ad hoc reports, including dashboards with instant views of key performance indicators. And you can drill down all the way to the posting level.

You can schedule reports for automatic distribution via e-mail.

SAP Business One hides the technical names and table structures of the database so you don’t require this knowledge to develop reports.

### Report Categories and Available Standard Output

#### Financial reports:
- Balance sheet
- Trial balance
- Profit-and-loss statement
- Cash flow from multiple perspectives

#### Accounting reports:
- Account balances
- Aging reports
- Transaction journal
- Transaction journal by projects
- Tax reports

#### Comparative reports:
- All reports can also be run as comparisons (months, quarters, years, or any other period)

#### Budget reports:
You can configure budget allocation methods, define budget figures in terms of absolute or percentage figures (or both), and display a summarized budget report that compares actual and planned figures used to trigger alerts, whenever transactions exceed user-defined limits.

### Sales Opportunity reports:
- Opportunities
- Stage
- Opportunities pipeline
- Opportunities forecast over time
- Win opportunities
- Lost opportunities
- My open and closed opportunities
- Lead distribution over time

### Sales and purchasing reports:
- Open items list
- Sales analysis
- Purchase order

### Business partner reports:
- Activities overview
- Inactive customers
- Dunning

### Service and support reports:
- Service calls
- Service calls by queue
- Response time by assignee
- Average closure time
- Service contracts
- Customer equipment report
- Service monitor
- My service calls
- My open service calls
- My service support calls

### Inventory reports:
- Item list
- Lost items
- Inactive items
- Item query
- Inventory posting list by item
- Inventory status
- Inventory in warehouse
- Inventory valuation
- Serial number transactions
- Batch number transactions

### Production reports:
- Open work order
- Bill of materials

### Human resources:
- Employee list
- Absence report
- Phone book
- XL Reporter

This tool seamlessly integrates Microsoft Excel reporting with SAP Business One, giving you the option to use Excel as your primary reporting tool.

### Centralized Access
You access most functions from a central menu, including accounts receivable, accounts payable, journal entries, service management, business partner information, and so on. You also open forms from a central location, business partner master data, item master data, accounts receivable documents, accounts payable invoices, and so on. You simply drag fields of information to a topic within the Drag&Relate window and the software automatically makes the connection and returns the data.

### Microsoft Excel Integration
Microsoft Excel is a widely accepted reporting tool. XL Reporter allows real-time views of data within SAP Business One with all of the powers of Microsoft Excel for report formatting. You can simply drag and drop the information you want to see in the report.

### Excel Reporter and Total Dashboard Visibility

### Predetermined Reports
SAP Business One provides a series of predefined, built-in reports for each functional area. You can focus the report on specific areas of the business and customize the output. You can print, e-mail, or export any report to Microsoft Excel.

### Create Ad Hoc Reports
Using built-in query tools, you can create your own reports across all areas of the application. The wizard helps non-technical users create reports by simply answering a series of questions—the software then writes the SQL code automatically.

### Drag&Relate Technology
Drag&Relate is a unique SAP technology. It allows quick, train-of-thought reporting throughout the solution.

### Organized Reporting
The report organizer provides a Windows Explorer look and feel. You can store reports and run them automatically, printing or e-mailing the results as required.
Managing the Enterprise Ecosystem

SAP Business One is a completely integrated business management solution that supports all key business processes and workflows. It goes beyond the typical stand-alone, disconnected silos of departmental automation to deliver a true cross-functional solution. It is simultaneously connected, concurrently networked, and continuously aware of all interrelated enterprise business processes.

SAP Business One features user-programmable alerts, workflows, and unique management by exception functionality to create an end-to-end continuum for complete visibility, tracking, management, control, and analytic reporting of all key enterprise drivers.

Managing a Seamless Continuum of Business Processes and Workflow

SAP Business One effectively models and manages the complete business process life cycle, from prospect to profitability — across the entire enterprise ecosystem. It covers the following areas:

- Sales opportunity and prospect management
- Opportunity management and customer acquisition
- Order processing, shipping, and delivery
- Manufacturing planning, purchasing, and receiving
- Manufacturing production, finished goods, and parts inventory
- Service and support life-cycle management
- Financials, banking, and accounting

True Cross-Enterprise Analytics and Reporting

Embedded best practices, Drag&Relate, and fully integrated real-time reporting generator support your entire business ecosystem. The result is a self-aware, knowledge-driven solution for integrated enterprise management, control, and profitability.

By recognizing the critical transactions, activities, handoffs, and interrelationships in the knowledge-driven enterprise, SAP Business One ensures flawless, real-time automation of the entire business process life cycle.

Visibility, Management, and Control — from Prospect to Profitability

Think of SAP Business One as a series of concentric workflows — from customer acquisition through manufacturing and delivery to after-sale service and support. Each of these workflows is fully integrated and aware of the critical handoffs, activities, and transactions downstream in the enterprise. In this context, it’s easy to see how SAP Business One provides the necessary connectivity and integration to manage the entire enterprise life cycle from customer prospect to profitability.