



**SAP® BUSINESS ONE**

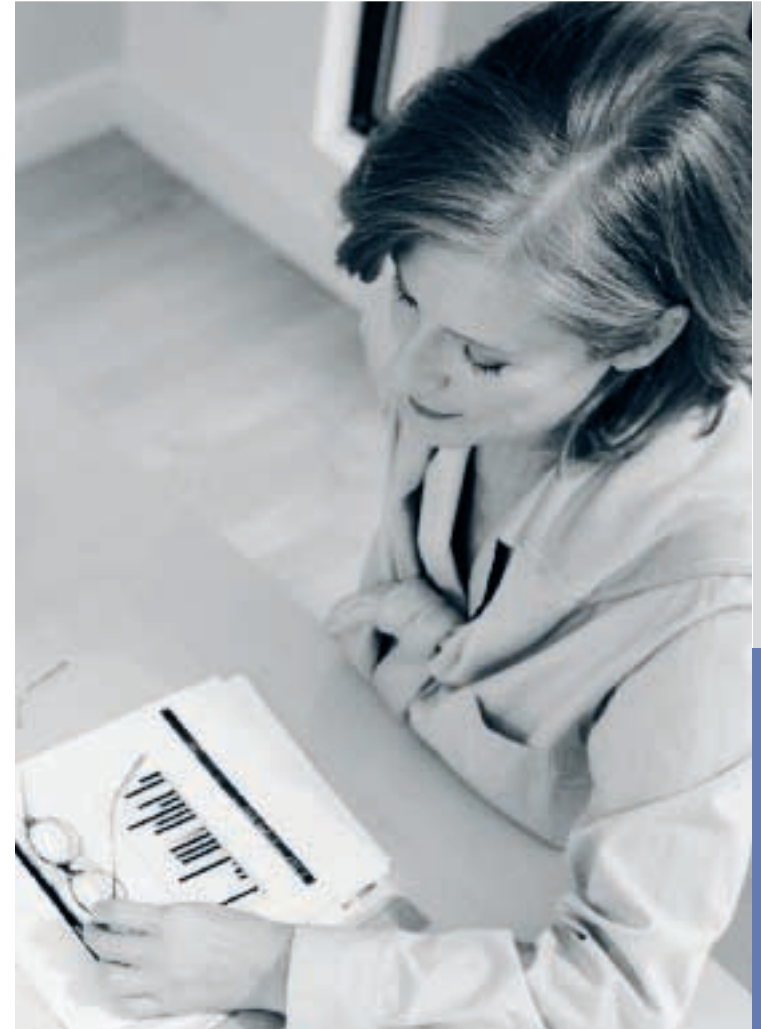
The Business Management Solution for  
Small and Midsize Enterprises

THE BEST-RUN BUSINESSES RUN SAP™



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“SAP Business One supports our mission to be a dynamic and competitive multinational force within the golf industry.”

**Marc Player**, CEO, Gary Player Group

## EXECUTIVE SUMMARY

The SAP® Business One application is an affordable, integrated business management solution designed specifically for small and midsize enterprises. For the first time, business owners of small and midsize enterprises can leverage a single application to automate business processes and deliver an accurate, unified picture of critical, up-to-the-minute business information across all functional business areas. This 360-degree visibility into sales, finance, purchasing, warehouse management, and manufacturing, among others, enables you to make confident decisions, thus increasing the profitability of your business, and achieve new levels of control.

SAP Business One is delivered by a worldwide network of qualified SAP business partners. The partners leverage SAP's worldwide expertise to provide services and support on a local level. With more than 1,300 partners and 300 partner solutions delivering industry- and market-specific expertise, you can easily enhance and extend SAP Business One functionality to meet your specific requirements.

SAP Business One is ideally suited for companies with revenue up to US\$100 million or with up to 250 employees. Implemented in many markets, it is optimized for companies in the retail, wholesale, basic manufacturing (discrete and process), and professional services industries. Further, if your business is a subsidiary, customer, or supplier of a global organization already benefiting from SAP enterprise software, you can take advantage of preconfigured integrations to streamline the implementation process and quickly realize the benefits of SAP Business One.

## ABOUT SAP

SAP is recognized as the leading provider of collaborative business solutions for all types of industries in every major market. With over 12 million users in 120+ countries, 100,000+ installations, and more than 1,500 partners worldwide, SAP is the world's largest interenterprise software company and the third-largest independent software supplier.

For over 30 years, SAP has specialized in what it does best – delivering industry-leading business solutions that enable organizations to respond to day-to-day challenges. That experience and stability is one of the primary reasons why businesses large and small choose SAP.

While SAP solutions were once seen as the sole preserve of large companies, that perception and reality has changed. With annual R & D spending of over US\$1.2 billion, SAP has reengineered its solution portfolios to meet the specific needs of every size and type of business across multiple industries, resulting in powerful business solutions like SAP Business One. More than 11,000 small and midsize businesses have discovered the power and simplicity of SAP Business One. Isn't it time you did the same?

## KEY DIFFERENTIATORS

The SAP Business One application is a breakthrough in business management software for small and midsize enterprises and offers the following key differentiators.

### Comprehensive Functionality

SAP Business One automates all core business functions including customer relationship management (CRM), Web-based access, campaign management and prospecting, manufacturing, and financial management. Embedded CRM functionality seamlessly integrates sales, support, e-commerce, and other customer-facing processes across the organization.

### Powerful Reporting Tools and Analyses

Unique query and reporting tools allow you to select virtually any item in a report to see all the relevant details. The software's reporting functionality uses a standard Microsoft Excel interface to simplify report creation.

### Workflow-Based Alerts

SAP Business One provides workflow-based alerts that monitor, notify, and take action based on specific events. Any breach of predefined business policies triggers an immediate notification of the event. SAP Business One goes an extra step and automatically initiates a workflow process to direct resources and prompts a response to the event.

### Easy to Use

SAP Business One is a flexible yet powerful application that is designed with the end user in mind so even those with limited technical skills find it easy to use. An intuitive user interface and a Microsoft Windows environment significantly reduce the learning curve.

### Flexible and Adaptable

SAP Business One gives everyone in your organization the freedom to easily add fields, change forms, and personalize queries and reports. You can add new functionality quickly as the needs of the business change over time.

### Drag&Relate™

SAP Business One gives people at all levels end-to-end visibility of operations. The Drag&Relate™ feature instantly places information and transactions in an understandable format and lets you drill down into the information to research and answer questions.

### Backed by SAP

SAP Business One is from the world's leading provider of business software solutions, with more than 30 years of experience and over 12 million users worldwide.

### Integrated and Certified Vertical Solutions

SAP partners provide rich, integrated vertical functionality for SAP Business One. Over 300 independent software vendor solutions are currently available. Their quality is closely monitored by SAP to ensure the best customer experience possible. Many of the solutions have been reviewed by SAP to gain certification for the product to be integrated into SAP Business One.

Figure 1: The Integrated Office with SAP® Business One





“With aggressive business goals, including plans for acquisitions and the creation of new divisions, we needed a software solution that Kean’s wouldn’t outgrow in three years’ time, but would grow and expand with us. We believe that SAP Business One is that solution.”

**Matt Hickman**, Owner and President, Kean’s Pump Shop Ltd.

## BUSINESS BENEFITS

There has never been a better time to realize the benefits of SAP Business One. With a best-in-class solution at the right price for your growing business, it has the power to help you boost productivity, cut costs, seize opportunities, and anticipate challenges as never before.

### Increase Revenue

Fast and easy access to real-time information from anywhere in the application helps you identify new sales opportunities, bring new products to market quickly, and provide business-building levels of customer support and service.

### Reduce Costs

Say goodbye to costly upgrades and repetitive customizations associated with efforts to maintain software compatibility.

### Run on One Solution

SAP Business One includes the following integral components: accounting, customer relationship management, sales, manufacturing, purchasing, banking, and inventory. Fully integrated solutions from SAP’s independent software vendor partners complement existing SAP Business One functionality and further address your specific business needs.

### Improve Customer Relationships

Customer relationship management arms your team with relevant company-wide data for stronger sales and support.

### Future-Proof Your IT Investment

Why put up with solutions you’ll outgrow? Eradicate slow software performance, outdated information, limits on data storage, and restrictions on the number of simultaneous users and locations.

### Gain Clearer Insight Instantly

For unprecedented day-to-day control, use dashboards to deliver up-to-the-minute snapshots of key performance indicators.

### Be Alert to Critical Information

SAP Business One features powerful alert functionality that is easy to establish.

### Improve Efficiency

One centralized data repository dramatically boosts efficiency and provides the right information to the right people to eliminate redundant data entry.

### Access Local Support

A worldwide network of qualified business partners provides unsurpassed local support.

### Get Up and Running Quickly

Take advantage of preconfigured settings that support best business practices and enable easy implementation so you can get up and running quickly.

### Support Multicurrency Transactions

Conduct business transactions and report in multiple currencies.

### Speak the Language of Your Customer

With the support of more than 25 languages and more than 40 countries, you can communicate with customers and vendors worldwide.

### Integrate SAP Business One with Microsoft Office

SAP Business One is fully integrated with the Microsoft Office suite of products. This enables seamless communication within your organization and includes functionality such as sharing contacts, appointments, and tasks.

### Integrate SAP Business One with mySAP™ Business Suite

SAP Business One features an open architecture that seamlessly integrates with the mySAP™ Business Suite family of business applications and with more than 300 applications from independent software vendors.



## SUPPORT FOR BUSINESS PROCESSES

SAP Business One is a comprehensive and versatile business management solution that is equipped with an easy-to-use interface. The application offers functions that help streamline and facilitate the following core business processes.

### Customer Relationship Management

SAP Business One is the leading business management application for small and midsize businesses. The software offers embedded CRM functionality, including software for sales force automation, pipeline tracking, opportunity management, strategic selling, campaign management and prospecting, Web-based access, and contract management. This integrated approach provides a 360-degree view of each customer. With complete visibility into the sales process, you gain a more accurate understanding of your customers, which improves customer relationships. When combined with leading-edge administrative functions supported by SAP Business One, this visibility and understanding allow you to more effectively control and influence the sales process and capture greater market share.

### Financial Management

SAP Business One delivers financial management functionality that enables your enterprise to be more efficient and productive with support for multiple currencies, budgeting, and bank reconciliation.

### Manufacturing Management

SAP Business One provides manufacturing functionality for automating and streamlining material planning and bill-of-material processes. Organizations with manufacturing operations can define planning scenarios and manage material planning to match production to customer demand and forecast efficiently. Complete inventory management functionality, including kitting, warehouse management, and multilevel price lists, helps create new efficiencies throughout the organization.

### Management Control and Reporting

SAP Business One provides the tools that organizations need to streamline operational and managerial processes, including online alerts, sales discount management, exception management, and workflow approvals. By using the patented Drag&Relate feature to associate information for instant reporting and analysis, managers can create an unlimited number of reports to help them focus on relationships and transactions that are critical to the business.

### Information Management

An intuitive user interface provides everyone with powerful tools to access information at both the big-picture and detailed level. As a result, SAP Business One supports an unprecedented level of managerial and executive-level involvement that improves the quality and accuracy of business decisions.

### Communication

With SAP Business One, employees can synchronize calendars, contacts, and tasks as well as capture and access all relevant customer, partner, and vendor communications. Seamless integration with Microsoft Outlook provides an additional level of communication.

### E-Commerce

SAP Business One offers a scalable and integrated e-commerce package designed for online sales and marketing. While extremely easy to deploy and use, SAP Business One also offers comprehensive features that users need to create an online presence, from shopping-cart functionality, theme templates, and design capability to online customer support.



“SAP really provide[s] a truly integrated solution . . . CRM was part of the core product. Reporting tools [were] part of the core product. Bill of materials capabilities . . . [were] part of the core product. That was a huge plus . . . to have a truly integrated environment.”

**Mark Novakovich**, Vice President of Finance, Control4

## OVERVIEW OF FUNCTIONAL AREAS

SAP Business One provides administrative functions that allow you to customize and back up data, define currency exchange rates, configure permissions and alerts, and access information from non-SAP software. In addition, SAP Business One offers functionality in the following areas to help streamline and facilitate your core business processes.

### Finance

Handle financial transactions including general ledger, account set up and maintenance, journal entries, foreign currency adjustments, and budgets.

### Banking

Manage cash receipts, check writing, deposits, and bank reconciliation.

### Sales

Create quotes, enter customer orders, set up deliveries, update inventory balances, and manage all invoices and accounts receivables.

### Purchasing

Manage and maintain supplier-related activities such as issuing purchase orders, updating inventory numbers, calculating the value of imported items, and handling returns and credits.

### CRM

Manage and maintain all customer and reseller data including profiles, contact summaries, account balances, and sales pipeline analyses.

### Inventory Control

Manage inventory levels, items, price lists, special pricing agreements, transfers between warehouses, and inventory transactions.

### Materials Requirements Planning

Schedule and manage items for creation or purchase using a varied set of criteria – offering a simple yet powerful planning function for production planners or buyers.

### Reporting

Create powerful reports for nearly every aspect of your business including customer calls, vendor debt, sales, cash flow, customer contact summaries, accounting, warehouse inventory, financial statements, pricing, customer activity, and more (via standard reports or define-it-yourself queries).

### Service Management

Optimize the potential of your service departments by providing support for service operations, service contract management, service planning, tracking of customer interaction activities, and customer support.

### Employee Management

Provide managers with functionality that includes employee details, contact information, and absence reports.

### Complementary and Vertical Functionality

Meet industry-specific needs with solutions developed by industry-leading independent software vendors to provide complementary and vertical functionality. Many SAP partners provide microvertical solutions that are available for industries such as manufacturing, retail, wholesale distribution, and services. Complementary functionality is offered in areas such as advanced reporting, mobile device access, and cash-flow management.

### Software Development Kit

Easily connect external applications to SAP Business One or add custom functionality through SAP Business One Software Development Kit (SAP Business One SDK).

SAP® BUSINESS ONE FUNCTIONS					
Reporting and Data Navigation Functions					
Underlying SAP Technologies (Drag&Relate™, Alerts, and User Interface Customization)					
Financials	Sales	Service	Purchasing	Stock	Manufacturing
<ul style="list-style-type: none"> <li>• Chart of accounts</li> <li>• Account segments</li> <li>• Journal entries</li> <li>• Journal vouchers</li> <li>• Recurrent transactions</li> <li>• Exchange rates in multiple currencies</li> <li>• Financial reports</li> <li>• Budget cost centers</li> <li>• Checks</li> <li>• Sales tax calculations</li> <li>• Multiple financial periods</li> <li>• Deposits</li> <li>• Credits</li> <li>• Receipts</li> <li>• Deferred payments</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunities and pipeline management</li> <li>• Contact management</li> <li>• Quotations</li> <li>• Orders</li> <li>• Invoices</li> <li>• Deliveries</li> <li>• Returns</li> <li>• Price lists in multiple currencies</li> <li>• Client management</li> <li>• Gross profit calculation</li> <li>• Microsoft Office integration</li> <li>• Web sales</li> </ul>	<ul style="list-style-type: none"> <li>• Service contract management</li> <li>• Service planning</li> <li>• Tracking across multiple customer interactions</li> <li>• Knowledge database</li> <li>• Service call management</li> </ul>	<ul style="list-style-type: none"> <li>• Purchase orders</li> <li>• Purchase deliveries</li> <li>• Purchase returns</li> <li>• Purchase credit notes</li> <li>• Landed costs</li> </ul>	<ul style="list-style-type: none"> <li>• Items management</li> <li>• Item queries</li> <li>• Price lists</li> <li>• Receipt to stock</li> <li>• Release from stock</li> <li>• Stock transactions</li> <li>• Warehouse transfers</li> <li>• Serial numbers tracking</li> <li>• Batch management</li> <li>• Pick and pack</li> <li>• Kitting</li> </ul>	<ul style="list-style-type: none"> <li>• Bill of materials</li> <li>• Production orders</li> <li>• Forecasting</li> <li>• Materials resource planning wizard</li> <li>• Recommendation reports</li> </ul>
SAP Business One Software Development Kit					

Figure 2: Support for Functional Areas



“Just based on the fact that our accounting software is talking to our LIMS [laboratory information management system] – based on the efficiency gain alone – we can pay for SAP Business One in two years.”

**Trevor Nysetvold**, President, BioVision Seed Labs

## FINANCIAL MANAGEMENT

SAP Business One delivers financial management functionality that enables your enterprise to be more efficient and productive with support for multiple currencies, budgeting, and bank reconciliation.

### SAP Business One Financial Management Features

#### Accounting

Create charts for any country using a chart-of-accounts template, which you can adapt to fit your unique business needs; define individual charts of up to 10 segments, if needed, to support reporting requirements.

#### Journal Entries

Benefit from automated functionality that posts journal entries automatically from the sales, purchasing, and banking areas or create new journal entries. You can search for existing entries and automatically allocate each transaction to a project or a profit center.

#### Journal Vouchers

Save multiple manual journal entries to a batch and process them simultaneously. This allows verification and collection of postings before they are entered into the general ledger.

#### Posting Templates

Define general ledger account templates to save time and help avoid mistakes during the manual posting of journal entries.

#### Recurring Postings

Define your own postings for regular execution in accounting and specify a frequency for each recurring posting. With recurring postings, the application automatically reminds you to post your transactions.

#### Reversing Journals

Reverse month-end accruals automatically. By default, reversal of specified postings occurs on the first day of the next month, but SAP Business One allows users to specify a different reversing date for each posting, if desired.

#### Exchange Rate Differences

Periodically evaluate your open items in foreign currencies to identify differences and choose the appropriate correction transaction.

#### Financial Report Templates

Quickly and easily generate unlimited financial report templates to suit every business need, such as additional profit-and-loss statements.

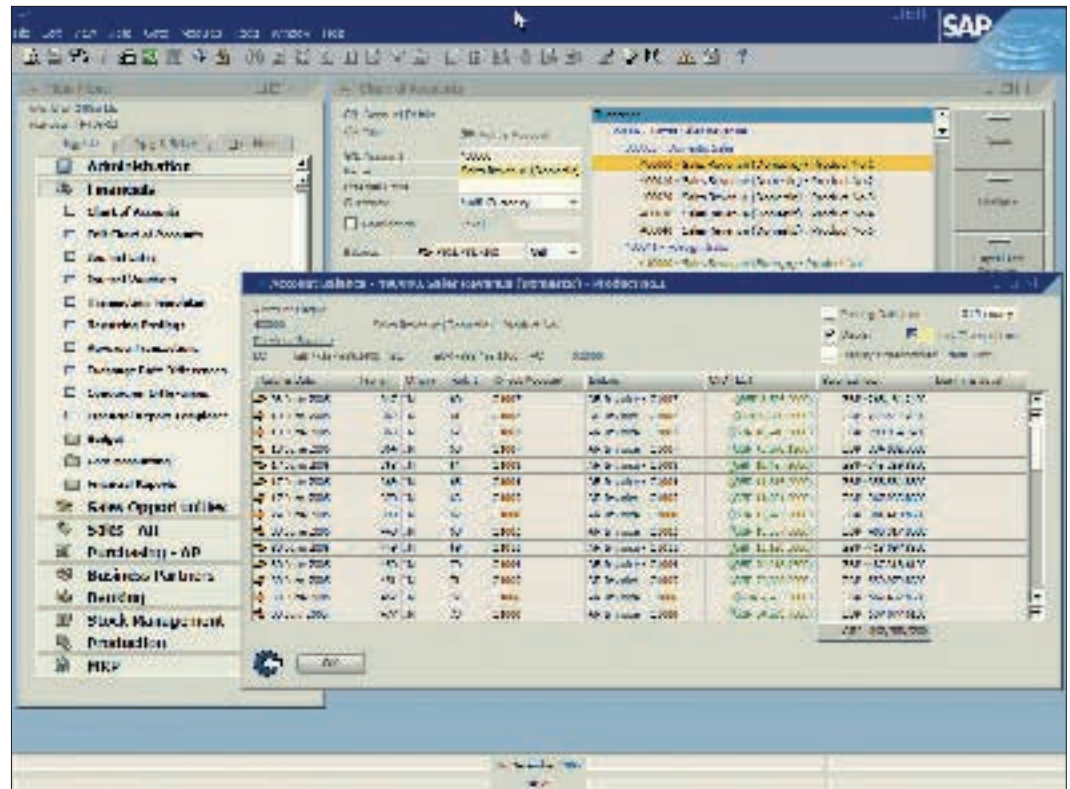


Figure 3: Complete Chart of Accounts



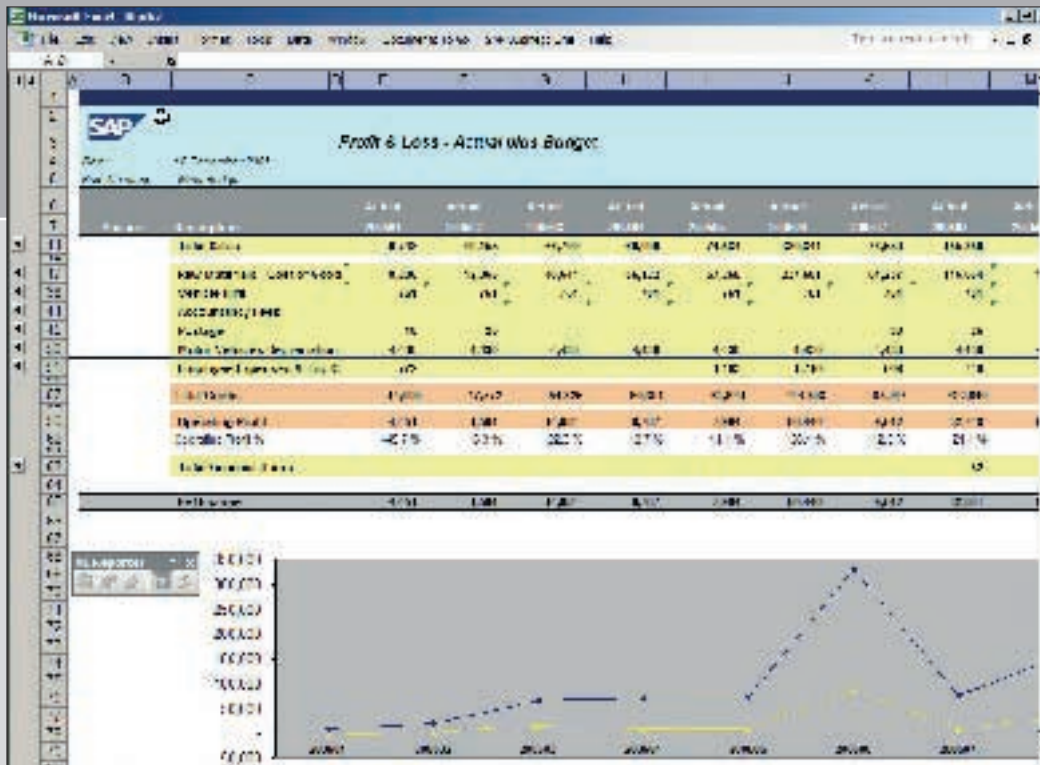


Figure 4: XL Reporter Tool

### Budgets

Define and manage budgets against general ledger accounts. Configure budget allocation methods, define budget figures in any currency (local, foreign, or both), and display a summarized budget report that compares actual and planned figures. With SAP Business One, you can define an online alert that notifies you whenever a transaction exceeds the monthly or annual budget.

### Profit Center

Define different profit centers or departments and allocate corresponding revenue and cost accounts to a predefined profit center in the chart of accounts.

### Profit Center Report

Run a profit-and-loss statement based on revenues and costs – both direct and indirect – as defined in the allocation rules. You can run it for any profit center, choose between annual and monthly display formats, and compare the results with figures for the previous period.

### Distribution Rules

Define different distribution rules to characterize business activities and then allocate revenue or cost accounts to the corresponding distribution rule.

## Real-Time Accounting

### Fully Integrated Financials

Automate key financial and banking management activities with fully integrated functionality. When you run a transaction, the software automatically posts a journal entry in the general ledger so you don't have to perform additional posting or batch processing.

### Quick Drill Down

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 chart-of-accounts information.

### Complete Chart of Accounts

Drill down on the balance field to see transactions that make up a specific balance.

## Month-End Closing

### Accelerated Closing

Accelerate month-end closings by assigning tasks to individuals or creating reminders to manage various aspects of the closing via the activity window.

### Control Accounts

Identify accounts as control accounts and assign them as default posting accounts for the increase or decrease to customer or vendor balances. This ensures synchronization between the general ledger and the subsidiary ledgers.

### Posting Templates

Use posting templates to allocate costs or transactions across several departments based on fixed percentages. Recurring postings allow you to create transactions with fixed amounts.

### Reversing Transactions

Use this feature to reverse transactions automatically and post on a user-defined reversal date.

## Financial Reporting

### Multilevel Reports

Create a general ledger account structure that enhances your reporting. Multilevel reporting is enhanced by the flexibility provided in the account segmentation feature of SAP Business One.

### Integrated Reports

Compile business, accounting, warehouse, and financial reports, as well as account statements, and export reports to Microsoft Excel and Microsoft Word.

### XL Reporter Tool

Access real-time views of critical business data within SAP Business One and make use of all the functionality of Excel for front-end report formatting.

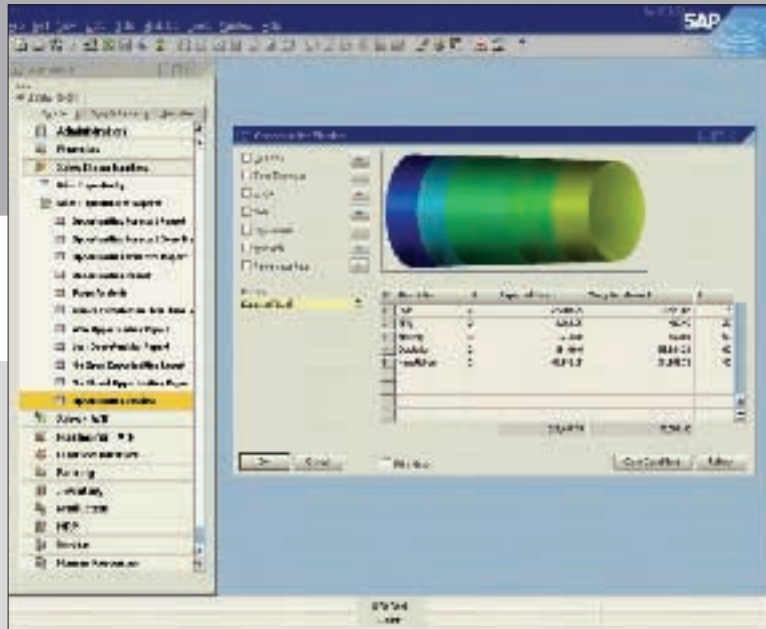


Figure 5: Complete Visibility

### Graphical Reporting

Gain complete visibility into your entire pipeline or filter reports to see individual sales people, customers, leads, sales-cycle stages, and much more.

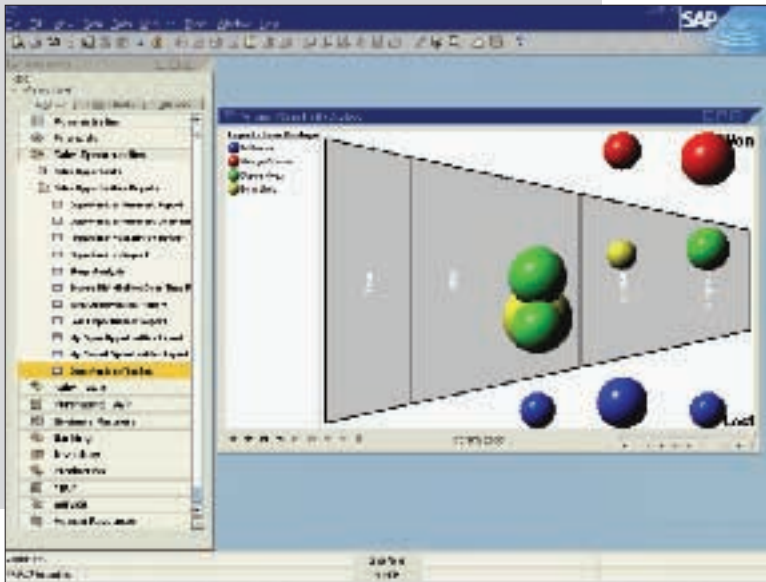


Figure 6: Unique View of Business Data

## CUSTOMER RELATIONSHIP MANAGEMENT

SAP Business One delivers comprehensive, integrated sales and service functionality, ensuring total control of customer acquisition, retention, and profitability for the business. Tightly integrated features across marketing, sales, and service provide end-to-end visibility throughout the entire customer life cycle.

### CRM Sales

Record every sales opportunity throughout a customer's life cycle, from lead identification, through discovery, qualification, proposal, closing, and after-sale service and support. Additionally, you can enter details of the opportunity, including the source, potential deal size, closing date, competitors, and activities.

### CRM Features

- **Sales (accounts receivable):** Create price quotes, record customer orders, set up deliveries, update inventory balances, and manage all invoices and accounts receivables.
- **Purchasing (accounts payable):** Manage and maintain supplier transactions, such as issuing purchase orders, updating inventory quantities, calculating the landed cost value of imported items, and handling returns and credits.

- **Business partner master record:** Manage all information about customers, resellers, and suppliers, including e-mail addresses, profiles, sales reports, activities with business partners, and account balances. Use the calendar to keep track of your activities and perform keyword searches to find specific items in the calendar.
- **Reporting:** Analyze opportunities by lead source, territory, industry, customer, and item. The reports show forecasts and anticipated revenue by a variety of date ranges, such as month and quarter. You can view distribution of leads by source over time to identify the most profitable lead generation activities.
- **Campaign and prospect management:** Import thousands of prospects from Excel files or other standard file formats, such as comma-separated value files; manage activities and follow up on activities. Add prospects to e-mail campaign lists, contact lists, and newsletters. Target prospects or business partners with e-mail campaigns and cold-call campaigns. Create the campaign, implement the campaign, and track results.
- **Web-based access:** Use the power of the Internet to enable your distributed sales team and service team to be connected and focused with Web-based access to SAP Business One. Features include sales order management, product selection and viewing, activity and task management, account management, opportunities management, prospect management, product catalog management, service order management, and campaign management.

- **Dynamic reports:** Obtain a unique, time-phased view of business data with the dynamic opportunity analysis report that enables you to easily spot trends, patterns, and behaviors of sales opportunities and personnel.



“[The SAP Business One E-Commerce application] . . . has enabled us to improve product order flow, decrease customer service costs, and decrease back orders. The flexibility of the UI and API has enabled us to design a user experience that has increased both our conversion rates and time spent on our site by visitors. Orders flow seamlessly from the Web site through to our warehouse.”

**Richard Haugen**, Chief Operating Officer, YAK PAK Inc.

## SALES

SAP Business One offers flexible business document development, including quotations. Not only are different line types supported, allowing you to create subtotals of previous lines, but you can also insert free-form text anywhere within the body of the document, as well as display recommended alternative items. You can store and reuse standard comments and define header and footer text for each document. Additionally, you can calculate gross profit for each quotation, easily review the sales price history, and once you create a quotation, you can quickly and seamlessly export it to Microsoft Word.

### SAP Business One Sales Features

#### Order

Simplify sales order entry by accessing item availability information across multiple warehouses. When a shortage arises, choose to order from a list of alternative items or allow the item quantity to be partially delivered. Orders can support different delivery dates and ship-to addresses for each line item, and you can automatically create purchase orders from a sales order and drop ship the PO to the customer's site.

#### Delivery

Generate packaging documentation for all goods shipped to a customer. The built-in packaging function facilitates the “virtual input” of items into different parcels when a delivery is created. You can store the delivery tracking number and access the shipping status within the delivery note with the click of a mouse. The software automatically updates warehouse quantities when you make a delivery.

#### A/R Invoice

Automatically create a corresponding journal entry with each invoice. As a result, you can create an automatic receipt if the customer chooses to pay only part of the invoice.

#### A/R Invoice and Payment

Create an invoice and receipt in one step by using information from the same document.

#### A/R Credit Memo

Easily import data from the original invoice when creating a credit memo for returned merchandise.

#### Document Printing

Select period, document number, or document type to print sales and purchasing records.

#### Document Drafts

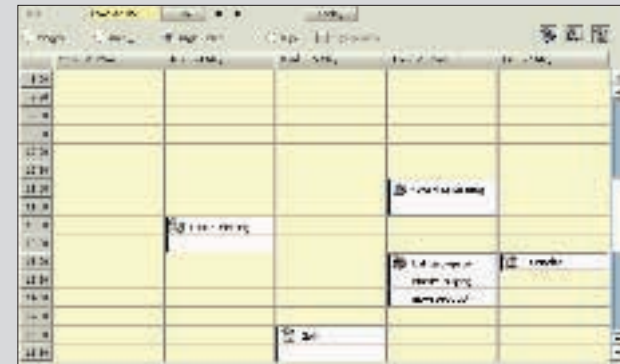
Print, edit, and manage all documents that have been saved as drafts.

#### Document Generation Wizard

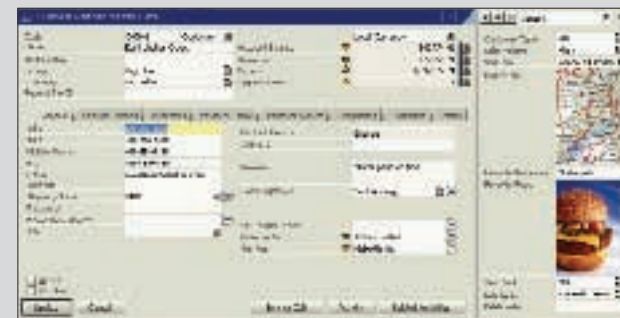
Group all existing sales documents in a single invoice for any given customer. You can create a variety of orders and delivery notes over the course of the month and create summarized invoices for each customer at the end of the month.

#### Collection Wizard

Manage multiple collection letters per customer and maintain a collection history for each customer. Execute the wizard at regular intervals, such as monthly or weekly, to check for all outstanding customer invoices, and send a series of collection letters at different levels at predefined intervals. In addition, you can specify the method of calculating interest and collection fees.



**Calendar Management**  
Manage activities using a calendar that offers a monthly, weekly, or daily view, and is bidirectionally synchronized with the calendar in Microsoft Outlook.



**Master Data Management**  
Drill down to master data for customers, leads, and suppliers for a 360-degree real-time view that includes the following information:

- Contacts and related information
- Account balance
- Number of sales opportunities
- Number of service calls
- All related activities

Figure 7: Synchronize Your Calendar

#### E-Commerce

Sell and market your products and services online with seamless integration into SAP Business One. Leverage a highly scalable Web store with customizable themes and shopping carts, support for multiple stores (business to consumer and business to business), powerful catalog and integrated inventory management, customer acquisition and customer self-service functionality, strong analytics including dashboards and a customizable report builder, and support for business-to-business and business-to-consumer activities.



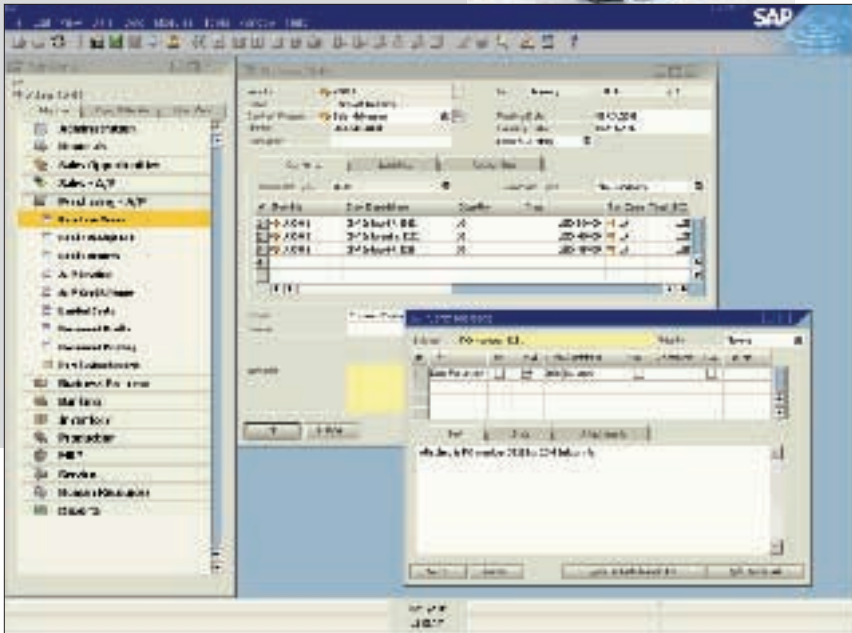


Figure 8: Create Purchase Order

## PURCHASING

You can manage and maintain supplier-related activities using the following functions of SAP Business One.

### SAP Business One Purchasing Features

#### Purchase Order

When you order materials or services from suppliers, you can create purchase orders and print, mail, fax, or e-mail them directly to the supplier. A purchase order updates the available quantity of the ordered items and informs the warehouse manager of the expected delivery date. In addition, you can split a single purchase order into multiple parts when, for example, items need to be shipped to multiple warehouses.

#### Goods Receipt Purchase Order

Decide whether you would like to receive deliveries at one warehouse or multiple warehouses. Goods receipts may be linked to a purchase order, which means that the purchase order quantity can change if the quantity received does not match the original order amount.

#### A/P Invoice

Process payments to suppliers by acting on journal entries the software automatically generates when you process supplier invoices.

#### A/P Credit Memo

Issue a credit memo to any supplier for returned merchandise. You can easily draw the data required for that credit memo from the original invoice.

#### Landed Costs

Calculate the purchase price of merchandise by allocating the various landed cost elements (such as freight, insurance, and customs duties) to the FOB cost of each item. The actual warehouse value of merchandise is updated automatically.

#### Document Drafts and Printing

Edit and manage of all purchasing documents that have been saved as drafts and print all such documents (including drafts) by period, document number, or document type.



“I’ve had extensive experience with five major manufacturing resource planning systems, and I can tell you that SAP Business One . . . stacks up very well against the best of them, even though it targets smaller companies. It is very flexible and is much more reasonably priced.”

**Lou Giovannone**, Group Controller, Fagerdala USA Inc.

## MATERIAL REQUIREMENTS PLANNING

SAP Business One offers a simple yet powerful planning function that helps you schedule and manage items that will be produced or purchased using a variety of criteria.

### SAP Business One Material Requirements Planning Features

#### Forecasts

Predict demand based on forecasting metrics – not solely on history and received orders. Forecast calculations help you foresee future demand for the product and adjust material planning accordingly by using the demand forecasts in the material requirements planning (MRP) wizard.

#### MRP Wizard

Arrange for and optimize future material requirements and manage and execute purchasing and manufacturing recommendations and exceptions. By considering both minimum order quantities and order multiples, you can realize cost reductions, helping you take advantage of purchase pricing breaks or standard production lot sizes.

The wizard generates a recommendation report that offers advice to either develop or purchase items. Numerous drill-down options are available to allow easy viewing of the net requirement calculations and the actual documents driving the gross requirements.

#### Order Recommendation Report

Automatically create production orders and purchase orders based on information in a recommendation report. If an item needs to be outsourced, you can easily convert a production order to a purchase order. You can consolidate purchase orders to the same supplier into one order, further streamlining the purchasing process.

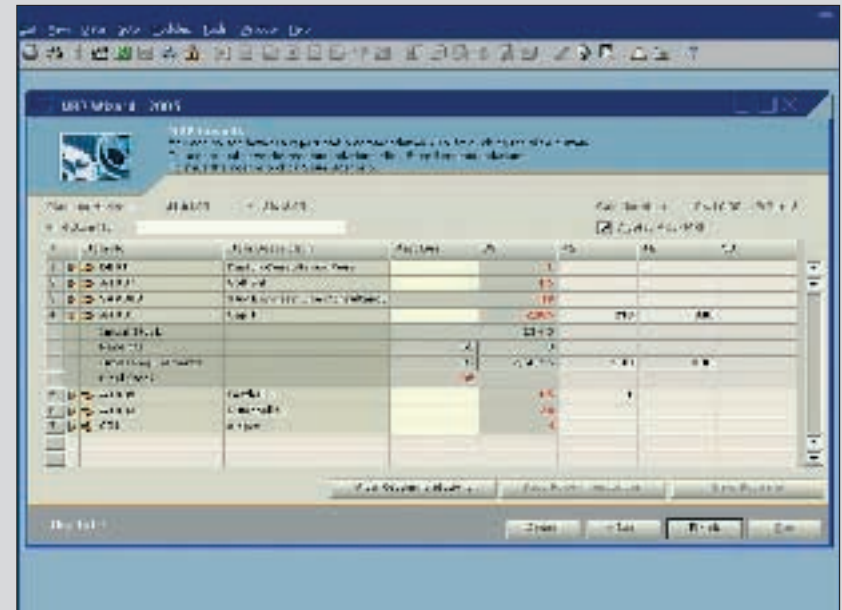


Figure 9: MRP with the Planning Wizard



## INVENTORY CONTROL

Manage item master information, serial numbers, and price lists, as well as define alternative items, perform inventory increase or decrease adjustments, execute cycle counts, and generate pick lists for open sales orders.

### SAP Business One Inventory Control Features

#### Item Master Data

Define production (make) items, purchase (buy) items, or noninventory items such as labor or travel. Maintain default information such as purchasing supplier, purchasing and selling unit of measure, and tax status for an item. You can maintain inventoried items in multiple warehouses with differing associated costs depending on location. SAP Business One supports a number of inventory valuation methods. The software currently supports standard cost, weighted moving average, and FIFO methods.

Maintain planning data within an item's master data. You can define a procurement method (such as make or buy) as well as the order intervals in which to purchase an item (such as monthly, weekly, or daily). In addition, you can define the lot sizes in which to purchase items, the minimum order quantity, and average lead time. You can then use this information in conjunction with the MRP functionality.

#### Serial Numbers

Automatically or manually generate serial numbers using templates.

#### Lots

Assign lots to products and classify them by shelf life or any other freely definable attribute. You can then define the lots for these products in sales orders, delivery notes, and inventory movements.

#### Substitute Items

Create a list of alternative items when a customer's selection is not available, ranking substitute items based on similarity of item, price, or quantity.

#### Business Partner Catalog Number

Maintain a cross-referenced table of customer and supplier part numbers to inventory part numbers. You can use customer part numbers on purchasing documents in lieu of inventory part numbers.



“Seamless integration of front-office software with our inventory management software enabled us to increase our inside sales productivity by 15%.”

**Maik Rehfeldt**, CEO, HANSAmid Limited

### Goods Receipt and Goods Issue

Record goods receipts and issues that are not directly related to a sales or purchasing document.

### Inventory Transfer

Move inventory between warehouses.

### Inventory Posting

Enter opening balances for inventory items and update warehouse data.

### Cycle Inventory Counting

Streamline inventory counting by identifying when each item in inventory is due to be counted. The alerts and reports produced help ensure that items of different levels of importance are counted as frequently as required.

### Price List

Define a variety of price lists and link them to customers or suppliers. Quickly and easily create dynamic links between price lists, which are updated automatically whenever the primary price list changes.

### Special Prices

Define special prices for individual customers or suppliers, quantity-specific prices pegged to order volume, and a validity period for each price.

### Pick and Pack Manager

Manage the picking and packing process within three queues. As sales orders are entered, they are displayed in the “open” queue. You can mark quantities as either fully or partially released for picking.

The “released” queue displays all orders released for picking, which you can mark as fully picked or partially picked. Within either the open or released queues, you can automatically create pick lists for an order or range of orders.

This feature offers extensive drill-down functionality that includes customer and item master data as well as originating documents.

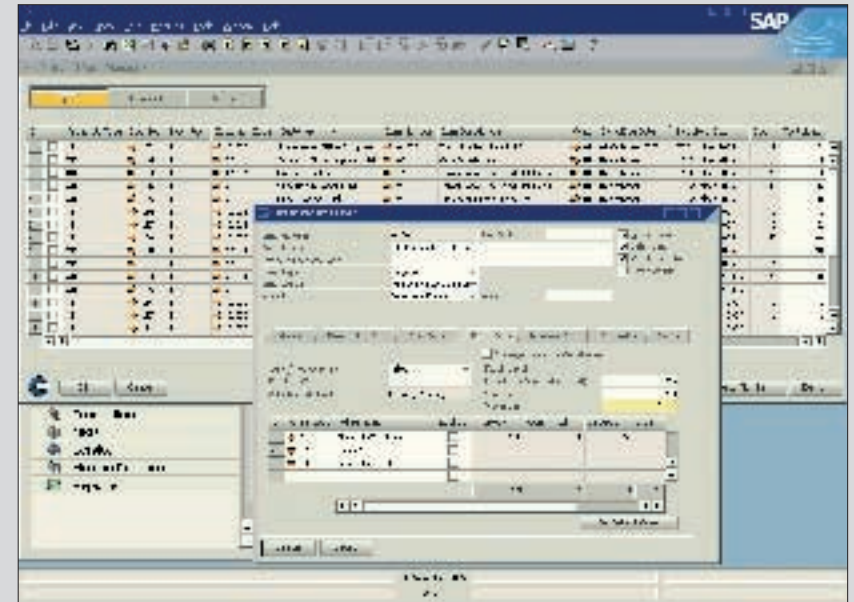


Figure 10: Drill-Down Functionality with the Pick and Pack Manager

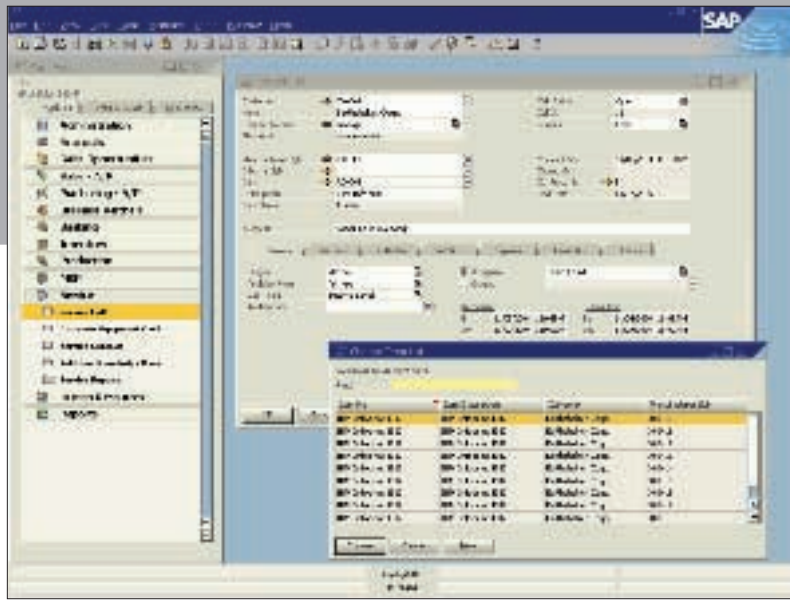


Figure 11: Search for Service Calls

#### Call Entry Tracking and Management

Search for customers by item or serial number as service calls are received. Using customizable drop-down lists, you can track various types of problems or calls as well as trace the call back to its origin.

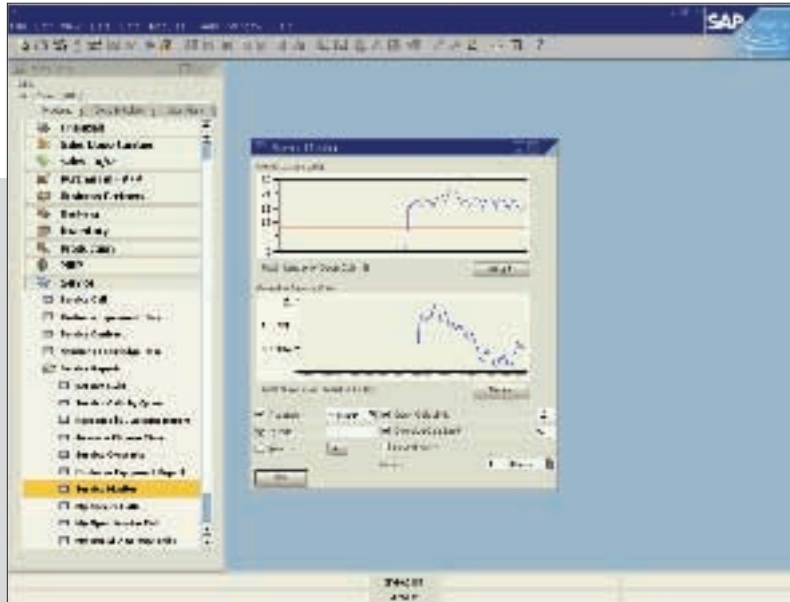


Figure 12: Graphical Service Report

## SERVICE CALL MANAGEMENT

SAP Business One delivers CRM functionality as part of the application, ensuring full control of customer acquisition, retention, loyalty, and profitability for your business. Tightly integrated functions across marketing, sales, and service provide end-to-end visibility for the complete life cycle.

Service call functions provide support for service operations, service contract management, service planning, tracking of customer interaction activities, customer support, and management of sales opportunities.

### SAP Business One Service Call Management Features

#### Service Contracts

Create a regular support or warranty contract for items or services sold to a customer. The contract maintains the start and end dates as well as specific contract terms that could include guaranteed response or resolution times.

#### Customer Equipment Cards

Maintain detailed information about an item sold to a customer, such as a manufacturer's serial number, replacement serial number, and service call history. Cards also list service contracts assigned to the specific item.

#### Customer Equipment Report

View all equipment and corresponding serial numbers sold to a customer or range of customers.

#### Service Monitoring

Monitor open calls and past-due calls with a dynamic graphical report. An audible alarm sounds when the target number of open or overdue calls exceeds the set limit.



#### Service Calls

Review information about 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 see service calls for a specific queue, technician, problem type, priority, item, or call status. You can choose whether to include a view of overdue calls.

#### Service Calls in the Queue

Track and maintain service calls by reviewing the call history related to a particular event. You can monitor the status of a call and assign it to individual technicians or maintain them in a team queue.

#### Response Time by Assignee

Follow the communication between a customer and the service department and track the time needed to properly respond to a single service call.



“With SAP Business One we can produce our accounts very quickly, very soon after month end. We also have limited the amount of manual input in generating information and its links to Microsoft products, such as Excel, allows us to churn out reports very rapidly and quickly.”

**Paul Rakkar**, Group Financial Controller, Time Out Ltd

## MICROSOFT OFFICE INTEGRATION

SAP Business One integrates with Microsoft Outlook, enabling you to exchange and share data to keep all parties up-to-date about account developments and business opportunities.

### SAP Business One Microsoft Office Integration Features

#### Data Synchronization

Synchronize calendar appointments, contacts, and tasks between SAP Business One and Microsoft Outlook. This function allows you to schedule automatic synchronization runs and resolve any outstanding conflicts that may occur across the two applications. You can create snapshots of SAP Business One information and link those to contacts in Microsoft Outlook.

#### Quotations

You can import quotations from SAP Business One into Microsoft Outlook and then display, edit, and send them as e-mails. You can also create new quotations in Microsoft Outlook and save them in SAP Business One.

#### E-Mail Integration

You can perform the following functions through Microsoft Outlook integration:

- Save a Microsoft Outlook e-mail as an activity in SAP Business One
- Save the original e-mail text and the original file attachments as an add-on to an activity in SAP Business One
- Make follow-up and reminder settings for an activity

### Connection to Microsoft Word and Microsoft Excel

Microsoft Outlook integration allows you to connect to SAP Business One from Microsoft Word and save a Microsoft Word document as an activity in SAP Business One. The same function is available for Microsoft Excel. You can save workbooks as activities associated with a business partner or contact person in SAP Business One.

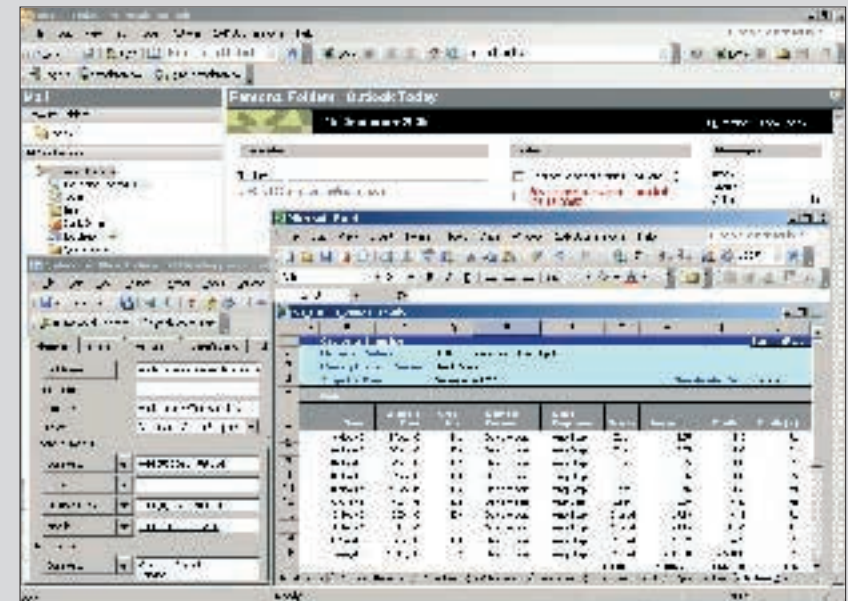


Figure 13: Snapshot of Trading Activities in Excel Format



“I would say 99.9% of the work is just turning it on and adapting the existing functionality. We really didn’t modify the package – SAP Business One pretty much did exactly what we needed it to do.”

**Carney Vensel**, Director of International IT, LORD Corporation

## USER-DEFINED PERSONALIZATION AND CONFIGURATION

SAP Business One gives you powerful tools to tailor forms, queries, and reports to meet specific business requirements without the need for specialized technical training. You can configure settings to define exchange rates, set authorization parameters, and create import and export functions for internal mail, e-mail, and data.

### SAP Business One Configuration Features

SAP Business One offers the following extensive configuration functionality:

- **Company selection:** Various basic settings
- **Initialization and general preferences:** Company data and general settings
- **User definitions:** Chart of accounts, tax codes, sales employees, territories, projects, address formats, payment terms, suppliers, customers, items and commission groups, warehouses, service contract templates and queues, banks, payment methods, and shipping methods
- **Authorizations:** Controlled information access (full, read only, or no access); access granted based on team, department, or branch
- **Definition of exchange rates:** The basis for all reports and recorded data
- **Utilities:** Data backup, automated processes, and data import/export
- **Recovery:** Data administration and retrieval
- **Alert functions:** Personal profile definition for warning messages
- **Send message:** Internal user, customer, and supplier
- **Opening balances:** For general ledger account and business partner
- Master data record for the entire application
- Business partner files containing the master data record of a customer or supplier
- **Bills of material:** Product trees representing the header and covering the individual materials assigned

- **Sales or purchasing document:** Documents for the header line and document lines containing the individual items that are assigned
- Journal entries by title or description

### Addressing Changing Business Needs

SAP Business One can be adapted in the following ways to meet your changing business requirements without creating a heavy, ongoing IT burden:

- Save preferences for forms, queries, and reports, allowing embedded process models to directly mirror actual day-to-day business activities
- Integrate other applications, thereby leveraging your technology investment
- Control transactions and workflows through alert functionality
- Implement changes to SAP Business One immediately so you can quickly adapt the application to variations and alterations
- Integrate modifications into new versions of the application with minimal effort, eliminating costs typically associated with upgrades

### User-Defined Fields

Define your own fields inside data object windows for items like business partners, orders, and inventory specifications. You can select user-defined fields for various types of information, such as texts, addresses, phone numbers, URLs, file attachments, images, and drop-down lists. These fields automatically follow your database when an upgrade is performed.

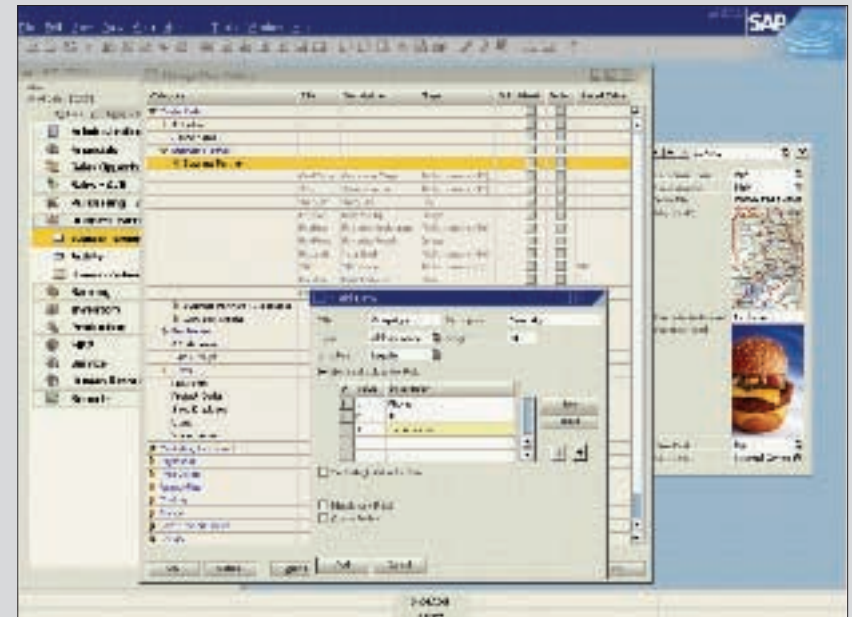


Figure 15: User-Defined Fields

### Formatted Searches

Record values for each field in the application, including user-defined fields, from a predefined search process. You can use formatted searches in the following situations:

- Automatic entry of values in fields based on one of the following
  - Use of different objects in the application
  - Predefined lists
  - Predefined queries (user defined)
- Definition of dependencies between application fields
- Display of fields that are used only for queries, such as user signature, creation date, and balance of open checks (for a business partner)

### Create User-Defined Fields

You can add an unlimited number of user-defined fields to most forms in the application 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. This function is controlled with authorization codes; with the proper authorization you can add or change user-defined fields in just minutes.

## REPORTING

You can create reports and initiate corrective actions immediately. The reporting function includes accounting reports, inventory reports, financial reports, and reports to aid in decision making.

Not only can you export any report to Microsoft Excel following report generation, but data extraction is also effortless thanks to simple data navigation. You can execute internal and external reconciliation with exception reporting, which is useful when closing the books and preparing reports.

### SAP Business One Reporting Features

SAP Business One is the only application that uses Drag&Relate to provide you with end-to-end visibility of your business operations. This feature is also useful in helping you instantly understand key relationships and transactions within the business.

A query generator features user-intuitive functionality for creating database inquiries and defining reports. You can use the data from any field to create a report at either the detailed or summary level. Once a query is defined, you can save it in the query library for future use. If needed, you can use a report editor to refine and change any existing queries.

The query wizard is similar to the query generator, but in this case you are guided step by step through the process of generating queries. This tool is helpful if you want to build queries but are unfamiliar with SQL syntax.

### Predefined Reports

SAP Business One provides a large number of predefined reports for each functional area. You can generate reports for a specific functional area in your business and customize the output to suit your needs. You can also print, e-mail, or export any report to Microsoft Excel.

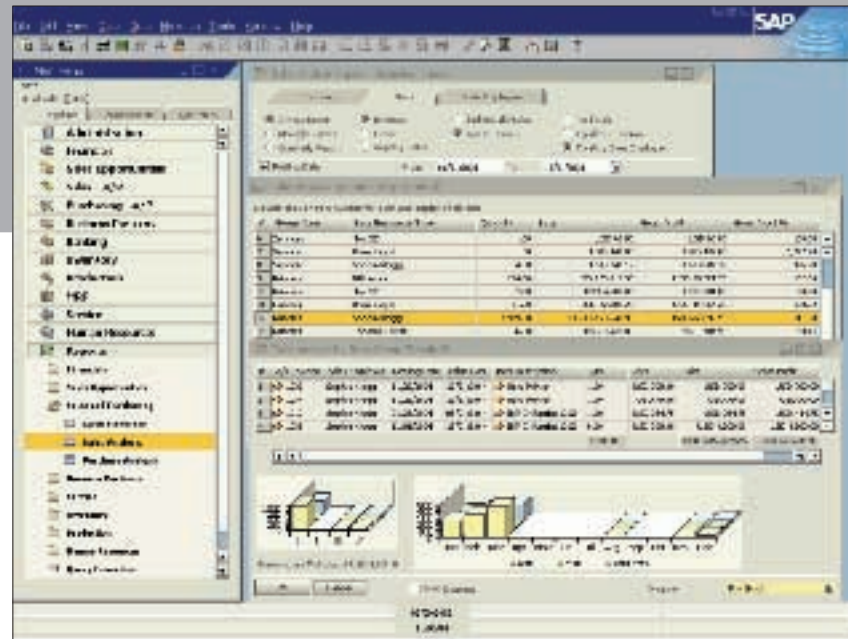


Figure 16: Predefined Reports for Each Functional Area

### Accounting

- Aging reports
- Company reports
- Comparative reports
- Budget reports

### Sales Opportunities

- Opportunities
- Stage analysis
- Opportunities pipeline
- Opportunity forecast and forecast over time
- Won and lost opportunities
- My open and closed opportunities
- Lead distribution over time

### Sales and Purchasing

- Open items list
- Sales analysis
- Purchase analysis

### Business Partners

- Activities overview
- Inactive customers
- Collection history

### Production

- Open work order
- Bill of materials

### Service

- 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 overdue service calls

### Inventory

- Item list
- Last prices
- Inactive items
- Inventory posting list by item
- Inventory status
- Inventory in warehouse
- Inventory valuation
- Serial number transaction
- Batch (lot) number transaction



“It’s fast and it’s easy to navigate from top-level financial statements down to details like individual invoices and purchase orders. The amount of information we can quickly and easily retrieve is incredible. It’s a very impressive system.”

**Lou Giovannone**, Group Controller, Fagerdala USA Inc.

## EXCEL-BASED REPORTING (XL REPORTER)

Many small and midsize businesses struggle with the complexities of generating accurate and timely financial reports from company data. The XL Reporter tool in SAP Business One enables you to get comprehensive and accurate insight into the financial status of your company. Because XL Reporter is seamlessly integrated in SAP Business One, it reports on live data drawn from a variety of sources including general ledger, receivables, payables, sales, purchasing, inventory, and any user-defined fields that you created.

### SAP Business One XL Reporter Tool Features

You can perform the following activities with the XL Reporter tool.

#### Generate Accurate and Timely Reports

You can generate standard and ad hoc reports, drill down into data, and analyze the information. The tool has everything your business needs to create and execute reports in an easy-to-use graphical environment – with point-and-click and drag-and-drop utilities that enhance your control over reporting and budgeting activities.

#### Compose Standard and Ad Hoc Reports

A definition wizard makes report creation effortless for virtually anyone. You can create custom queries of SAP Business One data with just a few mouse clicks. Once the report has been generated, you can drill down on any piece of data to see underlying transactions. In addition, you can view and refresh data while creating queries.

#### Speed Adoption and Limit the Learning Curve

Quickly learn how to use the XL Reporter tool via an intuitive and familiar user interface that accesses Microsoft Excel and provides a metadata layer that limits exposure to technical tables and field structures. Even novices can create reports with drill-down functions in seconds using the tool’s drag-and-drop utility. From simple transaction detail reports to advanced financial statements and dashboards, you can easily generate meaningful reports.

#### Organize Your Reports

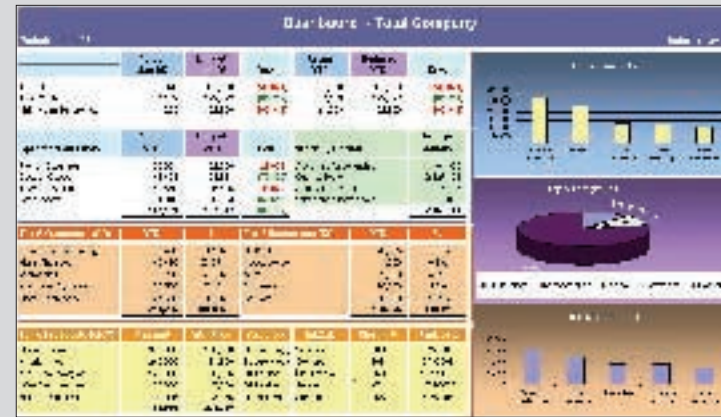
Manage and organize report definitions, executed reports, and report books. You can view and execute reports within the main menu of SAP Business One, which simplifies report execution. For report distribution, you can bundle and e-mail reports using a scheduler.

#### Design Custom Reports

Extend your ability to compose reports with advanced report design options. You work with standard Microsoft Excel functions and interfaces that facilitate report design. It’s simple to create custom parameters, formulas, and layouts from scratch.

#### Simplify Report Generation

You can access company data and generate the appropriate reports, from ad hoc reports to detailed financial statements, whenever needed.



#### Create Total Company Dashboards

Instantly view and graph critical company performance metrics such as sales, inventory movement, and top-performing customers. You can view performance on any chart and click on any cell to drill down to data that will help you choose appropriate actions associated with the metric. In addition, you can quickly assess your financial performance and future outlook.

#### Quickly Access Profit/Loss Details

Get a summary of actual and forecasted operating profit by period to help you easily uncover trends.

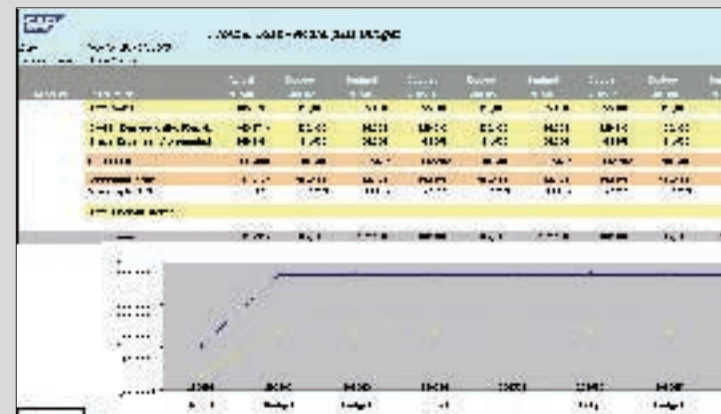


Figure 17: Company Dashboards

## THE SAP BUSINESS ONE ARCHITECTURE

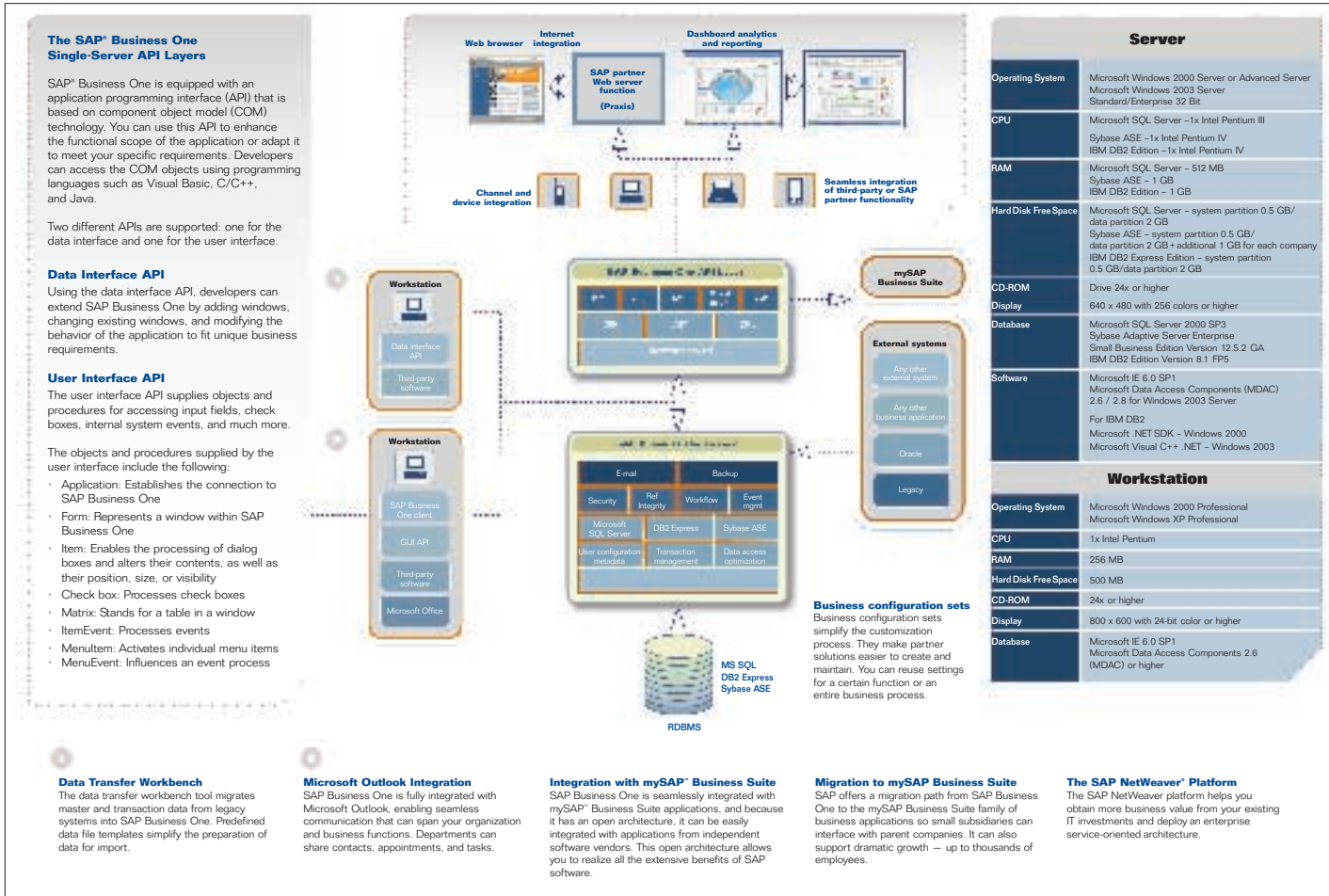


Figure 18: Architecture for IT Managers

The SAP Business One application resides on a single server that integrates seamlessly with the standard Microsoft Windows platform.

The streamlined SAP Business One architecture supports the following databases:

- Microsoft SQL Server
- IBM DB2 Express Edition

### Single-Server Architecture

Server architecture includes security, backup, and network access protocols. Access is granted via a wide area network terminal service or dial-up network connectivity.

The SAP Business One environment uses standard database backup procedures, eliminating the need for saving and transferring the database from one machine to another while still providing immediate access to critical business information.

## SOFTWARE DEVELOPMENT KIT

SAP Business One Software Development Kit is a toolbox that contains programming interfaces, sample code, documentation, and simple utilities. The kit allows programmers to easily interface external applications with SAP Business One or add custom functionality.

SAP Business One consists of a graphical user interface and a separate business object layer. The SAP Business One SDK provides full access to both the user interface layer and the business object layer.

### SAP Business One SDK Features

The software development kit offers the following features:

- Provides programmatic access to SAP Business One 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
- Supports a wide range of programming languages and tools, enabling developers to use familiar technologies and applications
- Provides strong backward compatibility, so that little or no rework is required during upgrades to a new version of SAP Business One

### SAP Business One SDK Components

The following key components are part of the software development kit:

- Application programming interface (API) for the data interface: For integrating external applications with SAP Business One
- API for the user interface: For extending and customizing the SAP Business One client applications
- Screen designer: Drag-and-drop interface for designing custom windows for SAP Business One
- Java connector: Interfacing external applications with SAP Business One using the Java programming language
- Complete documentation
- Sample applications

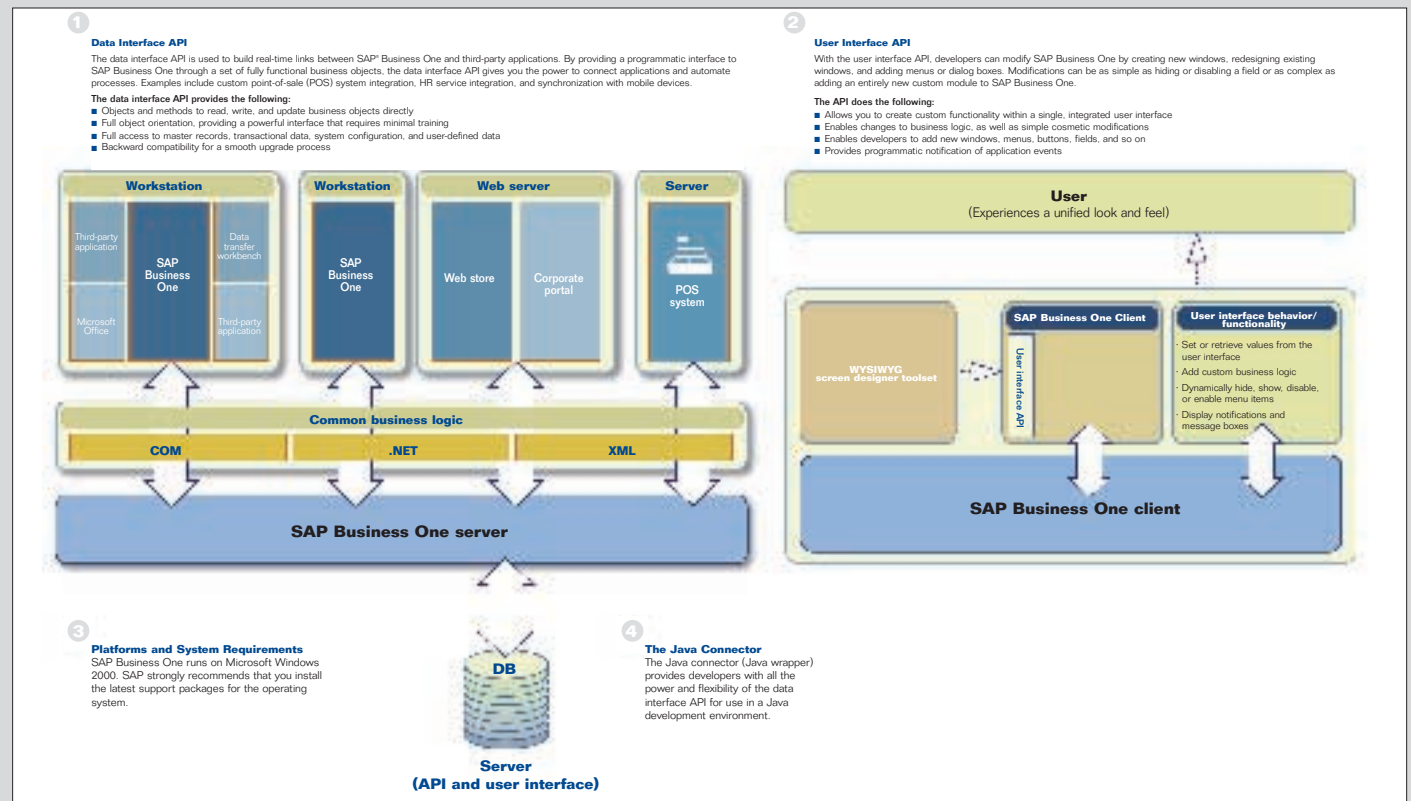


Figure 19: Software Development Kit

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