

**SAP® BUSINESS ONE:
GAIN EFFICIENCY, MAINTAIN
CONTROL, AND REALIZE NEW
PROFITS**



THE BEST-RUN BUSINESSES RUN SAP™





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EXECUTIVE SUMMARY

The SAP® Business One application is an affordable, integrated business management solution designed specifically for small and midsize businesses. No matter where your business takes you – or where you take your business – SAP Business One can help by providing a single software system that automates business processes and delivers a true and unified picture of critical, up-to-the-minute business information across customer relationship management (CRM), manufacturing, and finance. Which means you'll be better able to see how to become more profitable.





SAP® BUSINESS ONE: AN INTEGRATED APPLICATION FOR YOUR BUSINESS

You know your business better than anyone else does. Regardless of whether your goals bring you expanded operations, greater profitability, a lucrative acquisition, or simply more time off, you want to remain in control of how your business runs. And you should.

Traditional business management software – which can consist of poorly integrated collections of outmoded applications – can't support your needs. For example, you might find that information gaps, business process breakdowns, and old or inaccurate data inhibit your ability to control operations. These systems isolate business-critical information in multiple, disconnected locations, forcing people to undertake time-consuming work-arounds simply to get the job done. Opportunities are missed. Effort is wasted. And such inefficiency is extremely expensive.

You need an affordable, integrated business management solution that does what you need it to do. It should automate processes and deliver reliable pictures of operations based on up-to-the-minute data. You need business management software that gives you more control of where your business is headed.

The SAP® Business One application does just that. It works the way you do today, and it can be adjusted as your business processes evolve over time. It is world-class business software delivered to your doorstep by a worldwide network of qualified business partners that provide local service and support.

Enhance Your Control

Retaining control over the business is just the beginning. With SAP Business One, you can achieve new levels of control while you work to attain your business goals. You'll receive the following advantages:

A True and Unified Picture of the Business

With SAP Business One, you can carry out the following functions:

- Control company operations from one comprehensive solution that automates and streamlines all critical business processes – including financial management, warehouse management, purchasing, inventory, manufacturing, banking, and customer relationship management (CRM)
- Use the embedded CRM functionality to seamlessly integrate all sales, support, and customer-facing processes with all relevant functions across the company
- Use Web-based customer management to manage and coordinate remote sales, service, and marketing activities, and connect owners and distributed sales and service teams to SAP Business One customer data while they're away from the office
- Automate and streamline material planning and bill-of-material processes; in five easy steps, you can define planning scenarios and manage material planning, efficiently matching customer demand with production
- Easily implement a fully integrated electronic commerce solution that lets you market and sell online while keeping your financials, inventory, and shipping information up-to-date



Almost Instant Access to Critical Information Across CRM, Manufacturing, and Finance

You can easily find accurate, relevant, timely, and complete business information across any functional area. You'll be able to see the entire business from one single source. With SAP Business One, you can access information in the following ways:

- Quickly and easily navigate through the system, thanks to an easy-to-use interface
You can immediately access current data on business performance, so you can work more efficiently and make better-informed decisions.
- Instantly understand key relationships and transactions by using the patented Drag&Relate™ feature
When you require additional information about data, you can simply drag the data from one area of the application and place it in another. You can also drill down for more detailed information and view corresponding relationships.
- Synchronize communications with seamless integration between SAP Business One and Microsoft Outlook
Users can synchronize calendars, contacts, and tasks, as well as capture and access relevant customer, partner, and vendor information.

Immediate Notification About and Automatic Response to Important Business Events

With SAP Business One, business owners can manage by exception – monitoring, notifying, and taking action when specific events occur. Any breach of preset business policies triggers an immediate notification to a preselected person and initiates a workflow process to manage the event. With SAP Business One, you can improve your responsiveness in the following ways:

- Receive alerts regarding particular business events; these alerts also trigger automatic workflow processes
- Make better decisions by quickly and easily accessing detailed information about the business event that triggered the alert

- Establish unique workflow processes – including the approvals, procedures, and steps that are automatically initiated, so your business can instantly respond to events

Software That Can Evolve as Your Needs Change

It's easy to adapt SAP Business One to changing business conditions and new requirements – without burdening your IT staff. With SAP Business One, you can take advantage of the following functions:

- Quickly modify and adjust the solution to address different business requirements or changing regulatory mandates
- Reintegrate your modifications into new versions of the solution with minimal effort, virtually eliminating the frustration and costs typically associated with upgrades
- Easily integrate the SAP software with other applications, so you can take advantage of what you've already invested in existing systems – and what new technologies may have to offer

Software That Works the Way You Do

SAP Business One gives users powerful tools to tailor the solution to meet specific working needs. With SAP Business One, users can leverage the following possibilities:

- Specify their preferences for forms, policies, queries, and reports
- Use powerful customization functionality to easily define most changes to the application – without technical training
- Implement changes to the software almost instantly



Quick Time to Benefit

SAP Business One is implemented quickly, so that you can see the benefits fast. With SAP Business One, you receive:

- An intuitive user interface and familiar Microsoft Windows environment that significantly reduce the learning curve – because SAP Business One requires only a single-server environment, implementation is simplified and costs are reduced
- Simplified administration functions that make daily operations and maintenance faster and easier, significantly lowering ongoing costs
- Lower total cost of ownership (TCO), because it's easy for all employees – with or without technical expertise – to add new functions and, because you won't be integrating or maintaining multiple systems, those costs are lowered as well

What's Different About SAP Business One?

You've read about the business advantages of SAP Business One. Here are some of the benefits you can expect to see:

- **Integration** – SAP Business One is the only integrated business management solution for small businesses that was built to automate CRM, manufacturing, and financial management – through a single software system.
- **Embedded CRM** – Only SAP Business One is built with CRM embedded into the application. Sales, support, and customer-facing processes are seamlessly integrated into all relevant functions across the company.
- **Drag&Relate** – Only SAP Business One uses Drag&Relate to provide users at all levels with end-to-end visibility of all operations – and the ability to understand key relationships and transactions within the business instantly.
- **Workflow-based alerts** – Only SAP Business One offers workflow-based alerts that let users monitor, notify others, and take action based on specific events.
- **Adaptability** – SAP Business One is the only solution that provides users with the freedom to easily add fields, change forms, and personalize queries and reports.

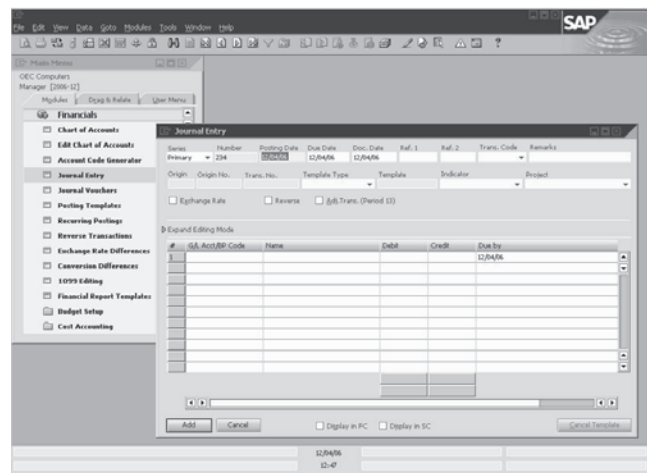


Figure 1: Drag&Relate™ Feature Allowing Users to Generate Customized Reports in Seconds



SAP BUSINESS ONE: DESIGNED FOR YOUR SUCCESS

Architecture

The SAP Business One application resides on a single server that integrates seamlessly with your Microsoft Windows network. Using a Win32-based, two-tier, client-server architecture, SAP Business One secures peak performance and leverages your existing network for maximum efficiency. It includes security, backup, and network access protocols. Access is granted via wide area network (WAN) terminal services or dial-up network connectivity.

In the SAP Business One environment, you can utilize standard database backup procedures, easily saving and transferring the database to another machine and providing immediate access to critical business information. The streamlined SAP Business One architecture supports the following databases:

- Microsoft SQL Server
- IBM DB2 Universal Database Express Edition

SAP Business One offers a robust base software system with powerful core functionality, including CRM, manufacturing, and finance functions. The application includes primary work processes as well as country-specific localizations, such as legal, currency, and financial requirements for use in any given country.

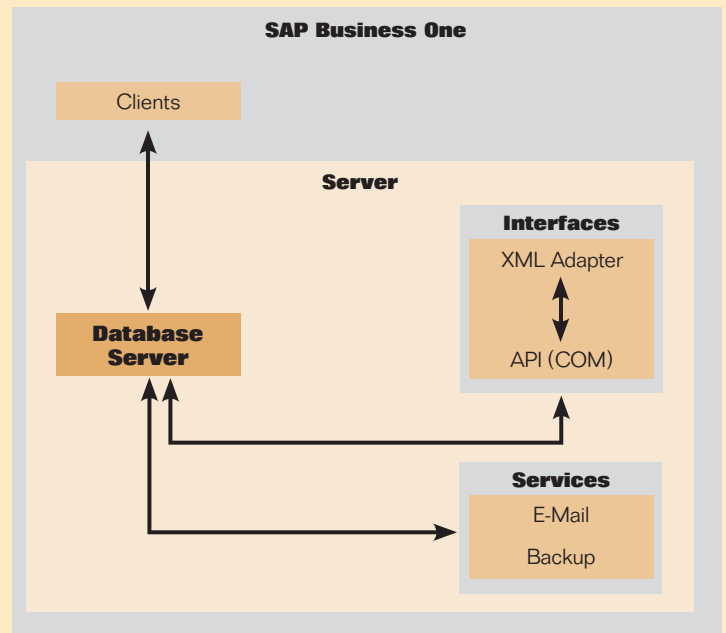


Figure 2: Single-Server Environment That Makes SAP® Business One Easy to Administer, Maintain, and Integrate with Other Solutions

The SAP Business One Software Development Kit (SAP Business One SDK) provides application programming interfaces (APIs) that help you interface with and enhance SAP Business One in several ways. From simple screen modifications to sophisticated integration projects, the SAP Business One SDK provides a flexible set of tools that include:

- **The user interface API**, which lets you modify SAP Business One by creating new windows, redesigning existing windows, and adding menus or dialog boxes. Modifications can be as simple as hiding or disabling a field, or as complex as adding a new transaction.



- **The data interface API**, which lets you build real-time links between SAP Business One and external applications. By providing a programmatic interface to SAP Business One through a set of fully functional business objects, the data interface API gives you the power to connect applications and automate processes.
- **The Java connector**, which gives developers all the power and flexibility of the data interface API in a Java development environment.

Application Functions and Properties

Simple yet powerful, SAP Business One can serve as your primary business management application. The core SAP Business One application provides all the functionality you need to run your business – plus it offers specialized features. If necessary, you can even add other functional enhancements. SAP Business One connects seamlessly to other applications via standard interfaces. It's a comprehensive and versatile enterprise management tool.

With SAP Business One, you get all the administrative functions you need to customize and back up data, define currency exchange rates, configure permissions and alerts, and access information from non-SAP software. In addition, it includes 12 key functions that extend SAP Business One far beyond its primary administrative function. Its modular design allows components to “talk” to each other – using an API – and it provides the following key functions:

Financials functionality handles all financial transactions, including general ledger, account setup and maintenance, journal entries, foreign currency adjustments, budget definition, setting up cost centers, and cost distribution rules.

Sales opportunities functionality records every sales opportunity, from the first phone call to the successful close of a transaction. This key component of SAP Business One's integrated CRM functionality allows users to enter various details concerning the opportunity, including the source, potential, closing date, competitors, and activities. As soon as the first relevant quotation is created, they can link it with the opportunity to simplify later tracking and analysis. Another critical piece of the CRM functionality is the powerful reports that allow users to analyze opportunities by lead source, territory, industry, customer, and item. In addition, they can manage forecasts and view anticipated revenue by a variety of date ranges, such as month and quarter. Users can also see the distribution of leads by source over time to identify the most profitable lead generation activities.

Sales and service functionality utilizes the Internet to enable sales and service teams to remain connected and focused. Staff can create and display sales orders and quotations in real time; select and view products; perform account management tasks; schedule; and manage opportunities, product catalogs, service orders, prospects, and marketing campaigns.

Sales: accounts receivable functionality helps create price quotations, enter customer orders, set up deliveries, update stock balances, and manage all invoices and accounts receivables.

Purchasing: accounts payable functionality manages and maintains 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 functionality controls all information on customers, resellers, and vendors – including profiles, activities with business partners, and account balances – and provides a calendar for user activities.



Banking functionality takes care of all payment processing such as cash receipts, check writing, deposits, credit card payments, and bank reconciliations. The flexible banking system accommodates user preferences and working styles. For example, you can open mail, collect checks to be posted, and deposit them.

Inventory functionality handles inventory levels, item management, price lists, special price agreements, transfers between warehouses, stock adjustment transactions, and picking and packing of inventory for shipment.

Production functionality delivers production tools that define multilevel bills of material and create work orders while verifying and reporting on product and material availability.

MRP functionality manages material requirements planning (MRP) through a wizard-based process. This process enables users to define a planning scenario in five easy steps based on a range of criteria; it also enables them to predict demand based on forecasts.

Service management functionality optimizes the potential of service departments by providing support for service operations, service contract management, service planning, tracking of customer interaction activities, and customer support. This functionality offers a knowledge database that helps technicians research or troubleshoot issues.

Human resources functionality supports staff management including employee details, contact information, and presence reports.

Reporting functionality creates powerful reports for nearly every aspect of the enterprise. The reports include data about customer and supplier debt, sales, cash flow, customer-contact summaries, bookkeeping, warehouse stock, financial statements,

pricing, and customer activity. Reporting uses predefined reports or define-it-yourself queries, with the option of working directly in Microsoft Excel as the primary reporting tool.

Electronic commerce functionality offers a complete online selling solution. The solution includes order processing and notification; catalog management; high-volume SKUs and configurations; configurable products; inventory tracking; a sophisticated account structure; customer self-service; merchandising; discounts and custom pricing; online customer service; and prospect and campaign management.

Solution Configuration

Customization Flexibility

SAP Business One lets users configure the basic software system settings for all functions. This includes defining exchange rates, setting authorization parameters, creating internal mail, e-mail, and short message service (SMS) settings, and configuring data import/export functions. Key administration includes the following configurable functions:

- **Company selection** – various basic settings
- **System initialization and general preferences** – company data and general settings
- **User definitions** – chart of accounts, tax codes, sales employees, territories, projects, address formats, payment terms, vendor, customer, item and commission groups, warehouses, service contract templates and queues, banks, payment methods, and shipping methods
- **Authorizations** – administrator-defined user access to information. Documents have owners and, based on a user's relationship to the owner, they will be granted full, read-only, or no access. Access can be defined by whether the user is in the same team, department, or branch, or whether the user has the same manager as the owner does, is the owner's manager, or is a subordinate.



- **Definition of exchange rates** – the basis for all reports and recorded data
- **Utilities** – backup data and definition of automated processes
- **Data import/export**
- **Recovery** – data administration and recovery
- **Alert functions** – personal profile definition for warning messages
- **Send message** – internal user, customer, and vendor
- **Opening balances** – definition of opening balances for general ledger and business partner accounts

For details about configuration options for other functions, please see the “Appendix: Function Details” section.

User-Defined Fields

Users can define their own fields for all objects, including items, business partners, and orders. This enables them to manage the typical information required for many different business activities. They can also select user-defined fields where users can enter various types of information, such as texts, addresses, phone numbers, URLs, file attachments, images, and drop-down lists.

Formatted Searches

The formatted search ensures that values from a predefined search process are recorded for each field in the system (including user-defined fields). Formatted search (selection) includes the following possibilities:

- Automatic entry of values in fields, based on the use of different objects in the system
- Entry of values in fields, based on predefined lists
- Automatic entry of values in fields, based on predefined queries (user-defined)
- Definition of dependencies between system fields – for example, the value in field x is dependent on the value in field y
- Display fields that can only be used for queries – for example, user signature, creation date, and balance of open checks (for a business partner)

Optional Functions

Optional functions include the following features:

Microsoft Outlook Integration

SAP Business One is fully integrated with Microsoft Outlook, enabling seamless communication that can span the organization and business functions, such as integrated quotation management. You will be able to share contacts, appointments, and tasks between SAP Business One and Microsoft Outlook.

XL Reporter

The XL Reporter tool seamlessly integrates Microsoft Excel reporting within SAP Business One, so you can work directly in Microsoft Excel if you like. The combination leverages the power of the integrated business management information in SAP Business One with the familiar functionality of Microsoft Excel. Users can easily create reports using point-and-click and drag-and-drop features. In a few seconds, you can set up comprehensive business reports. More advanced functionality and extended calculations or graphs are available via the analysis capability of Microsoft Excel combined with the integrated business information in SAP Business One. This provides advanced and flexible reporting across CRM, manufacturing, and finance. XL Reporter includes the following functions:

- Delivers dynamic information in reports through powerful analytical functionality, providing critical up-to-the-minute insight across the business
- Is easy to use; it’s an intuitive tool that allows users to create reports in seconds
- Includes functions that range from standard sales and balance reports to complex ad hoc reporting, including dashboards with instant views of key performance indicators
- Provides live drill-down analysis functionality, all the way to the posting level
- Offers report scheduling functionality and automatic report distribution via e-mail
- Hides the technical names and table structures of the system database so that nontechnical users can easily navigate through the system



Migration Packages

The data transfer workbench for SAP Business One is a migration tool that assists with implementation. It allows you to migrate master and transactional data easily from existing systems into SAP Business One. The tool includes predefined data file templates to simplify data preparation. If your business grows dramatically, you might consider migrating to the mySAP™ Business Suite family of business applications. These powerful applications provide expanded functions and enable your processes to interface with parent companies and partners.

Business Configuration Sets

Business configuration sets are typically used to simplify the customization process. Used by partners, they make tailored solutions even easier to create and maintain. You can reuse settings for one function or an entire business process.

Payment Engine

The SAP Business One payment engine creates the file formats required to process electronic payments. You can access predefined file formats for:

- Bank transfer
- Direct debit
- Bank files for bill of exchange documents
- Importing bank statements
- Electronic checks specific to different countries

The integrated cash and bank functionality permits you to process and reconcile several bank statement transactions in one step.

Support Desk

The support desk enables you to access the SAP Service Marketplace extranet directly from SAP Business One. Configuration is fast and you'll be able to create offline service messages with attachment sizes of up to 4 MB, and then send them to the SAP Service Marketplace.

SAP EarlyWatch Alert

The SAP EarlyWatch® Alert service lets you see how your system is performing, so you can prevent problems before they actually occur. The data is collected from your SAP Business One software system and exported for analysis by SAP experts. You can easily access the results of the analysis via the SAP Service Marketplace, or they can be e-mailed to you.

Fixed Assets

By providing a subsidiary ledger to financial accounting's general ledger, the software for fixed assets in SAP Business One enables you to manage and monitor fixed assets. It supports important processes such as acquisition, credit memo, retirement, and transfer. The software system calculates planned depreciation according to the costs of acquisition and production as well as the useful life and carries out the necessary postings in the general ledger. In the fixed assets master data, you can monitor the change of values over the course of a year as a quick overview, and the depreciation forecast can simulate the future depreciation. As an important supplement to the balance sheet, the asset history sheet displays all changes to the asset portfolio (transactions) in a fiscal year. Historical data and beginning values of a fiscal year can be made available by data import functionality (available in Austria, Belgium, Canada, Germany, Finland, France, Republic of Ireland, Netherlands, Portugal, Spain, Sweden, Switzerland, and United Kingdom).

DATEV-FI

The DATEV-FI feature is an interface that allows users to export their financial information to a tax advisor. The interface can be used to create and transfer financial data from SAP Business One to the German DATEV office accounting system. This data can be transferred from SAP Business One to the DATEV system or made available to an accountant in the DATEV postal shipping format (available only in Germany).



Intrastat

Intrastat (intra-European-Union-trade statistics) reporting gives you a comprehensive statistical system for the monitoring of the goods flow among member states of the European Union. The Intrastat add-on functionality creates the country-specific declaration files out of the SAP Business One data for declaration to the statistical office.

ELSTER Integration

Elektronische Steuererklärung (ELSTER) is an electronic tax return. It is designed to allow tax software users anywhere in Germany to complete their tax declaration electronically via the Internet. SAP Business One is ELSTER-compatible and currently supports the advance returns for tax on sales and purchases (available only in Germany).

mySAP Business Suite Integration

The open architecture of SAP Business One integrates with mySAP Business Suite, as well as with software from other vendors. SAP Business One easily integrates corporate subsidiaries, partners, and suppliers into the mySAP Business Suite environment through the SAP NetWeaver® platform, which enables all mySAP Business Suite applications. The SAP NetWeaver platform allows companies to obtain more business value from existing IT investments and to deploy enterprise service-oriented architecture, if required. SAP NetWeaver provides the best way to integrate all systems running SAP or non-SAP software technologies into a single platform. The Microsoft Windows environment within SAP Business One enables users to exchange data easily with other Microsoft Windows desktop applications, such as Microsoft Word, Excel, and Outlook.

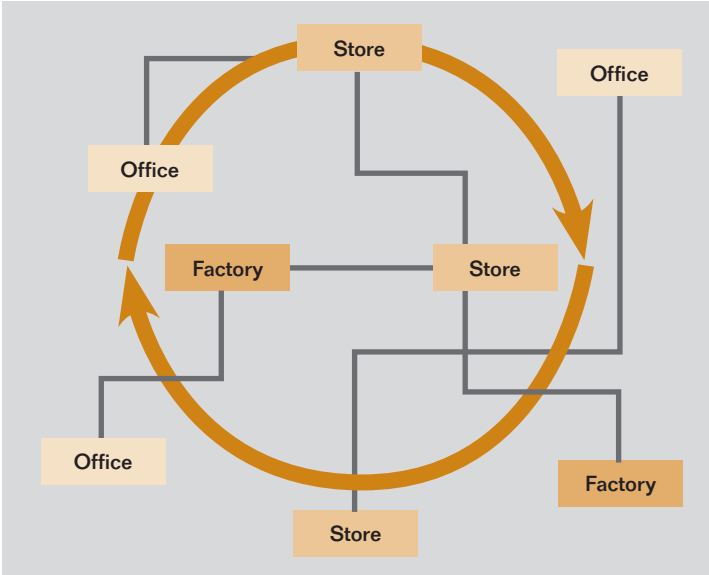


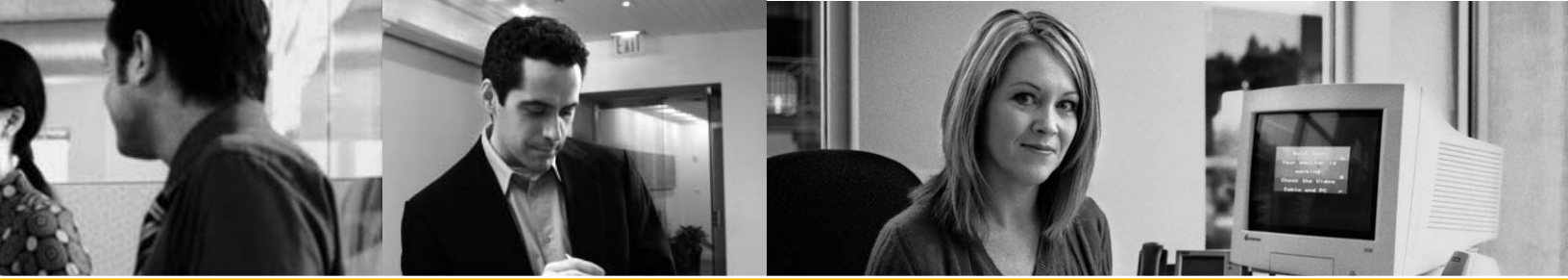
Figure 3: SAP® Business One Views Your Entire Organization as a Single Object, Regardless of Office Location

Integration Scenarios for Groups of SAP Applications

SAP Business One is the ideal application for multinational corporations to use in individual branches or subsidiaries. An integration package seamlessly links mySAP Business Suite, which is used at headquarters, with SAP Business One software that is installed remotely by the international subsidiaries. The result is a seamlessly integrated software system landscape based on SAP business information warehouse functionality and SAP NetWeaver technology, including the SAP NetWeaver Portal component.

Data Consolidation with SAP Business Warehouse

Managers of multinational corporations need integrated information systems that let them monitor data from different production systems in order to make the best decisions. SAP Business One is preconfigured to do just that. In addition, it extracts data for reporting. SAP provides international subsidiaries that use SAP Business One with both the necessary configuration package and the corresponding capabilities for data access and data allocation.



SAP NetWeaver Portal

The SAP NetWeaver Portal enables companies to integrate SAP Business One with mySAP Business Suite and external data sources as well as with other software solutions. Via the portal, companies can create a central point of access for all shared business activities and can make information available to employees, partners, and customers all over the world.

Companies benefit from the following features:

- Centralized access to information, independent of the location of the data source (intranet or Internet)
- Integration of cross-company business processes
- Transparent, uniform access to solutions that enable both intracompany and intercompany cooperation
- High-level interaction technology, such as intelligent content staging, user-friendly point-and-click, and time-saving Drag&Relate

Defined User Roles

In their day-to-day work, employees at international subsidiaries typically use the standard SAP Business One interface instead of the SAP NetWeaver Portal interface. However, if the SAP NetWeaver Portal is used, staff can still access the SAP Business One application through a Web browser, wherever they are.

Users also need the following features:

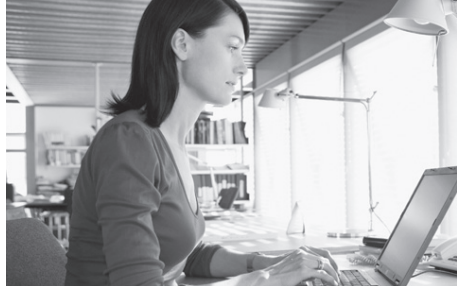
- An initial screen that displays key figures, key performance indicators, or warning messages
- Functions for breaking summarized information into details – and for enabling the Drag&Relate feature to drag objects from a report or alert to components in the iPanel so that users can find additional information or start cross-company processes
- Information, especially from the financial accounting and sales areas

System Requirements

The solution's minimal system requirements keep total cost of ownership low and make administration and system maintenance straightforward and simple.

| SERVER | |
|------------------|---|
| Operating System | <ul style="list-style-type: none"> ■ Microsoft Windows Small Business Server 2003 SP1 ■ Microsoft Windows Server 2003 SP1 Standard/Enterprise 32 Bit |
| CPU | <ul style="list-style-type: none"> ■ MS SQL Server – 1x Intel Pentium III ■ IBM DB2 Universal Database Express Edition – 1x Intel Pentium IV |
| RAM | <ul style="list-style-type: none"> ■ MS SQL Server – 1 GB ■ IBM DB2 Universal Database Express Edition – 1 GB |
| HD Free Space | <ul style="list-style-type: none"> ■ MS SQL Server – System partition 0.5 GB/Data partition 2 GB ■ IBM DB2 Universal Database Express Edition – System partition 0.5 GB/Data partition 2 GB |
| DVD-ROM Drive | 24x or higher |
| Display | 640 x 480 with 256 colors or higher |
| Database | <ul style="list-style-type: none"> ■ Microsoft SQL Server 2000 SP4 Standard or Enterprise Edition ■ Microsoft SQL Server 2005 Standard or Enterprise Edition (only on Windows 2003 Server operating system) ■ IBM DB2 Universal Database 8.2.2 FP5 Express Edition |
| Software | <ul style="list-style-type: none"> ■ Microsoft Internet Explorer 6.0 SP1 or higher ■ Microsoft Data Access Components 2.6 (MDAC) or higher ■ For IBM DB2 UDB only – Microsoft .NET SDK |
| WORKSTATION | |
| Operating System | Microsoft Windows XP Professional SP2 32 Bit |
| CPU | 1x Intel Pentium |
| RAM | 128 MB + 60–80 MB per additional add-on running on the workstation. |
| HD Free Space | 500 MB |
| CD-ROM Drive | 24x or higher |
| Display | 800 x 600 with 24 bit colors or higher |
| Software | <ul style="list-style-type: none"> ■ Microsoft IE 6.0 SP1 ■ MDAC 2.6 or higher |

Minimum Hardware and Software Requirements for SAP Business One



SAP BUSINESS ONE: THE RIGHT APPLICATION FOR YOUR BUSINESS

SAP Business One can help you stay in control of whatever is in the future of your company. It's an affordable, integrated business management application designed specifically for companies like yours. SAP Business One puts you in charge, with the power to make changes to the software, as you require, and to easily get the details and answers you need to run your business in the way you want. SAP Business One comes from the world's leading provider of business software solutions. SAP builds more than 30 years of experience with over 12 million users into every solution it sells.

For more information, visit www.sap.com/smallbusiness.





APPENDIX: FUNCTION DETAILS

Financials

Accounting – For every country, SAP Business One features a chart-of-accounts template that can be adapted to business requirements. This template can also be used to define individual charts of up to 10 segments, if reporting needs require.

Journal entries – The application allows users to create new journal entries and search for existing ones. (Note: Most journal entries are posted automatically from the sales, purchasing, and banking areas.) In addition, users can automatically allocate each transaction to a project or a profit center.

Journal vouchers – Users can save multiple manual journal entries to a batch and process simultaneously, which allows verification and correct postings before they are entered in the general ledger.

Posting templates – Users can define general ledger account assignment models, which saves time and helps avoid mistakes during the manual posting of journal entries.

Recurring postings – Users can define their own postings for regular execution in accounting – and specify a frequency for each recurring posting. (In this case, the solution automatically reminds them to enter these postings.)

Reversing journals – The application allows users to reverse month-end accruals postings automatically. By default, reversal of specified postings will occur on the first day of the following calendar month, but if necessary, users can specify a different reversing date for each posting.

Exchange rate differences – The application lets users periodically evaluate their open items in foreign currencies, then identify differences and choose the appropriate correction transaction.

Financial report templates – Users can generate any number of financial report templates quickly and easily. This form lets them create templates for any purpose (such as additional profit and loss statements).

Budgets – This feature helps users define and manage budgets. Users can 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. In addition, users can define an online alert that notifies them whenever a transaction exceeds a monthly or annual budget limit.

Define profit center – This function allows users to define different profit centers or departments. Users can allocate the corresponding revenue and cost accounts to a predefined profit center in the chart of accounts.

Define distribution rules – Based on defined costs and experience, users can define different distribution rules to characterize business activities and then allocate a revenue or cost account to the corresponding distribution rule.

Table for profit centers and distribution rules – This function allows users to display profit centers and distribution rules in table form. All figures are displayed clearly and can be adjusted as necessary. Users can also define additional profit centers and distribution rules here. Once all cost factors have been defined, the software system automatically allocates them to the individual cost centers in each transaction, giving rapid access to detailed cost information.

Profit center report – This profit and loss statement is based on revenues and costs – both direct and indirect – as defined in the allocation rules, and it can be run for any profit center. Users can choose between annual and monthly display format and compare the results with figures for the previous period.

Form 1099 processing – SAP Business One can record U.S. Internal Revenue Service Form 1099 and box information for each appropriate vendor payment. This information can be edited right up until the time it is submitted. Beginning balances can be entered for information brought in from other systems partway through the year, and the appropriate 1099 information can be output at year's end for submission to the relevant authorities.

APPENDIX: FUNCTION DETAILS

Sales Opportunities

The sales opportunities features allow users to record every sales opportunity, from the first phone call to the successful close of a transaction. Users can enter various details concerning the opportunity, including the source, potential, closing date, competitors, and activities. As soon as the first relevant quotation is created, users can link it with the opportunity to simplify later tracking and analysis.

Sales Accounts Receivable

The sales quotation functionality of SAP Business One offers flexibility when you create the contents of quotations or any marketing document. Different line types are supported, allowing users to create subtotals of previous lines. Users can insert free-form text anywhere within the body of the document, as well as display recommended alternative items. Standard comments can be stored and reused. Header and footer text can also be defined for each document. The gross profit can be calculated for each quotation. The last sales prices offered to a customer can be viewed easily. Once a quotation is created, users can easily export it to Microsoft Word.

Order – This feature simplifies sales order entry by giving the order taker full view of an item's stock position in multiple warehouse locations when a shortage arises. The order taker can choose to order from a list of alternative items to back order the item or allow the item to be partially delivered. Users can create orders that support different delivery dates and ship-to addresses for each line item. And users can automatically create purchase orders from a sales order and drop-ship them to the customer's site.

Delivery – The delivery function allows a shipping department to generate the necessary packing documentation for all goods shipped to a customer. The built-in packaging process facilitates the allocation of items into different packages during the delivery process. Users can easily store the delivery tracking number and access the shipping status within the delivery note. Warehouse quantities are automatically updated when a delivery is made.

Returns – Users can easily handle returns without credit or repair returns using the returns document.

Accounts receivable invoice – The invoice automatically creates a corresponding journal entry. As a result, users can create an automatic receipt if the customer pays part of the invoice immediately.

Accounts receivable invoice and payment – Users can create an invoice and receipt in one step, using the same document.

Accounts receivable credit memo – When creating a credit memo for the customer – for example, for returned merchandise – users can easily import the required data from the original invoice or from any other sales and purchasing document.

Document printing – This function helps users print any sales and purchasing documents. Users can select by period, document number, or document type.

Automatic summary wizard – This wizard allows users to group all existing sales documents in a single invoice for a given customer. The wizard is especially helpful to those who create a variety of orders and delivery notes over the course of the month but need a summarized invoice for each customer at the end of the month.

Document drafts – This feature allows users to print, edit, and manage all documents that have been saved as drafts.

Dunning wizard – This powerful wizard handles multiple dunning letters per customer and maintains a dunning history for each. The wizard can be executed at regular intervals, such as monthly or weekly, to check all outstanding customer invoices. A series of dunning letters at different levels can be sent at pre-defined intervals. In addition, users can determine the method of calculating interest and dunning fees.

Purchasing

Purchase order – SAP Business One lets users order materials or services from vendors. These orders update the available quantity of the ordered items and inform the warehouse manager of the expected delivery date. Users can split a single purchase order into multiple parts when, for example, items need to be shipped to multiple warehouses. The split or revisions are required so that different packing slips and delivery notes can be created for each shipment. Each line item within a purchase order or an account payable voucher can be shipped to, or specified as, a different warehouse location.

Goods receipt purchase order – This function allows users to receive a delivery at one warehouse or allocate deliveries to multiple warehouses. Goods receipts may be linked to a purchase order, and users can change the purchase order quantity versus the actual received quantity.

Goods returns – Vendor returns for repair or without credit can be handled using the goods returns document.

Accounts payable invoice – When processing vendor invoices, SAP Business One also creates a journal entry. Users can use this information to process subsequent payments to the vendor.

Accounts payable credit memo – Through this function, the solution lets users issue a credit memo to the vendor for returned merchandise. The required data can easily be imported from the original invoice, as it is with any other sales and purchasing document.

Landed costs – SAP Business One enables users to calculate the purchase price of imported merchandise. They can allocate the various landed cost elements (such as freight, insurance, and customs duties) to the FOB costs of each item, updating its actual warehouse value.

Document drafts – This feature allows printing, editing, and management of all purchasing documents that have been saved as drafts.

Document printing – This function helps users print all sales and purchasing documents. Users can select by period, document number, or document type.

Business Partners

All critical information on customers and vendors – such as address, preferences, sales employees, and credit terms – is entered in the functionality for managing business partners. Users can define an unlimited number of contact persons for each business partner, along with their phone numbers, e-mail addresses, and other important data. They can also enter a customer contact or vendor name and send e-mail or SMS messages. All relevant associated data – including customer sales reports and detailed balances – can be displayed. SAP Business One allows users to employ search methods such as “starts with”, “contains”, and “greater than” to find the appropriate items.

Activities – This feature tracks interactions with customers, such as phone calls, meetings, and follow-up tasks. Users can also add special notes and attachments to activities and schedule next action items.

Calendar – SAP Business One allows users to maintain a calendar that graphically displays the activities for one or more users. The calendar also provides functionality for scheduling activities as well as modifying scheduled activities. The calendar can be configured to show only specified activities and users. Users can also view activities in different layouts, such as displays for daily, monthly, work week, full week, and team calendars.

APPENDIX: FUNCTION DETAILS

Banking

Incoming payments – This feature allows users to record all incoming payments, including checks, credit card payments, cash, and bank transfers. Users can also allocate payments to open invoices in order to simplify the payment receipt process. When a user creates a payment, the general ledger is updated automatically.

Check fund – This feature helps users manage all check data, as well as endorse or cancel individual checks.

Credit card management – This feature helps users easily manage all credit card data, as well as endorse or cancel a credit card document.

Deposits – This function records cash payments, credit card payments, and check deposits. For deposits, a list of all checks is displayed and users choose the ones they want to deposit. Credit card payments can be deposited automatically, depending on agreements with the credit card vendors.

Outgoing payments – The outgoing payments function lets users define payments to vendors. They can allocate payments to open vendor invoices as well as initiate the automatic issue of checks to vendors.

Payment wizard – This feature saves time by helping users step through the process of creating a payment batch for electronic bank transfers or outgoing checks. Users select the vendors that need to be paid according to a series of user-defined criteria such as invoice due date or terms discount date. The software system then creates a payment batch that can be viewed in the form of a report. The batch can be saved as a recommendation or executed at the time of creation.

Voiding checks – This feature allows users to reverse an entire payment posting and start again with the correct information. It is useful when a payment run encounters unforeseen circumstances (such as a printer jamming) that result in the recorded data differing from the information actually printed on the checks.

Bank statements and reconciliation – The solution enables fully automatic reconciliation. Users can reconcile credit and debit transactions with one another as a means of reconciling any general ledger account or comparing the cashbook balance with the bank statements balance.

Reconciliation wizard – Once the reconciliation parameters are defined, this wizard-based solution uses a sophisticated algorithm to calculate the correct bank reconciliation automatically.

Inventory

The inventory functions enable users to manage item master information and maintain serial and batch numbers as well as price lists. Users can also define alternative items, perform inventory increase or decrease adjustments, revalue inventory costs based on current market values, and perform cycle counts, as well as generate pick lists for open sales orders.

Item master data – This feature allows users to define production (make) items, purchase (buy) items, or noninventory items, including labor, travel, or fixed assets. Default information – such as purchasing vendor, purchasing and selling unit of measure, as well as the tax status for an item – is maintained here. Stocked items can be maintained in multiple warehouses; the solution can also maintain the costs for each item in each warehouse. SAP Business One also supports different inventory valuation methods on a per item basis. The methods currently supported are standard cost, moving average, and FIFO. Planning data is also maintained within item master data. Users 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). They can also define the lot sizes in which to purchase items, as well as the minimum order quantity and average lead time.

Serial numbers – Serial numbers can be automatically generated based on predefined masks; they can also be manually created and assigned only on release of an item from inventory or optionally on every transaction.

Batches – Users can assign batches to products and classify them by shelf life or any other freely definable attributes. The batches can then be defined for these products in sales orders, delivery notes, and inventory movements. A separate batch report is available for batch monitoring.

Substitute items – This feature allows users to create a list of items that can be suggested to the customer as alternatives if the required item is not available. Substitutes can be ranked based on similarity of item, price, or quantity.

Define business partner catalog number – This feature maintains a cross-reference table of vendor part numbers to inventory part numbers. Vendor part numbers can be used on purchasing documents in lieu of inventory part numbers.

Update stock method – Different situations or market conditions may require changes of the valuation method for your inventory. With the update stock valuation method report, users can easily select items from a list and change the current valuation method to an alternative method.

Goods receipt and goods issue – These two functions enable users to record goods receipts and issues that are not directly related to a sales or purchasing document.

Stock transfer – This feature allows users to move inventory among warehouse locations.

Inventory/stock posting – Users can enter opening balances for inventory items and update warehouse data in the software system.

Cycle counting system – This function streamlines the process by identifying when each item in stock 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.

Material revaluation – This feature enables users to make changes in existing inventory prices. This can be necessary when the current price of the material does not match the actual market price. In that case, the price is adjusted and a manual posting on the change is posted.

Price list – Users can define any number of price lists and link them with customers or vendors. In addition, they can create dynamic links between price lists, quickly and easily, updating the links automatically whenever the primary price list changes.

Special prices – Users can define special prices for individual customers or vendors. They also can define quantity-specific prices that link to order volume and define a validity period for each price list; the validity period is adjusted automatically whenever the data changes. In addition, users can define discounts based on different terms of payment.

Pick and pack manager – The pick and pack manager function allows users to manage the picking and packing process within three queues. As sales orders are entered, they are displayed in the “open” queue; quantities can be marked as fully or partially released for picking. The “released” queue displays all orders released for picking; it can be marked as fully picked or partially picked. Within either the “open” or the “released” queues, users can automatically create pick lists per order or for a range of orders. Within the “picked” queue, orders marked as picked can be displayed and selected for packing. The pick and pack manager offers a range of sorting options and flexibility to work with your picking and packing processes.

Production

Define bill of material – Users can define multilevel bills of material in this window by specifying a finished goods product – and all the raw materials that are required to produce it – with precise specifications for the quantities and warehouses involved.

APPENDIX: FUNCTION DETAILS

Production order – The production functionality allows users to create three types of production orders: a standard order (created from an existing bill of material), a special order (built from scratch), and a disassembly order (used to disassemble finished goods and put components back into inventory). Production orders can be created for “make” items with a planned status and later released to the shop floor. Components assigned to a finished goods item can be issued to the production order manually or using the back-flush method. Components can be substituted or added. The solution also supports partial completion of production orders, giving complete flexibility and control of work orders. Users can view planned quantity versus completed and rejected quantities, and they can monitor the due dates of the order. Customer sales orders can be referenced on a production order, allowing users to check the status of the item while it is in work in process.

Receipt from production – This feature allows users to receive completed production orders into finished goods inventory.

Issue for production – This feature allows users to issue raw material components to specific production orders.

Material Requirements Planning

SAP Business One offers a simple yet powerful planning system that helps production planners or buyers schedule and manage items for production or purchasing based on a variety of criteria.

Define forecasts – This feature allows users to predict demand based on forecasts, instead of relying solely on received orders. Forecast calculations help users foresee future demand for the product and adjust material planning accordingly. These demand forecasts can be used as an additional requirement in the report.

Planning wizard – The planning wizard steps users through the process of creating planning scenarios in five easy steps. Users define the planning horizon, which can be viewed in weeks or days. They also can opt to exclude nonworking days from the

production and purchase planning. Scenarios can be run for a range of items or item groups. The user selects the desired criteria in the scenario, such as existing stock levels, open purchase orders, sales orders, work orders, and inventory that reached its minimum stock level, as well as predefined sales forecasts. Once a scenario is executed, the application presents a recommendation to “make” or “buy” items in a report. Numerous drill-down options are available to allow planners to view the net requirement calculations and view the actual documents driving the gross requirements. Exception warnings and visual queues are also available; these help users identify orders that need to be expedited. Planning scenarios can also be saved as simulations; users can run a series of “what if?” scenarios without affecting the recommendation report.

Order recommendation report – From the recommendation report, planners can automatically select recommended production orders and purchase orders for automatic creation. If an item needs to be outsourced, the system allows planners easily to convert a production order to a purchase order. Purchase orders to the same vendor can be optionally consolidated into one order, streamlining the purchasing process.

Service Management

The service management functionality helps service departments provide support for service operations, service contract management, service planning, tracking of customer interaction activities, customer support, and management of sales opportunities.

Service call – This feature enables users to manage, track, and resolve customer questions and deal with item-related problems. Users can also view and maintain call history related to a particular incident. Various call statuses can be monitored, and calls can be assigned to individual technicians or maintained in a team queue.

Customer equipment card – This feature provides service technicians with detailed information about an item sold to a customer, such as a manufacturer’s serial number, replacement serial number, and all service call history. It also lists service contracts assigned to the item.

Service contract – This feature allows users to 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 terms of the contract, such as guaranteed response or resolution times. Service call history can be viewed from any contract; this feature also displays all items related to the contract.

Knowledge base solution – This feature includes key solutions for resolving various problems and situations. It helps streamline service and speed up service representatives' performance. It also allows external sources to view questions and solutions regarding the organization's products.

Service reports – These reports enable users to view and analyze data related to service contracts, customer equipment, and service calls. Users can check service calls made by individual sales representatives or those reported by certain customers; they also can use the reports to evaluate efficiency and performance.

Human Resources

The HR functionality supports staff management, including employee details and contact information.

Employee master data – This feature allows users to track important information about each employee, such as name, job title, skills, department, reporting manager, attendance information, salary, team membership, and address information.

Reporting

The reporting functionality enables users to create reports and initiate corrective actions immediately afterward. It includes accounting reports, enterprise reports, inventory reports, financial reports, and reports to aid decision making. Users can easily export any report to Microsoft Excel. Via the solution's simple data navigation, users can retrieve the exact data needed from these reports, saving valuable time while accessing new data and information. Internal and external reconciliation can be executed with exception reporting, which saves time when closing the books and preparing reports. Reporting includes the following functionality:

Accounting Reports

- Balances for business partner and general ledger accounts
- Aging reports, including customer receivables or vendor payables by due date
When users click on a "customer" line, a detailed report for that customer is displayed. A link to Microsoft Word displays the customer's account balances with a single click, showing the status of the respective customer receivables.
- Transaction journal
- Transaction journal by projects
- Tax report, which shows accumulated tax liabilities in accordance with local legal requirements

Company Reports

- Balance sheet
- Trial balance
- Profit and loss statement
- Cash flow
Cash flow analyzes cash flow across all revenues and expenses, including checks, credit card payments, recurring transactions, and customer receivables. Users can select from numerous detail levels.

Comparative Reports

All reports can also be run as comparisons (months, quarters, years, or any other period).

Budget Reports

These reports help users define and manage budgets. Users can 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. They can also define an online alert that lets the user know whenever a transaction exceeds the monthly or annual budget limit.

Sales Opportunity Reports

- **Opportunities** – This function lets users perform an opportunity analysis from three perspectives: by customer, item, and sales employee. Perspectives can be combined, and charts illustrate the data visually. Users can display every report in any degree of detail – from the most general (opportunities by customer group, for example) to the very specific (opportunities by customer).

APPENDIX: FUNCTION DETAILS

- **Stage analysis** – This function allows users to view sales opportunities at different stages in the sales cycle.
- **Opportunities pipeline** – The pipeline generates a dynamic opportunity overview of all sales steps, from lead to order, in a funnel chart. Users can click the mouse on any element to display a detailed report for each level. Other graphical functions are available to illustrate the sales process. For example, the solution can display the most important 10 to 30 opportunities, with all details, from inception to closing. This report makes it much easier to spot trends and buying patterns.
- **Opportunity forecast** – This feature allows users to estimate open opportunities grouped either by a territory, sales person, or business partner.
- **Opportunity forecast over time** – This function shows sales opportunities over specified periods (such as month, quarter, or year), so that trends can be identified and analyzed, helping an organization to make the correct marketing and sales decisions.
- **Won opportunities** – Users can analyze sales opportunities that were won and the stages at which deals were closed.
- **Lost opportunities** – Users get information on lost opportunities and stages when each opportunity was closed.
- **My open and closed opportunities** – This function displays open or closed opportunities for a specific user.
- **Lead distribution over time** – This function provides information on the distribution of open and closed opportunities within the selected period.

Sales and Purchasing Reports

- **Open items list** – The list provides an overview of all open items in an area, including unpaid invoices, open quotations, and pending orders. Integration with Microsoft Word helps you generate letters to the relevant customers.
- **Sales analysis** – Users can conduct a sales analysis from three perspectives: by customer, item, and salesperson. Perspectives can be combined to highlight additional detail (for example, items sold by a certain salesperson or items purchased by a customer). The report automatically creates diagrams to display the data visually. Users can display information in any degree of detail, from the most general (such as sales by customer group) to the most specific (an invoice for a specific customer).
- **Purchase analysis** – This analysis is similar to the sales analysis report and allows users to analyze purchasing trends for various items purchased from vendors over various periods.

Business Partner Reports

- **Activities overview** – The overview sorts all open contacts by date and with reference to the current day or week. Users can complete current activities and contacts and close activities and contacts that have already been completed.
- **Inactive customers** – Users receive a complete list of customers considered inactive.
- **Dunning history** – The report tracks the dunning history for a business partner.

Service Reports

- **Service calls** – This report allows users to view all service calls entered in the system that were created, resolved, or closed on a specified date or within a range of dates. Users can restrict the report to only see service calls for a specific queue, technician, problem type, priority, item, and call status. Users can also view only overdue calls.
- **Service calls by queue** – This report tracks all pending service calls in the queue.
- **Response time by assignee** – This report enables users to follow the interaction between a customer and service and to record the time necessary to respond to a single service call.
- **Average closure time** – This report analyzes the average amount of time taken to close an incident or a range of incidents.
- **Service contracts** – Users see a list of service contracts for a customer or range of customers by contract type and status.
- **Customer equipment report** – Users see all equipment and corresponding serial numbers sold to a customer or a range of customers.
- **Service monitor** – This report monitors open calls and past-due calls through a dynamic graphical report. Sound warnings are triggered when a call reaches an open call or overdue call limit.

- **My service calls** – This report allows service technicians to manage and monitor their calls with various statuses.
- **My open service calls** – Users see a display of open calls by technician.
- **My overdue service calls** – This report shows overdue calls by technician.

Inventory Reports

- **Item list**
- **Last prices** – The report displays a list of prices last offered to a specific customer.
- **Inactive items** – The user sees a list of inactive items in a defined period, which helps companies reduce warehousing costs.
- **Item query** – This query retrieves item details.
- **Inventory posting list by item** – This report groups all inventory postings by business partner or item.
- **Inventory status** – This report displays the warehouse inventories by item in stock, quantity ordered, and available quantity. Clicking on an item line executes an open sales order report for the selected item.
- **Inventory in warehouse report** – The user sees a display of all item stocks by warehouse as well as the total balance for each item.
- **Inventory valuation report** – The report evaluates inventory on hand using a variety of valuation methods, such as FIFO, LIFO, standard cost, moving average, and last purchase price, regardless of the actual valuation method used for transaction postings. It also displays an overview of all items or each individual item in detail. The solution includes a special algorithm that ensures that negative item stocks are interpreted correctly.
- **Serial number transaction report** – Users see a list of every transaction involving a serialized item.
- **Batch number transaction report** – This report shows every transaction involving items assigned to batches.

Production Reports

- **Open work order** – Users see a summary of all work in progress and a display of the corresponding work orders.
- **Bills of material** – This report displays an overview of all product bills of material at each requested level and with different degrees of detail.

Human Resources

- **Employee list** – This report contains employment information such as branch, department, job title, position, manager, and personal details.
- **Absence report** – User sees a list of lost workdays.
- **Phone book** – This report displays contact details for each employee, including phone number, extension, mobile phone, pager, and fax.
- **Query generator** – This tool features a simple language for creating database queries and defining reports. Users can specify the data from any field to create a detailed or summary report. Once a query is defined, it can be saved in the query library for future use. The report editor can be used to refine and change existing queries.
- **Query wizard** – This tool is similar to the query generator, but it allows users to generate queries using a wizard to step them through the process. This tool is helpful to users unfamiliar with SQL syntax.

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