

SAP ERP

THE SAP® ENHANCEMENT PACKAGE FOR SAP ERP



THE BEST-RUN BUSINESSES RUN SAP™



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SUMMARY

SAP is committed to delivering innovation to customers of the SAP® ERP application. For more than 30 years, SAP has honed its tools and methodologies to help customers adopt new functionalities in an evolutionary manner. SAP enhancement packages replace the traditional technique of improving and augmenting your core processes supported by SAP ERP. Instead of waiting for new functionality that is packaged with a new release of the software, you can implement innovation from SAP when you need it and without having to run a major upgrade project.

Together with the SAP NetWeaver® technology platform and enterprise services composition sets, SAP ERP can serve as a company's business process platform. The enhancement package provides additional functionality to SAP ERP. SAP is the first and only software provider to use enterprise service-oriented architecture to deliver new functionality, enterprise services bundles, and simplification to users in the form of an enhancement package.

ENHANCEMENT PACKAGE DELIVERS MORE INNOVATION, MORE QUICKLY

CUSTOMERS BENEFIT FROM SUPERIOR SOLUTION FIT

SAP delivers innovations through enhancement packages approximately every 9 to 12 months. Customers no longer have to plan for major releases every five years. They can now choose to selectively implement the business functions or technical improvements that add the value that matters most to their business. SAP uses enhancement packages to quickly and easily deliver business and industry-specific functionality, enterprise service bundles, and other functions that help improve and simplify the use of the SAP® ERP application through user interface and other end-to-end process improvements. This rapid, nonintrusive deployment of selected improvements allows all customers to innovate the way they want to, according to their own timetable.

The first SAP enhancement package for SAP ERP was shipped in December 2006. This document describes the innovative features and functionality in the second SAP enhancement package for SAP ERP.

Customers can activate the second enhancement package – as well as future packages – via the SAP NetWeaver technology platform, which helps isolate impacted objects and minimizes testing requirements. Since the second enhancement package does not include any modifications, customers benefit from superior solution fit without risking any side effects to other parts of their systems.



ENHANCEMENTS AND IMPROVEMENTS IN FUNCTIONALITY

STREAMLINING BASIC BUSINESS PROCESSES AND INDUSTRY-SPECIFIC FUNCTIONALITY

The SAP enhancement package for SAP ERP contains improved functionality that streamlines basic business processes, improves employees' productivity, improves business insight, and enables companies to adapt quickly to changing industry requirements.

This package includes significant functional improvements in:

- The SAP ERP Human Capital Management (SAP ERP HCM) solution
- The SAP ERP Financials solution
- The SAP ERP Corporate Services solution
- The SAP ERP Operations solution

Also included are enhancements to the following industry solution portfolios:

- SAP for Aerospace & Defense
- SAP for Media
- SAP for Mill Products
- SAP for Retail
- SAP for Telecommunications
- SAP for Utilities
- SAP for Wholesale Distribution

Enterprise Services Bundles

The enhancement package also includes enterprise services bundles. These bundles are collections of enterprise services that extend the functionality of SAP ERP or other SAP Business Suite applications. Each bundle provides a new set of services along with documentation of how the services can help organizations extend and reconfigure processes or specific groups of related processes.

Each bundle includes explanations of the relevant processes, groups of processes, and roles, along with descriptions of business objects and tips about how you can put the services to work.

Enterprise services bundles are one of the ways that SAP is implementing a program of service enablement as part of its overall strategy of moving toward enterprise service-oriented architecture (enterprise SOA) across all of its products. SAP customers and partners can suggest ideas for new services and help develop them as part of the Enterprise Services Community program.



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HUMAN CAPITAL MANAGEMENT

PROVIDING TIGHTER INTEGRATION AND NEW AND IMPROVED FUNCTIONALITY



With the enhancement package, SAP ERP provides improved human capital management (HCM) functionality, including improved employee interaction center functionality, tighter integration of processes and forms with HCM service delivery, and new functionalities within the SAP Enterprise Learning environment.

Employee Interaction Center Enhancements

Using productivity and process tools, the enhancement package automates and expedites inquiry resolution, and improves process monitoring for employee interaction center agents. With seamless integration to HCM processes and forms, agents now have the process tools available to support collaboration and communication between different process roles and

organizational units, greatly enhancing overall productivity and efficiency.

With these enhancements, agents can:

- Start and execute predefined HR processes, such as a new hire or maternity leave, directly from the application using SAP Interactive Forms software by Adobe
- Monitor and track the progress and status of existing HR processes
- Easily access the HCM processes and forms process browser to search for existing HR processes and view process details
- Open and execute workflow items directly from the in-box, sent by the HR administrator via the universal work list
- Access the digital personnel file to view stored process documents, such as a birth certificate

HR administrators can:

- Launch the application via a follow-up work item in the universal work list and display activity data
- Receive, view, and update the status of follow-up work items sent from the employee interaction center directly via the universal work list

HCM Process and Form Enhancements

With enhanced HCM processes and forms, SAP ERP increases transparency into HR administration processes by facilitating better communication and tighter integration among employees, managers, recruiters, and employee interaction center agents. Agents can identify and track follow-up expectations, ownership, and timelines for HR process roles – increasing the likeli-

hood of successful completion of HR tasks. Other HR administration processes are automated to save time, reduce costs, maximize efficiency, and improve overall productivity and service levels to employees.

Key enhancements allow employee interaction center agents to:

- Launch and track processes from the employee interaction center
- Automatically display employee data and update back-end HR data from SAP ERP, eliminating data entry and multiple logins

The enhancements allow HR administrators to:

- Receive follow-up activities from agents
- Call up activities in their central work lists
- Start processes and forward them to agents

SAP Learning Solution Enhancements

The enhancement package helps further optimize the management of enterprise learning strategies. New functionality includes:

- **Web-based access to portals**
Instructors can perform certain business processes based on role-defined work triggers. This portal is personalized and enables instructors to have pertinent information on hand. For example, instructors can manage course participation by reviewing registrations, adding names to the course roster, and confirming the list of participants who attended a course – all activities that will help improve training.



HR administration processes are automated to save time, reduce costs, maximize efficiency, and improve overall productivity and service levels to employees.

- **Management of course content**
Conforming content to common e-learning standards eliminates the need for and cost of reworking e-learning content. SAP Learning Solution now supports standards, including those of the Aviation Industry Computer-Based Training

Committee (AICC). This committee regulates how communication and data are exchanged on Web-based learning platforms in the aviation industry. SAP Learning Solution contains control and reporting options and enables data exchange between learning programs and the administration. In addition, SAP Learning Solution is now certified by the Sharable Content Object Reference Model (SCORM) 2004. This collection of technical specifications and standards define how Web-based learning content is created and provided to learners. Support for SCORM ensures that learning content can be exchanged between different learning management systems. SCORM 2004 enables advanced content navigation, providing flexibility to content authors and instructional designers.

- **Construction of course programs**
Course programs are used as a tool for bundling courses when more flexibility is needed in the schedule. A course program can have courses that are still not scheduled, such as a continuous learning program in which sets of courses are rolled out at intervals. Learners can select the most convenient schedule. Course programs can also be used when the course structure evolves over time. For example, a course program that targets a specific interest group or knowledge community may have new courses added at any time.

SAP Enterprise Learning Enhancements

With the enhancement package, the SAP Enterprise Learning environment combines all of the benefits and

functionality of SAP Learning Solution along with SAP Acrobat Connect Professional applications by Adobe to provide integrated virtual learning sessions. Your organization can more easily conduct, measure, and track virtual classes. Learners can enter virtual learning rooms to attend events and collaborate in real time with instructors and other students. Instructors can easily create, manage, and enter virtual learning rooms from the instructor portal. Navigation is simple, and the rooms improve the learning experience and accelerate knowledge transfer. Course administrators can seamlessly create course dates with virtual learning rooms by assigning an instructor as a course resource.

FINANCIALS

DELIVERING MAJOR INNOVATIONS TO SAP ERP FINANCIALS

The enhancement package for SAP ERP is delivering major innovations to customers of the SAP ERP Financials solution. These improvements are particularly useful to companies that deal with billing disputes, work with multiple banks and interfaces, or manage collections for a large number of customers.

Credit Management and Dispute Management Enhancements

The enhancement package improves timely and flexible processing of dispute cases, minimizes confusion on bills, and optimizes the cash cycle and liquidity. Usability is simplified and improved for dispute managers, collection specialists, and credit managers by allowing them to:

- Link changes in dispute case attributes to receivable open items
- Consolidate working tasks and information on one platform
- Deliver an organized view of a dispute case via a predefined grouping or personalized selection criteria
- Select user-specific tasks and navigate from the case to the detailed processing
- Offer an improved log display of credit score calculation
- Simulate a credit check for a business partner
- Consolidate user-specific blocked-order processing, blocked business partners, processing of credit limit requests, and notification overviews
- Define the exposure display to include a credit time horizon
- Extend dispute case attributes by adding the extra field for the customer disputed amount in a dispute case

- Create a dispute case if identified during document processing, dispute case processing, or clearing
- Display customer disputed objects under linked objects

Group Close Enhancements

Enhancements to the Web-based user interface make it easier for decentralized subsidiaries to access the consolidation system, reducing the need for and cost of additional hardware to close the books. New functions for multiperiod consolidation and better support of restatement procedures – such as after an internal reorganization – significantly shorten processing time, reduce the effort required for a close, and cut overall costs. The software significantly reduces the effort to comply with the “four-eyes” principle as required by the Sarbanes-Oxley Act.

Key enhancements allow staffers to:

- Execute task groups and tasks for a time interval that includes multiple periods in one step. Users can:
 - Execute task groups in the remaining time periods of a consolidation cycle
 - Block, unblock, or reset tasks groups and individual tasks in the remaining periods
 - Navigate between periods of a consolidation cycle using buttons within the consolidation monitor
- Leverage integration of the SAP Business Workflow tool with the consolidation monitor. Users can:
 - Decide to lock a task, and the task status changes to *Locked – to be approved*

- Automatically transmit a note to the approver’s in-box
- Approve the invoice and the status changes to *Locked*
- Activate a workflow for an individual task

- Adjust data in past periods without changing original data records
- Streamline restatements by eliminating the unnecessary multiplication of data volume using delta logic.

Users can:

- Define technically independent data slices that represent the delta between actual and restated data
- Load or enter data for all posting levels into a data slice with automatic and manual data transfer procedures
- Process validations, currency translation, balance carry forward, and customer-defined tasks
- Improve the Web Dynpro development environment version of the consolidation monitor. Users can:
 - Create automatic tasks in a new window
 - Utilize any number of monitoring layouts
 - Improve search and personalization functions and favorites
 - View a clear display of fixed characteristics in an individual screen area
- Define queries generated by the SAP NetWeaver Business Intelligence (SAP NetWeaver BI) component to report on the status of the consolidation monitor, such as statistical reports of status or percentage of subsidiaries with the status of error. Users can:

- Leverage standard SAP NetWeaver BI tools to create queries, reports, and Web applications
- Use dashboards based on the SAP NetWeaver Visual Composer tool

In addition, the enhancement package addresses improvements to **existing** automatic data transfer, manual postings, deferred taxes, and interunit elimination of profit in inventory functionality. These improvements allow a user to:

- Load documents with posting levels of 02, 12, 20, 22, and 30 into the consolidation system so consolidation groups can transfer and copy data
- Copy data from other consolidation areas even if the source and target consolidation area use different data models
- Automatically transfer created goodwill entries, consolidated assets, and the sequence and sorting of activities to produce a complete set of financial data
- Park documents – or save them as drafts – then reopen, finalize, and post the documents
- Create a sample document – a template for a manual document – for frequent postings with the same line-item structure
- Activate manual workflow approval by document type
- Define the condition that triggers the manual workflow using a customized validation rule
- Post a document with an activated workflow, marking the document as set for approval and triggering the workflow

- Approve or reject documents via a notification triggered by the workflow; approved documents are posted while rejected documents can be deleted, edited, or restarted in the approval workflow at the discretion of the originator
- Trigger deferred taxes with threshold items in the balance sheet
- Choose posting items and subitems of deferred taxes in the balance sheet based on the line items and subitems in the original document
- Utilize new customized settings that are time dependent and version dependent, global, and valid for all document types
- Suppress posting of deferred taxes even if it is activated on the document type
- Reverse debit and credit decisions made by the software
- Read inventory data from the totals database as well as from the additional financial data area

Bank Relationship Management Enhancements

Enhancements in the area of bank relationship management provide full payment-flow transparency and give you a higher degree of control over payment transactions. Furthermore, improvements enable seamless communication of your company's financial transactions with its banking partners via the SWIFTNet financial network and significantly improve straight-through processing rates.

Key functionality includes:

- Closer integration with enterprise applications
- Logical structuring of payments into batches
- Multiple approval levels for outgoing payments
- Audit trails for payment approval decisions along with digital signatures for internal audit purposes
- Analysis of payment status information and full payment-flow transparency as well as status monitoring for bank statements
- Integration with SWIFTNet

The enhancement package for SAP ERP includes an enterprise services bundle – the SAP Bank Relationship Management application. This bundle enables seamless communication of the financial transactions of a company with its house banks over SWIFTNet. It provides full payment-flow transparency and enables better control of payment transactions. This bundle especially applies to companies that initiate payments and receive electronic bank statements from a number of house banks.

Billing Direct Enhancements

The enhancement package helps streamline and standardize the payable cycle for vendors, reduces vendor billing expenses and cycle times, mitigates unnecessary manual errors and reconciliations, and flexibly supports alternative solutions for billing against both PO-backed invoices and normal financial invoices.

Key enhancements allow employees to:

- Upload XML-format invoices in the payer direct portal
- Convert uploaded invoices into PO-backed invoices or normal financial invoices
- Post uploaded invoices or alternatively park invoices, review them, and then post them later
- Review open bills and payments
- Choose business-to-business and business-to-consumer scenarios
- Deploy several scenarios on a single client, and switch scenarios by changing the URL address in the Web browser
- Use a new layout with the navigation tree on the left side of the screen, or use the existing layout with navigation using tab pages and a header bar
- See a clear overview by restricting the number of items shown in the Web application under open items, paid bills, payments, and credits
- Easily work with long lists by filtering items – using various selection parameters – on the tab pages for open items, paid bills, payments, and credits
- Download archived documents other than bills, such as expense reports, as Adobe PDF files from the optical archive
- Display status information, such as last logon, latest payments, and latest master data change

The enhancement package includes an enterprise services bundle – electronic bill presentment and payment – that enables electronic bill presentment and payment services for billing as well as authorization and settlement functionalities for communication with credit card processors. This bundle is especially



valuable to companies that present invoices and process payments in a direct business-to-consumer environment that requires credit card authorization and payments.

The enhancement package also includes an enterprise services bundle – external cash desk – applicable for utilities, telecommunications companies, and the service industry. The bundle provides easy-to-use enterprise services to pay invoices at external cash desks in a connected or disconnected mode for contract accounts receivable and payable.

CORPORATE SERVICES

INNOVATIONS IN REAL ESTATE, TRAVEL, AND MAINTENANCE AREAS



Travel management enhancements improve control over travel policy that make it easier for employees to reserve and book business travel services.

The enhancement package for SAP ERP includes innovations for SAP ERP Corporate Services, including real estate management, travel management, and maintenance planning and processing.

Real Estate Management Enhancements

The enhancement package significantly improves the commercial and corporate real estate management functions. Organizations can simplify the process for managing space, rooms, contracts, and service charge settlements. Improvements for public housing agencies support specific steps and processes.

Key enhancements enable real estate companies to:

- Manage long-term seating arrangements
- Specify that rooms or other real estate objects can be continuously occupied
- Record which employees occupy a room or other real estate object
- Plan internal moves of employees from one area to another
- Manage and optimize the organization of meetings and rooms, including short-term room reservations (one time or reoccurring) for meeting rooms, sports facilities, and lecture rooms
- Request equipment and book room services, such as catering
- Allocate costs for room reservations as well as fees for additional services, such as catering
- Improve contract management with:
 - Conditions in foreign currency
 - Condition splits for multiple vendors
 - One-time conditions
 - Display of results of sales-based rental agreements in cash flow

- Improve service charge settlements with the ability to:
 - Determine, change, and then post accruals and deferrals related to service charges
 - Generate a clearing of the accrual or deferral postings

Travel Management Enhancements

Enhancements to the travel management application enable it to be run as a stand-alone solution. To handle connections from the SAP Travel Management application to the surrounding IT environment, SAP has provided new interfaces to non-SAP software as enterprise services. As a result, companies can more easily develop new applications and integrate third-party software.

New improvements enable travel managers to:

- Create, update, delete, or delimit travel minimaster data from non-SAP HR software
- Read and send traveler profiles to a global distribution system (GDS) or an agency system
- Create traveler preferences from a GDS or an agency system
- Create, update, delete, or delimit corporate credit card information from credit card company databases
- Create, update, or delete e-mail addresses from external e-mail databases

The enhancement package for travel management includes an HCM enterprise services bundle that provides an option to upload master data related to business travel from non-SAP HR systems, reservation systems, e-mail databases, and credit card companies. Data can also be transferred from SAP Travel Management to reservation systems.

Travel management enhancements improve control over travel policy with travel-planning functions that simplify and accelerate the travel-booking process, making it easier for employees to reserve and book business travel services. Employees can also submit expenses in an integrated environment, helping with Sarbanes-Oxley compliance and reporting requirements. SAP Travel Management improves the reporting and transparency of total travel costs by area and by employee, enhancing audit possibilities and fraud prevention. The application provides a wealth of options for reducing process costs by more than 50%.

Key enhancements enable travel managers to:

- **Collect advanced passenger information (API)**

API collection is required by the U.S. government in the normal travel-planning process well in advance of departure. It automates the process, prevents congestion at airports, and streamlines preflight check-in. All airlines are required to collect API from passengers who are traveling to the United States and transmit it to U.S. Customs and Border Protection.

- **Collect additional entertainment expense information**

The application includes a new table for employees to enter information about people to claim entertainment expenses, in accordance with Sarbanes-Oxley compliance. For external participants, the last name, first name, job title, and company are required; for internal employees, only the personnel number is necessary.

- **Deduct, display, and save personal expenses paid with a corporate credit card**

The application enables users to deduct, display, and save nonbusiness expenses paid with a corporate credit card to meet another Sarbanes-Oxley requirement. This improvement is particularly beneficial within an automated expense solution that processes electronic receipts from credit card feeds.

Key enhancements to **existing** travel management functions enable users to:

- Integrate required travel services and preferences in travel requests
- Use Amadeus Master Pricer in place of Amadeus Value Pricer for booking flights – providing better performance and content, and allowing employees to check flight availability and fares concurrently
- Sort available flights by price and display different flight combinations for the same fare in one box
- Complete queries for available flights in GDS and in low-cost carrier consolidators, such as Travelfusion, with a direct connection via the SAP NetWeaver Exchange Infrastructure component

- Sort available hotels according to traveler-defined parameters, such as price, star rating, or distance from an address
- Book train tickets and seat reservations for multiple travelers, for example in Germany, by:
 - Calculating BahnCard discounts for all travelers during price calculation
 - Booking a seat reservation without train tickets if booked centrally
 - Requesting a Bahn-Tix to be picked up at the automated devices at the train station using a BahnCard, credit card, or reservation number as identification
- Remind travelers of existing travel requests and travel plans when creating new expense reports
- Easily attach documents to an expense report, such as images of receipts or an agenda
- Create travel requests and approval workflow using Microsoft Office
- Use wizards to simplify the configuration of the following new views:
 - Define maximum rates and default values for expense types
 - Define maximum amounts for hotel accommodations
 - Edit predefined addresses
 - Define hotel catalogs
 - Define customer programs
 - Define agreements between providers on customer programs



Maintenance Process Enhancements

With the enhancement package, the new roles in enterprise asset management – basic maintenance processing, the maintenance planner, and the maintenance supervisor – come with a uniform, intuitive, and simplified user interface. Access to maintenance-relevant data is improved, and the training for new maintenance staff is reduced. Integrated reports from SAP NetWeaver BI or SAP ERP allow easy visualization of trends and alerts, and support efficient decision making.

Basic maintenance processing is a generic role with a simplified, easy-to-implement, and predefined user interface designed to:

- Support an end-to-end approach for nonprofessionals to handle maintenance activities, including defect logging, message processing, and work confirmation
- Process steps, such as create an order, create a purchase requisition, and create a confirmation

The maintenance planner role provides a Web-based user interface for maintenance planning. This role enables users to:

- Use predefined work centers to access and manage maintenance-related data, perform analytics, and accelerate maintenance planning processes

- Collaborate easier with new features for work processing and structure display
- Use analytics to support planning, coordinating, and scheduling maintenance work

The maintenance supervisor role provides a Web-based user interface for monitoring maintenance activities.

This role enables the supervisor to:

- Access and manage maintenance-related data, conduct analytics, and optimize and monitor resource usage within the supervisor's area of responsibility, using predefined work centers
- Collaborate easier with new features for work processing and structure display
- Use analytics to support an individual's daily work

Maintenance Planning Enhancements

With enhancements to SAP ERP, a maintenance planner can simplify the planning process and create optimized maintenance work packages. The maintenance event builder is an intuitive, easy-to-use workbench that helps with planning maintenance events and handling the following activities:

- Revision, which describes an opportunity to perform maintenance on assets and allows the maintenance planner to group a set of maintenance requests that can be performed together

A maintenance planner can simplify the planning process and create optimized maintenance work packages.

- Notifications, which list work requirements so that the planner can view, select, and assign outstanding maintenance notifications to a maintenance opportunity
- Orders, which allow the planner to create plant maintenance or customer service orders from the task lists and task list hierarchies in the notifications
- Project, which enables the planner to use a project network so that orders can be sequenced for optimized execution
- Planning, which displays all planned events for given technical objects and maintenance events

In addition to the enterprise services bundle for travel management already described, the enhancement package contains three enterprise services bundles related to corporate services.

The bundle for asset configuration helps manage the configuration for complex systems, such as ships, vehicles, or aircraft. Asset configuration can be completed by an employee, a contractor, or a manufacturer. This enterprise services bundle supports the processes to create new reference structures for assets as well as the maintenance – change or update – of these reference structures based on contract terms in the customer or service provider system.

The bundle for maintenance processing provides enterprise services for the exchange of data related to maintenance planning, asset configuration, and notification data between the enterprise asset management (EAM) functionality in SAP ERP and other EAM applications. The enterprise services can be consumed by external, third-party applications or by composite applications – reliability-centered maintenance and optimization – to integrate external EAM applications with the EAM functionality of SAP ERP.

The bundle for maintenance service collaboration supports the maintenance activities for complex systems, such as ships, vehicles, or aircraft, and can be completed by the user, a contractor, or a manufacturer. This bundle keeps the structure of the complex system updated when a contractor performs repair or an overhaul based on contract terms.

OPERATIONS

IMPROVING MANAGEMENT AND MANUFACTURING FUNCTIONALITY



The enhancement package for operations includes improvements, such as support for simplified order-to-cash scenarios, improved support for lean manufacturing, enhanced maintenance of process instructions, optimized campaign weighting, simplified complaint handling, and an increased level of integration between the SAP Supply Chain Management (SAP SCM) application and SAP ERP.

Order-to-Cash Scenario Support Enhancements

The sales process is significantly improved through support for a simplified and faster order-to-cash scenario that features a better internal sales representative role. Enhancements also support powerful document searches for sales, billing, and materials using a search engine. In addition, down payments can be based on document conditions.

Key order-to-cash improvements include:

- New work center views for customers, sales, order fulfillment, billing, complaints, and prices
 - Powerful work lists for process and access simplification and for processes, such as order status tracking, delivery due orders, call-off situation of contracts, and monitoring individual purchasing
 - Customer cockpit, which provides a holistic customer view and centralized sales transactions
 - Display of customer-specific price and availability information, and available-to-promise quantities in different plants on one screen
 - Optimized material search with creation and integrated supplier catalog search in the sales order
 - Detailed material view with cross-selling, up-selling, and down-selling; availability and price information; and order history for sales order items
- Optimized searches for sales and billing documents with an advanced search engine
 - New Adobe PDF-based print forms for contacts and activities, mailing and campaigns, customer fact sheets, sales documents, billing documents, and invoice lists

The enterprise services bundle for order-to-cash enables customers and partners to build individual composite applications for order-to-cash processes.

The bundle for the customer fact sheet provides a real-time, customer information clearinghouse that gathers and organizes information about a customer and supports more efficient customer interactions. This bundle enables customer service representatives, sales managers, and field sales representatives to leverage a single view of master data, transactions, and analyses for any customer.



With enhancements to the process management features, users can process multiple orders, optimize resources, and maximize the standard functionality.

The bundle for customer service execution provides a collection of enterprise services supporting the aftermarket service life cycle, otherwise known as technical field service management. The bundle facilitates and extends the use of the SAP Service and Asset Management solution for processing service requests, service orders, service contracts, and installed-base information.

Down Payment and Complaint Management Enhancements

With the enhancement package, down payments and customer complaints can be handled more efficiently, improving productivity. Key improvements allow people to:

- Take down payments for customers in the sales order during the sales process – previously possible only with billing plans and order-related billing
- Value the down payment as a statistical condition in the sales order and take it into the billing document
- Clear the down payment from the billing document to financial accounting
- Process order-related billing and delivery-related billing
- Process complaints based on the billing document that generated the complaint
- Handle stock-transfer orders via portable data-capture devices
- Create one complaint referencing multiple invoice documents

Lean Manufacturing Enhancements

The SAP ERP application supports lean manufacturing principles that improve visibility into stock, reduce lead times from goods receipt to consumption, reduce susceptibility to errors, and eliminate the effort required by manual posting. Key enhancements to lean manufacturing functionality include the ability to:

- Facilitate kanban evaluation and provide even more flexible personalization with the new intuitive tabular representation of the kanban board

- Use add-ins for kanban to adjust to additional requirements with minimal effort
- Create a replenishment strategy with reporting points
- Establish delayed replenishment elements
- Realize specific scenarios and interfaces for managing control cycles and kanbans with new BAPI® programming interfaces for kanban help
- Utilize a new procedure for production smoothing available for sequencing in repetitive manufacturing using the heijunka process to:
 - Change the sequence schedule interactively
 - Change the visualization profile
 - Specify a scheduling sequence for planned orders
- Improve transparency and planning functionality in manufacturing requirements planning
- Leverage improved planning and integration with the SAP Advanced Planning & Optimization (SAP APO) component and material requirements planning based on SAP ERP

Process Management Enhancements

Enhancements to the process management features enable flexible change management and reduce the time for maintaining process instructions. With this improved flexibility, users can process multiple orders, effectively manage weighing of the same material, optimize resources such as rooms and scales, and maximize the use of standard functionality within SAP software for process management.



A new method allows users to handle information about invoice reduction automatically instead of in a paper-based format.

Key improvements include:

- Use of an approval procedure for standard enhanced execution steps (XSteps) that includes controlled status management and a digital signature for certain statuses for environments with mandatory approvals
- Ability to perform the where-used function, using the context menu at the level of the standard XStep; the where-used function checks whether the standard XStep is referenced in process orders, recipes, and the repository
- Export and import of standard XStep objects to transfer standard XStep objects to another repository using XML-based export and import functions
- Automatic number assignment and automatic calculation of the validity period for new versions
- Use of a template in the SAP xApp™ Manufacturing Integration and Intelligence composite application that facilitates campaign weighing

Materials Management Enhancements

Improvements to **existing** functionality for materials management processes include the following.

- An additional text field in the inventory document can be used for a more detailed description of the inventory, such as inventory for men's shirts.
- A new field called *Complaints reason* at the item level on invoice documents can be switched to allow for better analysis and efficiency improvements of the complaint process. A new BAPI method called "Complaint" and a corresponding intermediate document (IDoc) is

available. This method allows information about invoice reduction to be handled automatically within SAP ERP. Until now, users had to handle this information in a paper-based format.

- Users now have the ability to check whether the unloading point for the goods has enough capacity for the planned delivery date during the creation of the PO. If there is not enough capacity at the unloading point, a user can change the unloading point or the delivery data to accommodate the circumstances.

The enhancement package contains four enterprise services bundles related to manufacturing.

The bundle for batch traceability and analytics addresses tracking batches and lots of material through a process, continuous, or discrete production environment. Batch-tracking information is coordinated with plant inventory, laboratory analyses, and inventory movement information to provide powerful lot-genealogy reports. This information can also be combined with appropriate data on equipment from real-time data systems. With the help of this bundle, batch tracing can be performed beyond company boundaries.

The enterprise services bundle for integration of manufacturing execution systems increases automation and efficiency on the shop floor by integrating heterogeneous shop floor systems, reducing manual data input, and synchronizing manufacturing-relevant master data and transactional data between SAP ERP and manufacturing execution systems. This bundle is especially relevant to discrete, process,

and repetitive manufacturers that perform production planning and quality management in an existing SAP environment with manufacturing execution systems on the plant floor.

The bundle for technical document management connectivity facilitates using the document management system in the SAP Product Lifecycle Management (SAP PLM) application as a document repository for business processes, including non-SAP applications, in the area of product development and design. Documents can be uploaded and retrieved from SAP PLM through enterprise services. The bundle is perfect for customers and partners who want to integrate additional functionality into SAP PLM.

The enterprise services bundle for integration of quality management systems improves manufacturing efficiency and decision making through the exchange of inspection-lot data, inspection results, and notification data between quality management functionality in SAP ERP and external quality management systems.

SAP Supply Chain Management and SAP ERP Integration Enhancements

The enhancement package includes innovations in service parts management with SAP SCM and in transferring analytics-related data from SAP SCM to SAP ERP. SAP offers further standard integration with SAP SCM, reducing integration efforts for the customer and enabling more default processes. Key improvements include:

- Extension of data sources to produce a history from SAP ERP for spare parts planning in SAP SCM
- Additional data provided over the position level in SAP SCM, including:
 - Relevance for goods movement
 - Customer-facing location
 - Types of customer-facing location
 - First stock-holding location
 - Types of first stock-holding location
 - Reason for cancellation of offers and orders
 - Cancellation reason code
 - Abnormal demand
 - Restrictions of the search for location
 - Superordinate position with parts list structures
 - Counter of the quotient for quantity unit conversion
 - Denominator for the conversion of the quantities required
 - Base unit of measure
 - Counter (factor) for conversion sales unit in stores unit
 - Denominator (divisor) for conversion sales unit in stores unit
 - Goods issue date and time
 - Higher-level schedule line

The enterprise services bundle for inventory lookup helps prevent lost sales from out-of-stock situations as well as customer and employee dissatisfaction, by providing store associates with real-time in-store inventory information across multiple stores. The bundle allows users to perform inventory lookup anywhere at any time so store associates can make business decisions that keep customers happy.

INDUSTRY ENHANCEMENTS

ADDITIONAL FUNCTIONALITY TO MEET CHANGING INDUSTRY REQUIREMENTS

With SAP ERP, almost all industry-specific functionality is synchronized within the standard release. SAP NetWeaver provides the mechanism for activating industry-specific and standard functionality in SAP ERP. These industry-ready solutions enable users to innovate, extend, and adapt to changing industry requirements with greater speed at a lower cost. The enhancement package for SAP ERP delivers additional industry-specific functionality for the aerospace and defense, media, mill products, retail, telecommunications, utilities, and wholesale distribution industries.

Aerospace and Defense

The enhancement package includes innovations that improve the management of maintenance, repair, and overall programs in the aerospace and defense industry. Improvements focus on the areas of maintenance program definition, configuration control, and hierarchical task lists.

Key enhancements allow employees to:

- Collect and maintain the data needed to keep maintenance plans compliant
- Find and link corresponding technical objects to the collected data
- Collect maintenance plans for technical objects
- Monitor the progress of maintenance
- Handle nonserialized materials when defining the allowed configuration of a technical object that uses the master parts list
- Install or dismantle nonserialized materials with simultaneous goods movement

Improvements to **existing** maintenance, repair, and overall features include:

- Ability to dismantle or install equipment without simultaneous goods movement
- Use of a list viewer planning tree in the ABAP™ programming language for the capacity chart from the planning board
- Archiving functionalities
- ABAP list viewer grid enhancements in the component list
- Ability to toggle between display and change mode
- Ability to display warranty details of a technical object in a log notification
- Collective search help for revision
- Archiving within the logbook function
- Archiving support for hierarchical task lists

Media

The enhancement package enables end-to-end process press distribution for newspapers, magazines, and books. Enhancements to improve collection success and lower days sales outstanding (DSO) include improved functionality for collections management processes, extended analytical functionalities, and integration with the SAP Customer Relationship Management (SAP CRM) application.

Improvements to press distribution functionality allow employees to:

- Manage business partners in the roles of wholesaler and point of sale using the business partner functions
- Manage forecasts of sales and surcharge quantities

- Specify constant service quantities and minimum and maximum quantities for customer groups that request the same delivery quantity each day, such as hotels or airlines
- Automate planning of POs by calculating and distributing quantities based on historical order data
- Enter and process quantity planning, subsequent deliveries, complaints, and returns for both customers and vendors through the customer interaction center
- Enter goods receipts, create quality notifications, and generate POs for inbound deliveries
- Manage recalls and customer returns
- Generate a goods receipt document for full copy returns and post it to stocks
- Plan returns to the publisher based on the returns reported and the goods receipts entered
- Report return quantities that are relevant for credit memos
- Generate a return PO

Improvements to collections management functionality allow staffers to:

- Determine and execute collection activities in a flexible and dynamic way on the basis of each customer's specific collection strategies
- Create, manage, and track collections work lists and items
- View a complete list of assigned work and progress on work
- Display work items in a list by priority, showing all relevant information for a collector and allowing for drilling down to further details where needed
- Add notes, update the status, and resubmit or forward a work item to another agent



- Accept a commitment from a business partner to pay selected receivables on one or more specified days
- Track promises and evaluate the degree to which a customer adheres to promises to pay
- Display additional financial information, such as a customer's last payment
- Flexibly link to non-SAP cash control applications
- Extract business partner items and dunning history into business intelligence using delta update
- Customize balance variants in existing account balances
- Display additional customer information in the financial customer care interaction center functionality of SAP CRM
- Update the creditworthiness of a business partner when an installment plan is deactivated

Mill Products

The enhancement package for mill products includes usability improvements to the entry of global trade contracts with characteristic values, enhancements to logistic and production processes, and functionality to enable the cable industry to move from industry add-on CS 4.6C to SAP ERP.

Key improvements to mill products' functionality include:

- Faster data entry in the trading contract for preconfigured materials or material variants
- Sales order fulfillment based on an alternative unit of measure, or piece
- Control of batch determination in outbound delivery, which improves control and adds flexibility
- Make-to-stock production for configurable materials with external planning, allowing users to change the production order characteristics when external planning software is used
- Change-of-batch characteristics in returns order, improving usability
- Parallel picking with delivery-related trade unit change (DTUC) that speeds up the picking process
- Enhancement in the DTUC pool and printing DTUC shop paper, which allows mass printing of DTUC papers in the background
- Alternative units of measure in production used for processing length-based materials

Retail

Improvements to retail-specific functions include additional maintenance options for master data and functional improvements within the merchandising solution. The enhancement package

also includes improvements to increase transparency and the integration of the merchandising solution with the SAP GRC Global Trade Services and the SAP Forecasting and Replenishment applications. SAP also improved functionality for article substitution in stock-transfer and delivery processes. These process simplifications increase customer and employee satisfaction.

Improvements for planning and master data include:

- Article and other master-data maintenance
- Operational assortment planning and control
- Layout workbench
- Global data synchronization/PRICAT maintenance
- Assortment lists and point-of-sale (POS) outbound processing

Improvements for buying include:

- Basic integration of SAP GRC Global Trade Services
- The ability to check goods receipt capacity
- The ability to transfer information via electronic data transfer (EDI) when reducing the amount of an invoice

Enhancements for supply chain management include:

- The ability to substitute an article in stock-transfer order and delivery
- Improvements to the extended retail method of accounting and stock ledger reporting
- Integration of the merchandising solution with SAP Forecasting and Replenishment
- Improvements within the allocation table

Improvements to the store and multi-channel include:

- Integration of enterprise resource planning-based order management with the SAP Point-of-Sale (SAP POS) application
- Mobile in-store inventory management functions
- The ability to perform physical inventory during opening hours (enabled for the SAP POS Data Management application)

Enhancements to **existing** retail functionality include:

- Inclusion of the article description for variants when maintaining European article numbers in the article master
- Improved storage levels for transportation chain and staging time
- Improved department store and shop maintenance alignment
- Assignment of a follow-up and replacement article to the original article
- Improved article hierarchy maintenance, such as a consistency check report
- Improved operational assortment planning and control functions for:
 - Display of assortments
 - Use of structured articles
 - Third-party order processing
 - Filtering of purchasing list items at the characteristic level
- Improved layout workbench
- Improved global data synchronization and PRICAT maintenance
- Improved assortment lists and POS outbound processing

The enterprise services bundle for retail effectively connects demand management solutions – including the SAP Promotions and Merchandising Layout application – with the information stored in SAP ERP and SAP NetWeaver BI. The enterprise services in the bundle have been designed to interface with other demand management tools, if desired.

Telecommunications

For telecommunications, the enhancement package improves network availability and increases workforce efficiency. The enhancements improve the fault and event management process for telecommunications networks, thereby helping reduce network outage times and operational expenditures. New role-based work centers and single sign-on functionality increase productivity and efficiency while reducing IT support costs. Business function improvements enable the receipt and billing of event detail records. In addition, users can use process-priced transactions and additional data to create structured bill content, which is then forwarded to the invoicing process. Improvements to collections management, the extension of analytical functionalities, and the integration with SAP CRM are included, improving collection success and lowering DSO. Technical benefits are realized with better integration to SAP NetWeaver BI and SAP CRM. The improvements allow companies to take advantage of standard configurations more often so they need less custom programming and coding, which reduces programming and maintenance costs.

Key improvements to network availability allow personnel to:

- Integrate an external system to monitor telecommunications networks using predefined interfaces
- Generate emergency repair orders by automatically transferring information from an external network-monitoring system
- Dispatch rule-based emergency repair orders to site technicians
- Use work lists with emergency repair orders, scheduled maintenance orders, or other types of orders
- Process order acceptance, rejection, deferral, or change
- Schedule orders using Gantt charts
- Confirm planned work, and enter or confirm unplanned work after event recording
- Access additional functions, such as display stock overview, check spare part availability, and request material
- Integrate an external network inventory system using predefined interfaces
- Review information related to a site technician team, such as attendance, calendar, and schedule reminders
- Personalize key figure monitor and alert work lists
- Identify open orders on a work list that violate defined rules, such as an order rejected by a site technician, a violation of an internal service-level agreement within a defined period, or an order assigned to an absent site technician
- Access personnel development records for employees, such as appraisals, profile matchups, and training status
- Easily integrate third-party tools and platforms using predefined interfaces within the portals



The enhancement package for telecommunications includes role-based work centers and single sign-on functionality that increases productivity and efficiency.

- Leverage industry-specific content, such as:
 - Emergency maintenance orders per region, work center, or employee
 - Orders violating internal service-level agreements
 - Malfunctions by material or functional location, meantime to recovery, and meantime between repairs for technical objects
 - Damage and cause analysis per material, functional location, or region
 - Meantime to repairs and meantime between repairs
 - Equipment installed but not in service

Enhancements to billing allow staffers to:

- Extract business partner items and dunning history in delta mode
- Base business intelligence content on business partner items and dunning history
- Import event detail records (EDRs) that are created in a rating system
- Process EDRs according to various categories
- Support the definition of project-specific EDR categories
- Use BAPI
- Create custom billing cycles, such as monthly on the 15th day of the month
- Bill an account, create a billing period, and define the EDRs that will be billed
- Support the billing of non-EDR-based components, such as a basic service charge
- Forward billing documents to the invoicing process

Improvements to collections management functionality allow employees to:

- Determine and execute collection activities in a flexible and dynamic way based on each customer's specific collection strategies
- Create and manage collections work lists and items, and track the progress of work
- View a complete list of assigned work and progress on work
- Display work items for a list by priority, showing all relevant information for a collector and allowing for the drilling down to further details where needed
- Add notes, update the status, and resubmit or forward a work item to another agent
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Utilities

For utilities, the enhancement package for SAP ERP offers improved customer service processes that reduce call center investments and lead to better customer satisfaction. Other innovations improve a company's ability to comply with legal requirements and adopt best-of-breed solutions. The automation of business processes and the improved integration between high-volume applications lead to more efficient handling of a company's business processes. The improvements help organizations follow the market rules in a deregulated utilities market and allow for easy adoption of future regulations.

Key enhancements allow utilities to:

- Improve the handling of customer sales and service processes
- Guarantee high compliance to new deregulation requirements
- Automate processes in combination with external smart-meter technologies
- Improve collections management
- Enable efficient handling of all related waste disposal processes and collections
- Define and estimate utility design and engineering work that needs to be performed

The enterprise services bundle for advanced meter infrastructure for utilities provides seamless integration and automation of the meter disconnection and reconnection processes as well as the upload and download of profile values.

Wholesale Distribution and Commodity Management

The enhancement package for SAP ERP offers additional features for wholesale distribution, such as integration to the SAP Credit Management application. Also included are innovations for commodity management applicable to agricultural products, metals, oil, gas, electricity, and coal.

Key improvements include:

- Real-time and comprehensive credit limit checks that capture timely information about customers and lower financial risks
- Variant configuration to handle special products and variants
- The ability to create independent collection invoices for suppliers and customers
- Enabling of application-to-application enterprise SOA in commodity management
- Integration of commodity management front office products delivered by independent software vendors
- Enabling of SAP Credit Management in the trading contract for defining an individual credit check
- Enabling of bar code entry in the trading contract
- Enabling of end-to-end commodity management scenarios (buying, trading, and selling of commodities) in connection with the software of SAP partner Triple Point Technology
- Integration of data from a deal capture on a partner's software down to the financials

The enterprise services bundle for trade and commodity management comprises the activities of purchasing, selling, trading, logistics planning, financial planning, and execution of commodities.

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