Overview Presentation
SAP Enhancement Package 2
for SAP ERP

Application Solution Management ERP
SAP AG
(Version 2.0)
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6. Industry Enhancements
Enhancement Package 2 for SAP ERP: at a glance

### Logistics Execution, Manufacturing
- Enable new developments related to supplier network collaboration in SAP Supply Chain Management 5.1
- Inventory Lookup
- Integration of MES and QM Systems
- Various process enhancements in eSOA and industry enhancements

### Order-to-Cash
- Simplification of order-to-cash processes by role "Internal Sales Representative":
  - New work-center view for incoming customer inquiries with order-status tracking, price and availability information
  - New user interfaces and POWER lists
- Enhancements in sales order management:
  - Search engine for material search as well as sales and billing documents
  - PDF-based print forms
  - Down payments based on document conditions

### Financials
- Financial Supply Chain Management
  - Biller Direct
  - Dispute Management
  - Credit Management
  - Collections Management
  - Bank Relationship Management (including SWIFT integration)
- Business Planning and Consolidation
  - New Web User Interface
  - Multiperiod consolidation
  - Restatement support
  - Document and task approvals

### Human Capital Management
- SAP Learning Solution
  - Standard support: AICC and SCORM2004
  - Course program
  - Work center: instructor for teaching and tutoring
  - Partner integration of Adobe Connect
- HR shared services
  - Simplified process design
  - Enhanced integration with SAP E-Recruiting
  - Integration enabled for employee interaction center
  - Additional services for ESS and MSS

### Industries
- Retail and wholesale
- Utilities
- Telecommunications
- Media
- Automotive
- Travel and transportation
- Aerospace and defense
- Mill products

### Corporate Services
- SAP Travel Management
  - Travel request
  - Flexible and simplified process
  - Exchange infrastructure services
- Enterprise asset management
  - Enable new SAP xApp Mobile Asset Management (SAP xMAM)
  - Basic maintenance processing
- SAP Real Estate Management
  - Multicurrency handling
  - Employee assignment, move management, and room reservation
SAP Enhancement Package 2 for SAP ERP – ES bundles

Logistics Execution, Manufacturing
- Inventory lookup
- Batch traceability and analytics
- Integration of MES v2
- Integration of quality management systems v2

Order-to-Cash
- Customer fact sheet v2
- Order to cash

Financials
- SAP Bank Relationship Management
- Electronic bill presentment and payment v2
- External cash desk

Idea to Product
- Technical document management connectivity v2

Service for Customer
- Customer service execution
- Internal service request (Duet)

Human Capital Management
- Absence employee time request (Duet)
- Benefits and compensation (Duet)
- Organizational management (Duet)
- Personnel administration (Duet)

Industries
- Trade and commodity management
- Demand management v2
- Advanced meter infrastructure (utilities)

Corporate Services
- Travel management
- Asset configuration
- Maintenance processing
- Maintenance service collaboration

Preview them** in www.sdn.sap.com ➔ Enterprise SOA ➔ ES Workplace ➔ ES Wiki

*Disclaimer: SAP reserves the right to change the ES bundles listed without further notice.
**Some of the bundles listed on this page can be previewed in the ES Wiki.
### SAP Enhancement Package 2 for SAP ERP: Industries

#### Automotive
- Alerting for JIT inbound and JIT outbound
- Tolerance checks for JIT outbound
- Sales and distribution (SD) report for automotive suppliers
- SD self-billing enhancements
- Copy report for SD scheduling agreements
- Enhancements in vehicle management system and dealer portal

#### Media
- Forecasting sales quantities for points of sale (POS)
- Copy management
- Purchase quantity planning
- Delivery preparation
- Media issue receipts
- Customer service
- Collecting unsolds
- Returns to publisher

#### Utilities
- Enhancement of deregulation framework for electricity and gas
- Retail view of the competitive energy market (ICWC)
- Service-enabling of SAP for Utilities (AMI services)
- Credit and collections management
- Enrichment of enterprise asset management (compatible units)
- Localization of strategic countries, such as Brazil

#### Telecommunication
- New event detail record (EDR) management
- Enhanced convergent invoicing capabilities
- Integration into clarification framework
- Improved integration with contract accounts receivable and payable
- Three role-based portals for the NLM scenario: fault and event management

#### Mill Products & Mining
- Enhancements in delivery-related trading unit change (DTUC)
- Return handling with characteristics
- Enhancements in length calculation–based planning
- Add characteristics information to goods movement BAPI
- Trading contract management with fast data entry

#### Retail & Wholesale
- Global data synchronization
- Enhanced interface to SAP Forecasting and Replenishment
- Basic integration to SAP GRC Global Trade Services
- Enhancements in several functional areas like master data management, merchandise planning, buying, supply chain management, and store and multichannel
- Enhancements in order processing, charge back, and rebate management
- Enhancements in commodity management and pooled payment

#### Travel & Transportation/Aerospace & Defense
- Maintenance program definition
- Enhancements for configuration control (including support for non-serialized parts)
- Enhancements for maintenance event builder (including archiving)
- Enhancements for log book

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   2.3. Corporate Performance Management
   2.4. Financial Supply Chain Management

3. SAP ERP HCM

4. SAP ERP Operations

5. SAP ERP Corporate Services

6. Industry Enhancements
## SAP Enhancement Package 2 for SAP ERP

### Overview: SAP ERP Financials

#### Financials Enhancements

- Improvements to Credit Management, Collections Management and Dispute Management of Financial Supply Chain Management
- Improvement in Biller Direct of Financial Supply Chain Management
- New application SAP Bank Relationship Management and Integration Package for SAP Integration Package for SWIFT
- Collections Management in Contract Accounts Receivables and Payables
- Streamlined Group Close Processes

#### Description

<table>
<thead>
<tr>
<th>Feature</th>
<th>Target Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Improvements to Credit Management and Accounts Receivable related Dispute Management</strong></td>
<td>Customers that have issues with solving billing disputes, uniform the credit control and open item collections.</td>
</tr>
<tr>
<td>Improved flexibility in creating dispute cases, better integration of dispute cases to financial accounts receivable and a new simplified portal-based user interfaces for dispute manager and credit managers</td>
<td></td>
</tr>
<tr>
<td><strong>New application SAP Bank Relationship Management and SAP Integration Package for SWIFT</strong></td>
<td>Customers who initiate payments and have relationships to many different house banks with a variety of bank communication interfaces.</td>
</tr>
<tr>
<td>It provides full payment flow transparency and gives a high control of payment transactions. Furthermore it enables seamless communication of financial transactions of a company with its banking partners via the SWIFT network. Significantly improved straight-through processing rates.</td>
<td></td>
</tr>
<tr>
<td><strong>Improvements to Biller Direct of Financial Supply Chain Management in Financials.</strong> Improved customer and vendors' collaborative billings &amp; payment process on the common Java-based user interface and improves deployment options based on specific business or technical environment.</td>
<td>Customers with huge business partners billing volumes along with frequent reconciliation requirements, and therefore bear huge mailing expenses.</td>
</tr>
<tr>
<td><strong>Collections Management in Contract Accounts Receivables and Payables.</strong> Collections management processes are offered, analytical capabilities are enhanced, integration to CRM is extended.</td>
<td>Companies with a large number of customers. Ideal customers could be found in: Media, Utilities, Retail and Public Sector Industries</td>
</tr>
<tr>
<td><strong>Streamlined Group Close Processes - New Web User Interface, new functions for multi-period consolidation and better support of restatement procedures as well as a workflow for approval for changing the task status</strong></td>
<td></td>
</tr>
<tr>
<td>- Customers who are using SAP SEM-BCS to consolidate Plan or Forecast Data.</td>
<td></td>
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<tr>
<td>- Customers with many decentralized data entry units.</td>
<td></td>
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<tr>
<td>- Customers with strong ambitions towards SOX and Compliance</td>
<td></td>
</tr>
<tr>
<td>- Customers with frequently internal reorganizations and subsequence restatement efforts.</td>
<td></td>
</tr>
</tbody>
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**Benefits**

SAP has enhanced the efficiency and effectiveness of collections functions, extended analytical capabilities, and improved integration with the SAP® Customer Relationship Management (SAP CRM) application and the SAP NetWeaver® Business Intelligence (SAP NetWeaver BI) component. Improved integration eliminates the cost of custom programming and coding and allows you to use the standard configuration of the software.

**New Features**

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<tr>
<td>Collection activities can be determined and executed in a flexible and dynamic way based on each customer's own collection strategies - Added flexibility.</td>
<td>Collections managers</td>
</tr>
<tr>
<td>Create and manage lists collections work items, track progress of work.</td>
<td>Collections managers, Accounting employees</td>
</tr>
<tr>
<td>Complete view of all work lists that the work items are assigned to and the current progress of the work. Work items from a list are displayed by priority, showing all relevant information for a collector and allowing drilldown into further details. The collector can add notes, update the status, resubmit, or forward a work item to another agent.</td>
<td>Collections agents, Collections managers</td>
</tr>
</tbody>
</table>
### General contract AP and AR

**New Features**

<table>
<thead>
<tr>
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<th>Description</th>
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</tr>
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</table>
| Processing of promises to pay            | - The interaction center agent can accept a commitment from a business partner to pay selected receivables on one or more specified days.  
- A promise to pay has a link to the receivables that are promised to be paid and stores relevant details of a given promise to pay.  
- It also provides an option to keep track of such promises and to have evaluations available that show the degree to which a given customer adhered to promises. | Interaction center agents                                                                                                                                  |
| Display of addition financial information, such as the last payment of a customer | - The software displays addition financial information, such as the last payment of a customer.                                                                                                             | Collections agents and managers  
Line managers  
C-level managers (dealing with large past due balances)                                                                                                   |
| Payments at External Cash Desk           | - Greater flexibility to link to non-SAP cash control systems.                                                                                                                                              | Accounting employees  
Managers  
C-level managers                                                                                                                                            |
| Data transfer                            | - Extract business partner items in delta mode  
- Extract dunning history in delta mode  
- SAP NetWeaver Business Intelligence (SAP NetWeaver BI) content based on business partner items and dunning history                          | Accounting employees                                                                                                                                  |
## General contract AP and AR
### Improvements of existing features

(Business Function: FICAX_CI_1)

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create variants for the account balance display via customizing</td>
<td>You can customize your own balance variants in addition to the existing sums in the account balance.</td>
</tr>
<tr>
<td>Direct debit limit in the payment run</td>
<td>Additional customer information, such as the last customer payment, can be shown in the financial customer care interaction center of SAP CRM.</td>
</tr>
<tr>
<td>Deactivation of an installment plan affects creditworthiness</td>
<td>You can update the creditworthiness of a business partner when you deactivate an installment plan.</td>
</tr>
</tbody>
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**Benefits**

The Web-based user interface makes it very easy for decentralized subsidiaries to access the consolidation system, reducing the need for (and cost of) additional hardware. New functions for multiperiod consolidation and better support of restatement procedures (for example, after internal reorganizations) significantly shorten processing time, reduce the effort required for a close, and cut overall costs. The software supports the “four-eyes” principle as required, for example, by the Sarbanes-Oxley Act, significantly reducing the effort to comply with the regulation.

### New Features

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Multiperiod Consolidation</strong></td>
<td></td>
</tr>
<tr>
<td>- Execute task groups and tasks for a time interval that includes multiple periods in one step</td>
<td>Accounting employees, Accounting managers</td>
</tr>
<tr>
<td>- Execute task groups in the remaining periods of a consolidation cycle</td>
<td></td>
</tr>
<tr>
<td>- Block, unblock or reset tasks groups and individual tasks in the remaining periods</td>
<td></td>
</tr>
<tr>
<td>- Navigate between periods of a consolidation cycle using buttons within the consolidation monitor</td>
<td></td>
</tr>
<tr>
<td><strong>Workflow for approval for changing the task status</strong></td>
<td></td>
</tr>
<tr>
<td>- SAP Business Workflow is now integrated with the consolidation monitor</td>
<td>Accounting employees, Accounting managers</td>
</tr>
<tr>
<td>- If the user of the consolidation monitor decides to lock a task, the task status changes to “locked – to be approved”</td>
<td></td>
</tr>
<tr>
<td>- Approver receives a note in the inbox of the business workplace</td>
<td></td>
</tr>
<tr>
<td>- Once approved, the status changes to “locked”</td>
<td></td>
</tr>
<tr>
<td>- Workflow can be activated per individual task</td>
<td></td>
</tr>
</tbody>
</table>
# Group Close
## New Features

(Business Function: FIN_ACC_GROUP_CLOSE)

<table>
<thead>
<tr>
<th>New Features</th>
<th>Description</th>
<th>Target Users for this Business Function</th>
</tr>
</thead>
</table>
| Restatement  | - Adjustment of data in past periods without changing original data records and monitor status  
- Delta logic provides an efficient approach without unnecessary multiplication of data volume  
  - For each restatement reason, you define technically independent data slices that represent the delta between actual and restated data  
  - Data of all posting levels can be loaded or entered into such a data slice with automatic and manual data transfer procedures  
  - Further processing in validations, currency translation, balance carry forward, and customer-defined tasks | Accounting employees  
Accounting managers |
| Web Dynpro consolidation monitor | - Web Dynpro–based version of the consolidation monitor. Compared with SAP GUI it provides additional features:  
  - Creation of automatic tasks in new window  
  - Any number of monitor layouts per user  
  - Improved search and personalization functions; favorites  
  - Clear display of fixed characteristics in an individual screen area | Accounting employees  
Accounting managers |
| Reporting of the consolidation monitor status | - Define SAP NetWeaver BI queries to report on the status of the consolidation monitor  
  - Statistical reports of status: percentage of subsidiaries with status of “error”  
  - Use of standard SAP NetWeaver BI component to create queries, reports, and Web applications  
  - Use in dashboards based on SAP NetWeaver Visual Composer | Accounting employees  
Accounting managers |
# Group Close

## Improvements of existing features

### (Business Function: FIN_ACC_GROUP_CLOSE)

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Automatic data transfer**       | - Execute task groups  
- You can load documents with posting levels 02, 12, 20, 22 and 30 into the consolidation system so consolidation groups can now transfer and copy data.  
- You can copy data from other consolidation areas even if the source and target consolidation area use different data models.  
- The software now automatically transfers automatically created goodwill entries, consolidated assets, and the sequence and sorting of activities so you can use a complete set of financial data. |
| **Manual postings**               | - Parked documents and sample documents for manual postings  
- You can park documents (save them as drafts), then later reopen, finalize, and post the document. The software deletes the parked document when the final document is posted.  
- You can create a sample document (a template for a manual document) for frequent postings with the same line item structure. The sample document remains defined when you post a document based on the sample document.  
- Workflow for approving manually entered documents  
- You can activate workflow approval by document type. You define the condition that triggers the workflow in customizing using a validation rule.  
- If you post a document with activated workflow, the document is set to *For approval* status instead of posting. The status triggers the workflow.  
- Each person responsible for approving documents receives a notification and can approve or reject the document, as well as add comments. Approved documents are posted. If a document is rejected, the person who entered it is notified and can either delete the document or edit it and restart the approval workflow. |
| **Deferred taxes**                | - The posting of deferred taxes has been simplified and enhanced:  
- You can choose posting items and sub items of deferred taxes in the balance sheet based on the line items and sub items in the original document.  
- You can trigger deferred taxes with triggering items in the balance sheet, even if there is no net effect on net income.  
- New customizing settings are time- and version dependent, as well as global and valid for all document types.  
- You can suppress posting of deferred taxes even if it is activated on the document type.  
- You can reverse debit and credit decisions made by the software. |
| **Interunit elimination of profit in inventory** | - You can now read inventory data from the totals database as well as from the additional financial data area. |
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## Benefits of the Business Function

This function improves timely and flexible processing of dispute cases, minimizes the confusion on disputing bills, improves simplicity and usability for dispute managers, collection specialists, and credit managers. It also optimizes your cash cycle and liquidity.

<table>
<thead>
<tr>
<th>New Feature</th>
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<th>Target Users</th>
</tr>
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<tbody>
<tr>
<td>Dispute case attributes and linked receivable open items</td>
<td>Change dispute case attributes can affect the linked receivable open line items. For example, the dunning block might be set in a dispute case to prevent the dunning letter from being sent.</td>
<td>Dispute managers or AR accountants</td>
</tr>
<tr>
<td>Work center for dispute managers</td>
<td>Consolidate all working tasks and information for the dispute manager and specialists on one platform</td>
<td>Dispute managers</td>
</tr>
<tr>
<td></td>
<td>Deliver a well-arranged view of a dispute case, grouped by predefined or personalized selection criteria</td>
<td></td>
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<tr>
<td></td>
<td>Select user-specific tasks and navigate from the case to detailed processing of individual dispute cases.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Improved log display of score calculation</td>
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<tr>
<td></td>
<td>You could directly initiate a simulation of credit check for a business partner in SAP Credit Management</td>
<td></td>
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<tr>
<td></td>
<td>The exposure display take into account credit time horizon if defined</td>
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<tr>
<td></td>
<td>Work center for SAP Credit Management consolidates user specific blocked order processing, blocked business partners, processing of credit limit request, overview of all kinds of notification</td>
<td></td>
</tr>
<tr>
<td>Improved usability and work center</td>
<td>SAP Credit Management offers an improved log display of score calculations.</td>
<td>Credit managers</td>
</tr>
<tr>
<td></td>
<td>You can simulate a credit check for business partners.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>You can define the exposure display take into account for a credit time horizon.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>You can consolidates user-specific blocked order processing, blocked business partners, processing of credit limit requests, and see an overview of all notifications.</td>
<td></td>
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</tbody>
</table>
## FSCM, Functions
### Improvements of existing features

(Business Function: FIN_FSCM_CCD)

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
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</table>
| Increased flexibility for creating dispute cases | - You can extend dispute case attributes by adding the extra field Customer disputed amount in dispute case.  
- You can create dispute case identified during document processing, dispute case processing, line item lists, and clearing.  
- You can display customer disputed objects under linked objects. |
Benefits of the Business Function

This function improves the timely and flexible processing of dispute cases, minimizes the confusion of disputing bills, improves simplicity and usability for dispute managers, collection specialists, and credit managers, and optimize your cash flow cycle and working capital. It also increases the payment flow transparency, improves straight-through processing, reduces your total cost of ownership in the area of bank communication, helps you achieve management compliance by providing digital signatures and audit trails for payment decisions along with payment status monitoring.

New Feature Description Target Users

Dispute case attributes and linked receivable open items  You can define the relationship between dispute case attributes and the attribution of linked receivable open items in SAP Dispute Management. Change dispute case attributes can affect the linked receivable open line items. For example, you might set the dunning block in dispute case to prevent a dunning letter from being sent out.  Dispute managers and AR accountants

Work center for dispute managers  SAP Dispute Management consolidates all working tasks and information for dispute managers and specialists on one platform. It delivers a well-arranged view of dispute cases that is grouped by predefined or personalized selection criteria. You can select user specific tasks and navigate from the case to the detail processing of the individual dispute cases.  Dispute managers

Improved usability and work center  SAP Credit Management offers an improved log display of score calculations. You can simulate a credit check for business partners. You can define the exposure display take into account for a credit time horizon. You can consolidates user-specific blocked order processing, blocked business partners, processing of credit limit requests, and see an overview of all notifications.  Credit managers

Bank relationship management  Close integration with enterprise application functionality Logical structuring of payments into batches Multiple approval levels for outgoing payments Audit trail for payment approval decisions along with digital signatures for internal audit Analysis of payment status information and full payment-flow transparency as well as status monitoring for bank statements SWIFTNet Integration  Cash and treasury managers
## FSCM, Integration

### Improvements of existing features

(Business Function: FIN_FSCM_INTEGRATION)

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| Increased flexibility for creating dispute cases | - You can extend dispute case attributes by adding the extra field *Customer disputed amount* in dispute case.  
- You can create dispute case identified during document processing, dispute case processing, line item lists, and clearing.  
- You can display customer disputed objects under linked objects. |
Biller Direct

New Features

(Business Function: FIN_FSCM_BD)

Automate billing process with flexible deployment capabilities

Benefits of the Business Function

You can streamline and standardize the payable cycle business process of your vendors and reduce your vendors billing expense and billing cycle, mitigate the unnecessary manual errors and followed-on reconciliation and support flexible alternative solutions for billing against both PO-backed purchase and normal financial invoices purchase.

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| Vendor invoicing       | - Upload the invoices of XML format (optional) in payer direct portal.  
- Based on configuration in back-end payable system; uploaded invoices can be converted into PO-backed invoices or normal financial invoices  
- Based on configuration in back-end payables system, uploaded invoices can be directly posted as the invoices in system or park invoices, review them, and then post them later  
- Review of open bills and payments.                                                                                     | - Financial managers  
- Billing specialists and AP accountants                                                                              |
| Flexible deployment scenarios | - Customers can choose B2B and B2C scenarios  
- Customers can deploy several scenarios on a single client and switch scenarios by changing the URL address in the Web browser. | - Billing specialists  
- AP and AR accountants.                                                                                                                                 |
## Biller Direct
### Improvements of existing features

(Business Function: FIN_FSCM_BD)

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Improved usability and productivity</td>
<td>- You can use a new layout with navigation tree on the left side of the screen in addition to the existing layout with navigation using tab pages and a header bar.</td>
</tr>
<tr>
<td></td>
<td>- You can see a clear overview by restricting the number of items shown in the Web application under open items, paid bills, payments, and credits.</td>
</tr>
<tr>
<td></td>
<td>- You can easily work with long lists by filtering items on the tab pages for open items, paid bills, payments, and credits using various selection parameters.</td>
</tr>
<tr>
<td></td>
<td>- You can download archived documents other than bills, such as expense reports, as a PDF file from the optical archive.</td>
</tr>
<tr>
<td></td>
<td>- You can display status information, such as last logon, latest payments, and latest master data change.</td>
</tr>
</tbody>
</table>
## ES Bundles for SAP ERP Financials

<table>
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| ES Bundle - Bank Relationship Management        | - Enables seamless communication of financial transactions of a company with its house banks over the SWIFT network  
- Provides full payment flow transparency and enables good control of payment transactions  
- Target market: any company that initiates payments and receives electronic bank statements from its house banks – especially if they rely on many different house banks | Accounts Payable Clerk  
Treasury Clerk  
Treasury Manager                                                                                             |
| ES Bundle - External Cash Desk (Service Industries) | - Easy-to-use enterprise services to pay invoices at external cash desks in a connected or disconnected mode with regard to the back-end system for contract accounts receivable and payable (FI-CA)  
- Target market: service industries, especially utility and telco companies                                                                                           | Customer  
External Desk Search Agent  
FI/CA Clerk                                                                                                                                                       |
| ES Bundle - Electronic Bill Presentment and Payment (EBPP) | - Enables electronic bill presentment and payment services for billers and authorization and settlement capabilities for communication with credit card processors.  
- Target market: the EBPP bundle is of value to any company of any size that presents invoices and process payments to customers. It is primarily for direct business-to-consumer interactions that require credit card authorization and payments. | Accounts Receivable Clerk  
Customer  
Cash Manager                                                                             |
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   3.3. End-User-Service Delivery
   3.4. Talent Management
4. SAP ERP Operations
5. SAP ERP Corporate Services
6. Industry Enhancements
# SAP Enhancement Package 2 for SAP ERP Overview: SAP ERP HCM

## Human Capital Management Enhancements

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Customers</th>
</tr>
</thead>
</table>
| **HCM Process and Forms:** Tighter integration with HCM Shared Service Delivery and SAP® E-Recruiting to achieve automated personal processes. | - Customers who are considering to implement HCM Shared Service Center along with Employee Interaction Center (EIC).  
- Customers who are considering to implement E-Recruiting as well as the Hiring- and Transfer process via HCM Processes and Forms. |
| **Enhanced Employee Interaction Center:** Process control and monitoring through integration with HCM Processes and Forms; Execute pre-defined processes, within an EIC context, using integration to HCM Processes and Forms; Facilitate cross-role collaboration and communication between business partners, using workflow technology; HR process automation and standardization | - HCM customers who require an automated solution for process control and monitoring to support end-to-end business processes.  
- Customers who need process integration and cross-role collaboration for different HR roles (e.g. employee, manager, EIC Agent, HR Administrator).  
- Customers who want to streamline and standardize HR business processes and services through a centralized delivery channel (e.g. EIC). |
| **Enhanced SAP Learning Solution:** New web-based access for instructors and tutors; Support for common e-learning standards | - Customers who are looking to improve the assignment of trainings to programs.  
- Customers who are using e-Learning Content such as standards SCORM 2004 oder AICC  
- Customers who want to provide their instructors and tutors web access to their respective trainings. |
| The **SAP® Enterprise Learning** environment combines Adobe Acrobat Connect Professional with SAP Learning Solution to provide integrated virtual learning rooms. | - Customers who would like to use virtual classrooms. |
1. SAP Enhancement Package 2 for SAP ERP – At A Glance
2. SAP ERP Financials
3. SAP ERP HCM
   3.1. SAP ERP HCM – At a glance
   3.2. Workforce Process Management
   3.3. End-User-Service Delivery
   3.4. Talent Management
4. SAP ERP Operations
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6. Industry Enhancements
HCM processes and forms
New Features

(Business Function: HCM_ASR_CI_1)

Tighter Integration with Service Delivery and SAP® E-Recruiting

Benefits
- Increased transparency into HR administration processes by involving employees, managers, recruiters, and employee interaction center agents
- Better communication and tighter integration between cross-role processes to support process life cycle from beginning to end
- Allow employee interaction center agents to identify follow-up expectations, ownership, and timelines for process roles to ensure successful completion
- Automate HR administration processes to save time, reduce costs, and maximize efficiency and overall productivity

<table>
<thead>
<tr>
<th>New Feature</th>
<th>Description</th>
<th>Target Users</th>
</tr>
</thead>
</table>
| Integration with the employee interaction center | Automated personnel management processes  
- EIC agents can launch and track processes from the EIC.  
- HR administrators can receive follow-up activities from EIC agents and call up activities in their central work lists. They can also start processes and forward them to agents in the EIC.  
- Agents no longer need to enter data or log in multiple times. The software automatically displays employee data and updates it in the back-end HR software from SAP. | Employee interaction center agents  
Shared service center agents |
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3. **SAP ERP HCM**
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## Enhanced employee interaction center
### New Features

**New Feature**

**Description**

- **Process control and monitoring through integration with HCM Processes and Forms**
  - Employee interaction center (EIC) agents can monitor and track the progress and status of existing HR processes and they can easily access the process browser to search for existing processes.
  - HR administrators can receive, view, and update the status of follow-up work items from the universal work list (UWL).

- **Execute HR processes from a centralized service center**
  - EIC agents can start and execute predefined HR processes, such as new hire and maternity leave, directly from the EIC (activity screen).
  - Using the EIC inbox, agents can open and execute workflow items sent by the HR administrator. The software allows navigation to Web Dynpro ABAB from the EIC software.
  - HR administrators can receive, view, and update the status of follow-up work items (sent by EIC) from the UWL within the enterprise portal.

**Target Users**

- Employee Interaction Center agents
- Employee Interaction Center managers

---

**Benefits**

- Expedite resolution and improve progress monitoring, through productivity and process tools, for Employee Interaction Center agents.
- Automate and centralize delivery of HR processes for faster execution and better traceability, throughout the complete process life cycle.
- Improve service-level compliance and monitoring through business process automation and standardization.
- Increase productivity and efficiency through enhanced collaboration and communication between different process roles and organizational units.

---

**Business Function:** HCM_EIC_CI_1

**Streamline, Standardize, and Automate HR Processes Through a Centralized Delivery Channel**
# Enhanced employee interaction center

## New Features

<table>
<thead>
<tr>
<th>New Feature</th>
<th>Description</th>
<th>Target Users</th>
</tr>
</thead>
</table>
| **Facilitate cross-role collaboration and communication between business partners, using workflow technology** | - EIC agents can open and execute workflow items sent by the HR administrator from the EIC inbox. The software allows navigation to Web Dynpro ABAB from the EIC software.  
- HR administrators can receive, view, and update the status of follow-up work items from the UWL. | - Employee Interaction Center agents  
- Employee Interaction Center managers |

| **HR process automation and standardization through HCM Process and Forms integration** | - EIC agents can start and execute predefined HR processes, such as new hire and maternity leave, directly from the EIC.  
- EIC agents can monitor and track the progress and status of existing HR processes initiated via the EIC.  
- EIC agents can open and execute workflow items, sent by the HR administrator from the EIC inbox, using the UWL.  
- HR Administrators can receive and view follow-up work items from the UWL and access the process browser to search for existing processes | - Employee Interaction Center agents  
- Employee Interaction Center managers |
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2. SAP ERP Financials

3. **SAP ERP HCM**
   3.1. SAP ERP HCM – At a glance
   3.2. Workforce Process Management
   3.3. End-User-Service Delivery

3.4. **Talent Management**

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SAP Learning Solution
New Features

(Business Function: HCM_LSO_CI_1)

Optimize Your Solution for Managing your Enterprise Learning Strategies

Benefits

This business function offers new functionality enhancements in three distinct areas:
1. Using the Web-based portal, instructors and tutors can access information and perform certain business processes, based on role-defined work triggers. Certain business processes can be transferred to the role that has the information at hand, lowering the administrative workload in training administration.
2. Customers can also manage course content that conforms to common new e-learning standards leveraging the use of new features in the content. Course content that complies to older standards are also supported. The need to apply costly re-work to the e-learning content is eliminated.
3. By constructing course programs, customers can more easily combine a large number of courses using different delivery methods, such as classroom training or online tests. This improves learner experience and helps ensure the completion of a number of courses e.g. regulation purposes.

New Feature | Description | Target Users
--- | --- | ---
Support for common e-learning standards | The Sharable Content Object Reference Model (SCORM) is a collection of technical specifications and standards that 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. The Aviation Industry CBT Committee regulates how communication and data are exchanged on Web-based learning platforms in the aviation industry. It contains control and reporting options and enables data exchange between learning programs and between learning administration programs. | Business users
Web-based access for instructors and tutors | Web-based access for instructors and tutors on the instructor portal Instructor and tutor work lists include all courses of the responsible instructor, and they provide an overview of the tasks to be completed for better course management | Instructors and tutors
# Improvements of existing features

(Business Function: HCM_LSO_CI_1)

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course program</td>
<td>- You use the course program to make a course offering available to learners.</td>
</tr>
<tr>
<td></td>
<td>- Content is structured into blocks that can be identified as mandatory or optional and may or may not be sequenced.</td>
</tr>
<tr>
<td></td>
<td>- Content is a mixture of curricula and course types that may or may not have scheduled dates and can be booked anytime. The content may or may not be sequenced and can have alternatives (which learners can select from).</td>
</tr>
</tbody>
</table>
SAP Enterprise Learning
New Features

(Business Function: HCM_LSO_VLR)

Optimize Your Solution for Managing your Enterprise Learning Strategies

Benefits

The SAP® Enterprise Learning environment combines Adobe Acrobat Connect Professional with SAP Learning Solution to provide integrated virtual learning rooms. It enables organizations to more easily conduct, measure and track virtual classes. Learners can enter virtual learning rooms on the learner portal to attend events and collaborate in real-time with instructors and other learners. Instructors can create, manage, and enter virtual learning rooms from the instructor portal. Navigation is simple, and the rooms enhance the learning experience, which accelerates knowledge transfer.

New Feature | Description | Target Users
---|---|---
Integrated virtual learning rooms | Course administrators can seamlessly create course dates with virtual learning rooms by assigning an instructor as a course resource, just like for any other course. | Business users who take e-learning courses
| Learners can access virtual learning rooms in the learning portal to take courses that are led by instructors. | Instructors and tutors
| Instructors will receive a personal room automatically; they can also create and manage virtual rooms in the instructor portal and assign virtual rooms to courses. |
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## SAP Enhancement Package 2 for SAP ERP Overview: SAP ERP Operations

### Operations Enhancements

- **Simplified Order To Cash Scenario.** Enhanced Internal Sales Representative Role for improved user productivity; Optimized Sales Order Management; Improved Down Payments
- **Improved Support for Lean Manufacturing.** Simplified and more flexible Kanban process – New support for Heijunka process enabling production smoothing and sequencing in repetitive manufacturing - Improved evaluations for MRP and long-term planning.
- **Enhanced Maintenance of Process Instructions and Optimized Campaign Weighting.** New and improved control of process step documentation for the process industry and complete support for campaign weighing.
- **Simplified Complaints Handling.** Standardized support for complaint management with reference to one billing document and new support for high-volume complaints.
- **Increased Level of Integration of SAP SCM with SAP ERP.** New data can be transferred from SAP ERP to SAP SCM 5.1 to enhance Service Parts Management and Supply Network Collaboration.

### Description

**Simplified Order To Cash Scenario.** Enhanced Internal Sales Representative Role for improved user productivity; Optimized Sales Order Management; Improved Down Payments

**Improved Support for Lean Manufacturing.** Simplified and more flexible Kanban process – New support for Heijunka process enabling production smoothing and sequencing in repetitive manufacturing - Improved evaluations for MRP and long-term planning.

**Enhanced Maintenance of Process Instructions and Optimized Campaign Weighting.** New and improved control of process step documentation for the process industry and complete support for campaign weighing.

**Simplified Complaints Handling.** Standardized support for complaint management with reference to one billing document and new support for high-volume complaints.

**Increased Level of Integration of SAP SCM with SAP ERP.** New data can be transferred from SAP ERP to SAP SCM 5.1 to enhance Service Parts Management and Supply Network Collaboration.

### Target Customers

- **SAP ERP customers in all industries, and especially in trading industries.**
- **New customers attracted by easy-to-use web-based sales interfaces.**
- **SAP ERP customers in discrete manufacturing industries who already control their production with SAP.**
- **SAP ERP customers who wish to adopt or extend the principles of Lean Manufacturing for this purpose.**
- **SAP ERP customers in the process industries using PI sheets and execution steps (xSteps).**
- **SAP ERP and SAP xMII customers planning their production with production campaigns.**
- **SAP ERP customers handling returns and complaints with high volumes.**
- **SAP ERP customers who have implemented the SAP SCM application.**
Agenda

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### Benefits of the Business Function

**Sales** is significantly enhanced through the activation of this business function. This business function simplifies and faster the order to cash scenario with an enhanced "Internal Sales Representative" role. It also provides support for document search (sales and billing) and materials through the usage of the powerful SAP search engine. In addition, down payments can now be based on document conditions.

<table>
<thead>
<tr>
<th>New Features</th>
<th>Description</th>
<th>Target Users for this Business Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Enhanced Internal Representative Role For Improved User Productivity</strong></td>
<td>Work Center Views for &quot;Customers&quot;, &quot;Sales&quot;, &quot;Order Fulfillment&quot;, &quot;Billing / Complaints“ and &quot;Prices”.</td>
<td>Internal Sales and Customer Service Representatives</td>
</tr>
<tr>
<td></td>
<td>Powerful work lists for process and access simplification, e.g. Order Status Tracking, Delivery Due Orders, Call Off Situation of Contracts, Monitoring Individual Purchasing.</td>
<td>New user groups can be attracted by easy-to-use web-based sales interfaces</td>
</tr>
<tr>
<td></td>
<td>Customer Cockpit which provides a holistic customer view and centralized sales transactions.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Price and Availability Information with customer specific prices and ATP quantities (Available To Promise) in different plants on one screen.</td>
<td></td>
</tr>
<tr>
<td><strong>Improved Down Payments</strong></td>
<td>Down payment for customers now possible in the sales order during sales process (previously possible only with billing plans and order-related billing)</td>
<td>Internal Sales and Customer Service Representatives</td>
</tr>
<tr>
<td></td>
<td>The value of the down payment is taken as statistical condition in the sales order and taken over into the billing document</td>
<td></td>
</tr>
<tr>
<td></td>
<td>From the billing document, the down payment is cleared to financial accounting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Possible for order and delivery-related billing.</td>
<td></td>
</tr>
<tr>
<td><strong>Optimized Sales Order Management</strong></td>
<td>Optimized material search with creation and integrated supplier catalog search in sales order</td>
<td>Internal Sales and Customer Service Representatives</td>
</tr>
<tr>
<td></td>
<td>Detail material view with cross, up, and down-selling; availability and price information; and order history for sales order items</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Optimized search for sales and billing documents with advanced search engine from SAP</td>
<td></td>
</tr>
<tr>
<td></td>
<td>New PDF-based print forms for contacts/activities, mailing/campaigns, customer fact sheet, sales documents, billing documents, and invoice list</td>
<td></td>
</tr>
</tbody>
</table>
Complaint Management
New Features

(Business Function: LOG_SD_EACOMPLAINTS)

Efficient processing of complaints

Benefits of the Business Function

With SAP ERP, you can handle complaints efficiently, including the large number of complaints that occur in the trading business. The improved user interface increases productivity.

New Feature | Description | Target Users
--- | --- | ---
Enhancements of complaints handling

- Complaints processing is based on billing documents about which a complaint has been made.
- The stock transfer order is handled via portable data capture devices. The retailer receives a printout of the billing document together with the merchandise. When a retailer detects a deviation within goods receipt processing (wrong merchandise, wrong quantity, wrong price, or merchandise is damaged), the supplied site reports the discrepancy or complaint by phone or fax, referring to the billing number, line item number, and the reason for the complaint.
- You can create one complaint referencing multiple invoice documents

Employees responsible for processing of complaints
## ES Bundles for SAP ERP Operations – order-to-cash –

<table>
<thead>
<tr>
<th>New Bundle</th>
<th>Description</th>
<th>Target Users</th>
</tr>
</thead>
</table>
| ES Bundle - Customer Fact Sheet                        | ▪ Real-time customer information clearinghouse that gathers and organizes information about a customer and enables more efficient customer interactions  
▪ Gives customer service representatives, sales managers, and field sales representatives the ability to leverage a single view of master data, transactions, and analyses for any customer  
▪ Target market: any industry that is doing order management in an existing SAP environment – especially larger business-to-business companies in manufacturing, technology, and consumer products | ▪ Sales Representative  
▪ Customer Service Representative  
▪ Sales Manager                                                                                                                                                                                                                                                                          |                                        |
| ES Bundle - Customer Service Execution                  | ▪ This bundle provides a collection of enterprise services enabling scenarios for the after-market service life cycle (technical field service management).  
▪ Facilitates and extends the use of SAP Service and Asset Management as the solution for processing service requests, service orders, service contracts, and installed base information.                                                                                                                                   | ▪ Customers  
▪ Service Manager  
▪ Customer Service Representative  
▪ Service Technician                                                                                                                                                                                                                                                                     |                                        |
| ES Bundle – Order to Cash                               | ▪ The ES bundle order-to-cash enables customers enables and partners to build individual composite applications for order-to-cash processes (A2X integration).                                                                                                                                                                                                                                                                       | ▪ Sales Representative  
▪ Customer Service Representative  
▪ Warehouse Clerk                                                                                                                                                                                                                                                                         |                                        |
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## Lean Manufacturing

### New Features

(Business Function: LOG_PP_LMAN)

### More Flexibility and Transparency, Less Work in Progress, and Higher Production

#### Benefits

The SAP® ERP application supports lean manufacturing (pull) principles. Implementing lean manufacturing improves visibility into stock, reduces lead times from goods receipt to consumption, reduces susceptibility to errors, and eliminates the effort required by manual posting. You can easily adjust SAP software to handle changing business processes.

<table>
<thead>
<tr>
<th>New Feature</th>
<th>Description</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Kanban</td>
<td>The new tabular representation of the kanban board facilitates kanban evaluation and provides even more flexible control. Users have intuitive and extensive options for personalization.</td>
<td>Shop floor planner, Production supervisors, Operators</td>
</tr>
<tr>
<td></td>
<td>The business add-ins for kanban enable you to adjust the representation to the additional requirements of your business processes with a minimum of effort.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>You can create a replenishment strategy with reporting points.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>You can invoke delayed replenishment elements.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>The new BAPIs for kanban help you realize your own scenarios and interfaces for managing control cycles and kanbans.</td>
<td></td>
</tr>
<tr>
<td>Production smoothing and sequencing in repetitive manufacturing</td>
<td>A new procedure for production smoothing (leveling) is available for sequencing in repetitive manufacturing using the heijunka process. You can change the sequence schedule interactively. You can change the visualization profile. With the business add-in for sequencing, you can specify your own scheduling sequence for planned orders.</td>
<td>Shop floor planners, Production supervisors</td>
</tr>
<tr>
<td>New features in evaluations for MRP and long-term planning</td>
<td>Enhanced transparency and planning functionality in manufacturing requirements planning Planning and integration with SAP Advanced Planning &amp; Optimization (SAP APO) has been improved with material requirements planning (MRP) based on SAP ERP.</td>
<td>Planners, MRP controllers</td>
</tr>
</tbody>
</table>
**Process Industry – Manufacturing**

**New Features**

*Business Function: LOG_PP_PI_ENH*

**Reduced Total Cost of Ownership and Enhanced Visibility, Integration, and User Interaction with an XSteps repository and a Campaign Weighing Process**

**Benefits**

Process management features reduce the time for maintaining process instructions and enable flexible change management.

Process industries require a flexible way to handle multiple process orders for weighing material components to process multiple process orders, enable operators to effectively manage weighing of the same material, optimize resources like rooms and scales, and maximize use of standard functionality within SAP software for process management.

<table>
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</table>
| Process management using an enhanced execution steps (XStep) repository | - Environments with mandatory approvals: the software provides an approval procedure for standard XSteps that includes controlled status management and a digital signature for certain statuses.  
- Where-used list: at the level of the standard XStep, you can perform the where-used function using the context menu. 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: you can 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. | Operative employees |
| Campaign weighing using a template in the SAP xApp Manufacturing Integration and Intelligence (SAP xMII) composite application | Process industries use campaign weighing to weigh materials for multiple process orders at the same time. The campaign weighing feature updates the process orders for materials that have already been weighed. Once the materials are weighed for a process order, they cannot be weighed again. | Line managers  
Operative employee |
### ES Bundles for SAP ERP Operations – Manufacturing

<table>
<thead>
<tr>
<th>New Bundle</th>
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<th>Target Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>ES Bundle – Batch Traceability and Analytics</td>
<td>This ES bundle addresses the tracking of 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 also be performed beyond company boundaries.</td>
<td>Sales Representative, Production Supervisor, Quality Manager, Procurement Manager</td>
</tr>
<tr>
<td>ES Bundle - Integration of Manufacturing Execution Systems</td>
<td>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 2005 and manufacturing execution systems. Target market: manufacturers in any industry that performs production planning and quality management in an existing SAP environment with manufacturing execution systems on the plant floor. Especially relevant to discrete, process, and repetitive manufacturing industries.</td>
<td>Production Supervisor, Quality Manager, Operator, Machine Operator</td>
</tr>
<tr>
<td>ES Bundle - Technical Document Management Connectivity</td>
<td>Facilitates the usage of the document management system in SAP PLM as a document repository for business processes, including non-SAP applications, in the area of product development and design. Allows the upload of documents to SAP PLM and the retrieval of documents from SAP PLM through enterprise services. Target market: customers and partners who want to integrate additional functionality into the SAP PLM application; focus on consumer products and discrete industries</td>
<td>Development Engineer, CAD/CAE Engineer, Engineering Manager, Production Engineer</td>
</tr>
<tr>
<td>ES Bundle - Integration of Quality Management Systems</td>
<td>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. Target market: Any manufacturing industry</td>
<td>Warehouse clerk, Production Planner, External Requestor, Lab Technician, Operator, Quality Manager</td>
</tr>
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## Business function materials management

### Improvements of existing features

(Business Function: LOG_MM_CI_1)

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description field for inventory documents</td>
<td>- Within the inventory document there is an additional text field which can be used to have a more detailed description of the inventory, e.g. &quot;Inventory for men shirts&quot;</td>
</tr>
</tbody>
</table>
| Invoice verification | - For invoice documents there is a new field "complaints reason" on item level (transaction MIRO, MIR6,MIR7). This field can be switched. This allows for better analysis and efficiency improvements of the complains process.  
  - In addition a new BAPI method COMPLIANT and a corresponding Idoc is available. This allows to handle information about invoice reduction automatically within the ERP system. Until now it was only possible to handle this information paper based. |
| Capacity check for unloading points for goods receipt | - During creation of purchase orders a purchaser can check if the unloading point for the goods has enough capacity for the planned delivery date. If there is not enough capacity at the unloading point, the purchase order can be changed accordingly by shifting to different unloading points or changing the delivery data. |
# SCM, ERP integration

## New Features

(Business Function: SCM_GEN_CI_1)

## New Integration Opportunities to SAP SCM

### Benefits

Enhancements in Service Parts Management with SAP® SCM 5.1 and in transferring analytics-related data from SAP SCM 5.1 to ERP; SAP offers further standard integration with SAP SCM 5.1 and hence reduces integration efforts on customer side and enables more default processes.

<table>
<thead>
<tr>
<th>New Feature</th>
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</table>
| Integration of the SAP Supply Chain Management (SAP SCM) and SAP ERP applications | Data sources have been extended to produce a history from SAP ERP for spare parts planning in SAP SCM.  
SAP ERP provides the following additional data over the position level in SAP SCM:  
- Relevant 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  
- Super ordinate 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/time  
- Higher-level schedule line | IT professionals |
## ES Bundles for SAP ERP Operations

### Logistic execution

<table>
<thead>
<tr>
<th>New Bundle</th>
<th>Description</th>
<th>Target Users</th>
</tr>
</thead>
</table>
| ES Bundle - Inventory Lookup| - Never say no: prevent lost sales and customer and employee dissatisfaction in out-of-stock situations by providing store associates with real-time and current in-store inventory information across neighboring stores  
  - Get informed and keep up with competitors: perform inventory lookup anywhere at any time to make business decisions. |              |
Agenda

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5. SAP ERP Corporate Services
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   5.2. Real Estate Management
   5.3. Travel Management
   5.4. Enterprise Asset Management
6. Industry Enhancements
# Overview: SAP ERP Corporate Services

## Corporate Services Enhancements

- Optimized Real Estate Management in an integrated environment
- New Ability to Run Travel Management as a Standalone-System
- Streamlined and Simplified Travel Management Capabilities
- Simplified Maintenance Processes
- Improved Maintenance Planning

## Description

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Optimized Real Estate Management in an integrated environment</strong> Simplifying the ability to manage space, rooms, contracts, and service charge settlements. Support of specific steps and processes for public housing agencies.</td>
<td>For organizations that want to optimize their corporate real estate management.</td>
</tr>
<tr>
<td><strong>New Ability to Run Travel Management as a Standalone-System</strong> - To handle connections from a standalone SAP Travel Management application to the surrounding IT environment, SAP has provided new interfaces to non-SAP systems as enterprise services. With these enterprise services, you can easily develop new applications and integrate third-party software.</td>
<td>Customers using a standalone Travel Management system.</td>
</tr>
<tr>
<td><strong>Streamlined and Simplified Travel Management Capabilities</strong> - New functionalities in Travel Planning simplify and accelerate booking processes, and enhancements in expense reporting help you better comply to Sarbanes-Oxley Act.</td>
<td>Customers that have already upgraded their FI or HR-backend-system to SAP ERP 6.0</td>
</tr>
<tr>
<td><strong>Simplified Maintenance Processes</strong> - new roles in Enterprise Asset Management with a uniform, intuitive and simplified user interface. Integrated reports from SAP allow easy visualization of trends and alerts.</td>
<td>Customers, who doesn't have a dedicated maintenance organization</td>
</tr>
<tr>
<td><strong>Improved Maintenance Planning</strong> – New Features as The maintenance event builder as an intuitive, easy-to-use work bench to plan maintenance events or a hierarchical task list</td>
<td>Customers with a high demand on maintenance planning.</td>
</tr>
<tr>
<td></td>
<td>Customers with small work centers (Facility Manager, Office Assistant) with a lot non-professional users.</td>
</tr>
<tr>
<td></td>
<td>Customers with large maintenance organizations (simplified access to maintenance related data, analytics, and processes for their staff).</td>
</tr>
<tr>
<td></td>
<td>Customers with small manageable maintenance projects will benefit from the new capabilities coming with MEB.</td>
</tr>
</tbody>
</table>
1. SAP Enhancement Package 2 for SAP ERP – At A Glance
2. SAP ERP Financials
3. SAP ERP HCM
4. SAP ERP Operations
5. SAP ERP Corporate Services
   5.1. SAP ERP Corporate Services – At a glance
   5.2. Real Estate Management
   5.3. Travel Management
   5.4. Enterprise Asset Management
6. Industry Enhancements
## Real Estate Management

### New Features

(Business Function: RE_GEN_CI_1)

Increase the value of your property portfolio through optimized Corporate Real Estate Management in an integrated environment

<table>
<thead>
<tr>
<th>New Feature</th>
<th>Description</th>
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</tr>
</thead>
</table>
| Improved corporate real estate management | - Manage long-term seating arrangements and move planning  
- Specify that rooms or other real estate objects can be continuously occupied and record which employees occupy the objects  
- Plan internal moves of employees from one object to another | Corporate real estate managers |
| Simplified real estate room reservation | - Manage and optimize the organization of meetings and rooms, including short-term room reservation (one-time or reoccurring) for meeting rooms, sports facilities, and lecture rooms  
- Book services for the rooms, such as lunch or additional chairs, and request equipment  
- Allocate costs and for room reservation in controlling, as well as fees for additional services such as catering | Corporate real estate managers  
Business users |
| Improved contract management | Contract management has been enhanced with:  
- Conditions in foreign currency  
- Condition splits (multiple vendors)  
- One-time conditions  
- Display of results of sales-based rent agreements in cash flow | Corporate real estate managers |
| Enhanced service charge settlement | Enhancements to service charge settlement allow you to post calculated accruals and deferrals, so you can:  
- Determine the amounts to be accrued or deferred  
- Change the accrual or deferral amounts if you desire  
- Post the results of the accrual or deferral  
- Generate a clearing of the accrual or deferral postings |
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6. Industry Enhancements
SAP Travel Management enhancements
New Features

(Business Function: FIN_Travel_1)

Streamline and Simplify Travel Management

Benefits

This business function helps you to improve control over your travel policy and allow employees to reserve and book travel services for business trips, and submit expenses in an integrated environment. New functionalities in Travel Planning simplify and accelerate booking processes, and enhancements in expense reporting help you better comply to Sarbanes-Oxley Act. SAP Travel Management improves the transparency of total travel costs, as well as the areas and employees for which they were incurred - thus enhancing audit possibilities and fraud prevention. The application provides a wealth of options for improving Travel Management processes and reducing process costs – for cost reductions of more than 50%.

<table>
<thead>
<tr>
<th>New Feature</th>
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<th>Target Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Passenger Information System (APIS): Collection of required API before departure</td>
<td>Advanced passenger information (API) is information currently required by the U.S. government about passengers prior to travel. All airlines are required to collect this information from passengers who are traveling to the U.S. and transmit it to U.S. Customs and Border Protection. SAP Travel Management collects the information within the travel planning process in advance of departure. This approach automates the process, preventing congestion at airports and streamlining preflight check-in.</td>
<td>All travelers</td>
</tr>
<tr>
<td>Sarbanes-Oxley compliance through details of entertainment receipts</td>
<td>Additional information on internal and external participants of an entertainment activity must be reported for Sarbanes-Oxley compliance. To meet these legal requirements, a new table is available in which the traveler can enter all participants. For external participants, the user has to fill the following required fields: last name, first name, job title, and company. For internal employees, the user has to enter only the personnel number.</td>
<td>All travelers</td>
</tr>
<tr>
<td>Sarbanes-Oxley compliance through declaration of private expenses from credit card charges</td>
<td>The Sarbanes-Oxley Act has driven customers to deploy automated expense solutions, including the utilization of electronic receipts via credit card feeds as a conduit to validate that internal controls are in place. Private expenses paid with the credit card can now be deducted and displayed and saved separately.</td>
<td>All travelers</td>
</tr>
</tbody>
</table>
## SAP Travel Management
### Improvements of existing features

**Improvements of existing features**

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required travel services and traveler preferences are integrated in travel requests.</td>
</tr>
<tr>
<td>Amadeus Master Pricer can now replace Amadeus Value Pricer for booking flights.</td>
</tr>
<tr>
<td>Master Pricer checks flight availability and fares at the same time.</td>
</tr>
<tr>
<td>Available flights are still sorted by price, but different flight combinations for one fare are shown in one box.</td>
</tr>
<tr>
<td>Travelers can sort available hotels according to various parameters, such as price, star rating, or distance from an address.</td>
</tr>
<tr>
<td>Tickets can be booked for multiple travelers. BahnCard discounts of all travelers are taken into account in price calculation.</td>
</tr>
<tr>
<td>Travelers can ask for a BahnTix. They can then pick up their tickets at the automated devices at every train station using their BahnCard, credit card, or reservation number as identification.</td>
</tr>
<tr>
<td>The software reminds travelers of existing travel requests and travel plans when creating new expense reports.</td>
</tr>
<tr>
<td>Travelers can create travel requests and approval workflow using Microsoft Office.</td>
</tr>
<tr>
<td>New wizards simplify the configuration for travel administrators. The following views are available:</td>
</tr>
<tr>
<td>Define maximum amounts for hotel accommodation</td>
</tr>
<tr>
<td>Edit predefined addresses</td>
</tr>
<tr>
<td>Define hotel catalog</td>
</tr>
<tr>
<td>Define customer programs</td>
</tr>
<tr>
<td>Define agreements between providers on customer programs.</td>
</tr>
</tbody>
</table>
New Features

You can run the SAP® Travel Management application as a standalone solution. To handle connections from a standalone SAP Travel Management application to the surrounding IT environment, SAP has provided new interfaces to non-SAP systems as enterprise services. With these enterprise services, you can easily develop new applications and integrate third-party software.

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<tbody>
<tr>
<td>Service to create, update and delete/delimit <strong>Travel mini master data</strong> from non-SAP HR systems</td>
<td>When the Travel management system is set up initially, all existing employee mini master data from the external non-SAP system can be imported to the Travel Management system. For the continuous operating mode, customers are able to import changes in employee master data from the external non-SAP system to the Travel Management system on a regular basis.</td>
<td>System administrators</td>
</tr>
<tr>
<td>Service to read and send <strong>traveler profile</strong> to Global Distribution System (GDS)/agency system</td>
<td>The traveler profile (employee mini master plus personal travel preferences) can be read in SAP and transferred to an external system (GDS or travel agency profile database).</td>
<td>System administrators</td>
</tr>
<tr>
<td>Service to create <strong>traveler preferences</strong> from GDS/agency system</td>
<td>Travelers can store their personnel preferences for business travel and create a personal profile using self-services. All preference data for Travel Management is held in SAP Travel Management as the master system. Using this inbound operation traveler preferences can initially be imported from the GDS/agency system into the Travel Management system.</td>
<td>System administrators</td>
</tr>
<tr>
<td>Service to create, update and delete/delimit <strong>corporate credit card information</strong> from credit card company databases</td>
<td>Credit card numbers change, validity dates change or employees enroll for the corporate card program. Therefore it is helpful for corporations to receive all changes about employees’ corporate card numbers and validity dates from the card providers. This service enables you to import credit card information into the Travel Management system.</td>
<td>System administrators</td>
</tr>
<tr>
<td>Service to create, update and delete/delimit <strong>email addresses</strong> from external email databases</td>
<td>In order to simplify the initial set-up, customers can take over the email addresses from an external email system such as MS Outlook or Lotus Notes. This inbound operation creates and updates the E-mail addresses of an employee in IT0105 (Subtype 10) for one or more <strong>Work Agreements</strong>.</td>
<td>System administrators</td>
</tr>
</tbody>
</table>
## ES Bundles for SAP ERP Corporate Services

### Travel Management

<table>
<thead>
<tr>
<th>New Bundle</th>
<th>Description</th>
<th>Target Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>ES Bundle - Travel Management</td>
<td>HCM services for SAP Travel Management provide 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.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Target market: all companies using or implementing SAP Travel Management</td>
<td></td>
</tr>
</tbody>
</table>
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6. Industry Enhancements
Maintenance simplification

New Features

(Business Function: LOG_EAM_SIMP)

Increase User Productivity and the Effectiveness of Maintenance Processes

Benefits

The new roles in Enterprise Asset Management come with a uniform, intuitive and simplified user interface improving the access of any maintenance staff to maintenance relevant data and reduces training needs for new users. Integrated reports from SAP Netweaver BI or SAP ERP allow easy visualization of trends and alerts and enable efficient decision-making.

<table>
<thead>
<tr>
<th>New Feature</th>
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</tr>
</thead>
</table>
| New pool role ‘Basic Maintenance Processing’ | ■ Basic maintenance processing is a generic role with a new simplified user interface.  
■ It supports an end-to-end approach for non-professional users to handle maintenance, including defect logging, message processing, and work confirmation.  
■ Process steps such as create order, create purchase requisition, and create confirmation are hidden in the background.  
■ Basic maintenance processing is an easy-to-implement, predefined, and preconfigured system. | ■ All employees (who should be able to log defects on broken objects)  
■ Facility Manager, Office Assistant (in charge of office equipment) |
| New role ‘Maintenance Planner’ | ■ For large maintenance organizations that have implemented SAP software for plant maintenance, the new maintenance planner role provides a Web-based user interface for maintenance planning.  
■ The predefined work centers enable maintenance planners to access and manage maintenance-related data, perform analytics, and accelerate maintenance planning processes.  
■ The maintenance planner role focuses on collaboration, new features for work processing and structure display, and enhanced analytics to support a planner in planning, coordinating, and scheduling maintenance work in an organization. | ■ Maintenance planner |
| New role ‘Maintenance Supervisor’ | ■ For large maintenance organizations that have implemented SAP software for plant maintenance, the new maintenance supervisor role provides a Web-based user interface for monitoring maintenance activities.  
■ The predefined work centers enable maintenance supervisors to access and manage maintenance-related data, conduct analytics, and optimize and monitor resource usage within a supervisor’s area of responsibility.  
■ The maintenance supervisor role focuses on collaboration, new features for work processing, structure display, and enhanced analytics to support the daily work of an supervisor in a maintenance organization. | ■ Maintenance Supervisor |
## Maintenance planning

### New Features

**Benefits**

With SAP® ERP a maintenance planner can simplify the planning process and is empowered to create optimized maintenance work packages.

<table>
<thead>
<tr>
<th>New Feature</th>
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</thead>
</table>
| Maintenance event builder | - The maintenance event builder is an intuitive, easy-to-use work bench to plan maintenance events  
- The maintenance event builder handles the following activities:  
  - Revision: describes an opportunity to perform maintenance on assets and allows maintenance planner to group a set of maintenance requests that can be performed during that opportunity  
  - Notifications: work requirements are listed so that planner can view, select and assign outstanding maintenance notifications to a maintenance opportunity  
  - Orders: planner can create plant maintenance or customer service orders from the task lists and task list hierarchies in the notifications.  
  - Project: planner can use a project network so that orders can be sequenced for optimized execution  
  - Planning: the planning board displays all planned events for given technical objects and maintenance events. | Maintenance planners |
| Hierarchical task list | - Maintenance of complex technical objects includes many tasks that are structured hierarchically. Hierarchy task lists can reference other hierarchy task lists or task lists, so users can build a hierarchy of maintenance tasks to be completed. | Maintenance planners |
### ES Bundles for SAP ERP Corporate Services

**Enterprise Asset Management**

<table>
<thead>
<tr>
<th>New Bundle</th>
<th>Description</th>
<th>Target Users</th>
</tr>
</thead>
</table>
| **ES Bundle - Asset Configuration** | - The management of the configuration for complex systems like ships, vehicles or aircraft can be done by the asset user alone, by a contractor or manufacturer alone and on every point in between.  
- This ES bundle supports the processes to create new reference structures for assets as well as the maintenance (change/update) of these reference structures on dependence of the contract, in the customer and/or in the service provider system.  
- The Version 2 completes the already defined and presented ES Bundle Asset Configuration (EhP2) | ▪ Manufacturer  
▪ Engineering Authority |
| **ES Bundle - Maintenance Processing** | ▪ This ES bundle provides enterprise services for the exchange of date related to maintenance planning, asset configuration, and notification data between the enterprise asset management (EAM) software in SAP ERP and other EAM applications or systems.  
▪ The enterprise services can be consumed by external, third-party systems or composite applications (reliability-centered maintenance and optimization: RCMO) to integrate external EAM systems with the EAM software from SAP.  
▪ Version 2 completes the ES bundle for maintenance processing (EhP2) | ▪ Maintenance Planner  
▪ Maintenance Supervisor  
▪ Inspector  
▪ Maintenance Technician |
| **ES Bundle - Maintenance Service Collaboration** | ▪ The maintenance activities for complex systems like ships, vehicles or aircraft can be done by the asset user alone, by a contractor or manufacturer alone and on every point in between.  
▪ This ES bundle supports the keeping the as maintained structure of the complex system uptodate when a contractor performs repair and overhaul on dependence of the contract, in the customer and/or in the service provider system.  
▪ The Version 2 completes the already defined and presented ES Bundle Maintenance Service Collaboration (EhP2) | ▪ Maintenance Planner  
▪ Supervisor  
▪ Inspector  
▪ Technician  
▪ Engineering |
Agenda

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6. Industry Enhancements
   6.1. Mill Products
   6.2. Travel & Transportation / Aerospace & Defense
   6.3. Retail
   6.4. Wholesale
   6.5. Utilities
   6.6. Media
   6.7. Telecommunication
### Mill Products Industry Enhancements

- Usability improvements in entering global trade contracts with characteristic values
- Logistic & production processes with characteristics are enhanced
- New / enhanced functionality enables Cable Industry to move from industry Add On CS 4.6C to ERP

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fast data entry in the trading contract.</strong> More efficient data entry for</td>
<td>Mill Products</td>
</tr>
<tr>
<td>preconfigured materials or material variants in global trade</td>
<td></td>
</tr>
<tr>
<td><strong>Sales order fulfillment with requirement reduction in pieces.</strong> Enables</td>
<td>Cable Industry; some Mill industries</td>
</tr>
<tr>
<td>SD order fulfillment in alternative sales unit of measure “piece”,</td>
<td></td>
</tr>
<tr>
<td>independently of base unit of measure</td>
<td></td>
</tr>
<tr>
<td><strong>Control of batch determination in outbound delivery.</strong> Improvement in</td>
<td>Mill Products</td>
</tr>
<tr>
<td>control of batch selection process in delivery. More flexibility and</td>
<td></td>
</tr>
<tr>
<td>automation</td>
<td></td>
</tr>
<tr>
<td>**Make-to-Stock production for configurable materials with external</td>
<td>Mill Products</td>
</tr>
<tr>
<td>planning.** Changeability of production order characteristics if external</td>
<td></td>
</tr>
<tr>
<td>planning software is used</td>
<td></td>
</tr>
<tr>
<td><strong>Changeable characteristic values in the returns order.</strong> Change of batch</td>
<td>Mill Products</td>
</tr>
<tr>
<td>characteristics during entering the SD return order improves usability</td>
<td></td>
</tr>
<tr>
<td><strong>Parallel picking with DTUC (Delivery related Trade Unit Change).</strong> Speed</td>
<td>Cable Industry; some Mill industries</td>
</tr>
<tr>
<td>up of picking process</td>
<td></td>
</tr>
<tr>
<td><strong>Enhancement in 'DTUC Pool' and printing DTUC shop paper.</strong> Mass printing</td>
<td>Cable Industry; some Mill industries</td>
</tr>
<tr>
<td>of DTUC papers in background and display WM data improves handling and</td>
<td></td>
</tr>
<tr>
<td>data quality</td>
<td></td>
</tr>
<tr>
<td><strong>Alternative units of measure in production.</strong> Enable alternative</td>
<td>Mill Products, Cable Industry</td>
</tr>
<tr>
<td>production unit for materials using co-products without BOM reference</td>
<td></td>
</tr>
<tr>
<td>(APO scenario)</td>
<td></td>
</tr>
</tbody>
</table>
## Mill order-to-cash & global trade
### New Features

(Business Function: SAPMP/GEN_CI_1)

**Improvements in logistic, production, trade**

### Benefits of the Business Function

Usage of this business function improves processes with characteristics in logistic, production and global trade.

<table>
<thead>
<tr>
<th>New Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
</table>
| Fast data entry in the Trading Contract   | - Enables efficient data entry for configurable material or variants in trading contract  
- Entering characteristic values (max. 10) in each line item of trading contract.  
- Function "global and local" is copying the characteristic values to related line items.  
- Changes in characteristics can be inherited to the referenced line items. | Global Trade                  |
| SD order fulfillment in piece             | - Scenario: fulfillment of sales orders with materials defined in batch-specific material unit of measure  
- Instead of determining the open order quantity in the base unit of measure, the sales unit “piece” defines the order fulfillment logic (number of delivered batches = "1 piece of length")  
- Delivery dependent trading unit change (DTUC) now supports fulfillment in pieces. | Sales, Outbound delivery      |
| Control of batch determination in outbound delivery | - In the sales order, the user can define whether batch determination in outbound delivery uses the characteristic values of SD configuration or SD batch selection criteria.  
- For length-based materials, automatic calculation of intervals based on characteristic values of individual length, plus and minus a tolerance percentage, improves the batch selection process. | Sales, Outbound delivery      |
| Changeable characteristic values in returns order | - Scenario: return orders with reference to billing document  
- User can enter or change the batch classification of a returned batch within the SD return order (= single point of changes) | Sales, Inbound delivery       |
| Alternative Units of Measure in Production | - Scenario: planning in SAP APO with materials using co-products without a BOM reference  
- Production order: all multiple items and components can be created in alternate unit of measure  
- Used for processing of length-based materials | Production execution          |
## Mill order-to-cash & global trade

**Improvements of existing features**

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
</table>
| Make-to-Stock Production for Configurable Materials with External Planning. | - Scenario: Make-to-stock production with configurable materials and batches. MRP planning takes place in an external system (APO or other legacy planning system)  
- In production order you can change the characteristic values of a material variant  
- Replace workaround in SAP note 454033 |
| Parallel Picking with DTUC | - Scenario: Delivery dependent trading unit change (DTUC)  
- Non DTUC-relevant delivery items, can be picked and packed, either DTUC items are still in processing  
- Solution defined SAP Note 834704 is obsolete. |
| 'DTUC Pool' and Printing DTUC Shop Paper | - Scenario: Delivery dependent trading unit change (DTUC)  
- Mass printing of DTUC shop floor papers in background by using output control functionality  
- Display of print status (open, printed) in DTUC list  
- An additional screen displays WM data (e.g. transfer order, storage bin) within DTUC list |
| Classification during Goods Receipt using BAPI | - Technological improvement: A new BAPI enables posting of goods receipt of batches with classification in 1-step. In the past, 2 BAPI's were needed. |

(Business Function: SAPMP/GEN_CI_1)
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### Travel & Transportation / Aerospace & Defence Industry Enhancements

Enhanced capabilities in the areas of Maintenance Program Definition, Configuration Control, Maintenance Event Builder, Logbook and Hierarchical Task List. For details see below

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Customers</th>
</tr>
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<tbody>
<tr>
<td><strong>A&amp;D Maintenance, Repair &amp; Overhaul.</strong> Improved management of maintenance program. Simplified and enhanced capabilities for maintenance, repair and overhaul.</td>
<td>Customers with a maintenance, repair &amp; overhaul (MRO) organization who manages the maintenance program for its own and for customer fleets. Customers with strong need for support of non-serialized parts within configuration control for MRO. Customers with high demand for archiving for maintenance event builder, logbook and hierarchical task list related data.</td>
</tr>
</tbody>
</table>
New Features

Benefits of the Business Function

Enhanced capabilities in the areas of Maintenance Program Definition, Configuration Control, Maintenance Event Builder, Logbook and Hierarchical Task List.

New Features

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<thead>
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<tbody>
<tr>
<td>Maintenance Program Definition - Improved Management of Maintenance Program</td>
<td></td>
</tr>
<tr>
<td>◼ Collect and maintain data for keeping maintenance plans compliant</td>
<td></td>
</tr>
<tr>
<td>◼ Find and link corresponding technical objects to the collected data</td>
<td></td>
</tr>
<tr>
<td>◼ Mass maintenance plans for technical objects</td>
<td></td>
</tr>
<tr>
<td>◼ Monitor the progress of maintenance</td>
<td></td>
</tr>
<tr>
<td>Configuration Control – Handling of Non-serialized parts</td>
<td></td>
</tr>
<tr>
<td>◼ Handling of non-serialized materials when defining the allowed configuration of a technical object (using the master parts list)</td>
<td></td>
</tr>
<tr>
<td>◼ Install non-serialized materials with simultaneous goods movement</td>
<td></td>
</tr>
<tr>
<td>◼ Dismantle non-serialized materials with simultaneous goods movement</td>
<td></td>
</tr>
</tbody>
</table>

Simplified management of maintenance programs and enhanced capabilities for MRO technical operations

(Business Function: AD_MRO_CI_1)
# A&D maintenance, repair & overhaul
## Improvements of existing features

*(Business Function: AD_MRO_CI_1)*

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
</table>
| Configuration Control – Install/Dismantle Without Goods Movement | - Dismantle equipment without simultaneous goods movement (in transaction IE4N)  
- Install equipment without simultaneous goods movement (in transaction IE4N) |
| Maintenance Event Builder – Enhanced Accessibility and Archiving Support | - New ALV (ABAP List Viewer) planning tree is provided for the capacity chart from the planning board  
- Archiving |
| Logbook - Simplicity | - ALV grid enhancements in component list  
- Toggle between display and change mode  
- Display warranty details of technical object in a log notification  
- Collective search help for revision  
- Archiving within Logbook |
| Hierarchical Task List – Archiving | - Archiving support for hierarchical task lists |
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Retail Industry Enhancements

- Additional maintenance options for master data and functional improvements within the merchandising solution.
- Improvements in various areas help to increase efficiency, scope of processes and transparency, e.g. goods receipt capacity check.
- Basic integration of Global Trade Services application with merchandising solution.

Description

<table>
<thead>
<tr>
<th>Retail, Planning &amp; Master Data (ISR-EARET_PLANNING, ISR_RETAIL_PLANNING)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improvements regarding the article and other master data maintenance</td>
</tr>
<tr>
<td>Enhancements of the Operational Assortment Planning and Control (OAPC)</td>
</tr>
<tr>
<td>Improvements of the layout workbench.</td>
</tr>
<tr>
<td>Enhancements of the Global Data Synchronization/PRICAT maintenance</td>
</tr>
<tr>
<td>Refinement of assortment list and POS outbound processing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers already using master data maintenance especially in the fashion industry</td>
</tr>
<tr>
<td>Customers who change EANs for variants more often.</td>
</tr>
<tr>
<td>Customers already using the PRICAT functionality.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Retail, Buying (ISR_RETAIL_BUYING)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic integration of Global Trade Services</td>
</tr>
<tr>
<td>Goods receipt capacity check</td>
</tr>
<tr>
<td>Transferring information about the reduction of an invoice via EDI.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customers who want to use SAP GRC Global Trade Services together with the Retail merchandising solution.</td>
</tr>
<tr>
<td>Customers who have fixed delivery cycles to the warehouses and strong relationships with their vendors and limited space at their goods receipt area of the warehouses.</td>
</tr>
<tr>
<td>Customers who are using electronic data interchange will have major benefits from the development for the electronic transfer of the information about the reduction of the invoice.</td>
</tr>
</tbody>
</table>
# SAP Enhancement Package 2 for SAP ERP Retail

## Retail Industry Enhancements

- Improved integration of SAP Forecasting and Replenishment with merchandising solution.
- Enhanced functionality, e.g. article substitution in stock transfer and delivery processes.
- Simplification of store processes increase customer and employee satisfaction.

## Description

### Retail, Supply Chain. (ISR_EARETAIL_SCM, ISR_RETAIL_SCM):

- Article substitution in stock transfer order and delivery
- Enhancement of the Extended Retail Method of Accounting (ERMA) and stock ledger reporting
- Improved integration of the ERP based merchandising solution with SAP F&R
- Enhancements within the allocation table

### Retail, Store & Multi Channel (ISR_RETAIL_STORE):

- Integration of ERP based Order Management with SAP Triversity POS TGM
- Mobile In-store Inventory Management
- Physical Inventory during opening hours (enabled for POS DM upload)

## Target Customers

- Customers using already SAP Forecasting and Replenishment.
- Customers using already the merchandising solution and:
  - are looking for article substitution functionality in stock transfer order and delivery
  - want to use the extended retail method of accounting (ERMA).
- Customers handling a huge amount of seasonal merchandise.

- Customers who are interested in supporting Customer Order Management business process including the fulfillment of the payment at the POS.
- Customers who are interested in a mobile solution for In-store Inventory Management and want to bring the back-office solution to the sales floor.
- Customers with stores operating 24 hours, 7 days a week.
## Improvements of existing features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Article maintenance**                     | **Inclusion of the article description for variants when maintaining EANs in the article master:**  
In article master maintenance, a new column was added to the additional data under the tab strip “EAN Maintenance” to display the article descriptions of the variants for the given logon language. |
| **Master Data Maintenance**                 | **Enhanced storage levels for transportation chain and staging time:**  
The storage levels for external transportation chains and their staging time were enhanced with the functionality to provide more detailed data retention levels to be able to support more scenarios within the scheduling of the procurement controlling.  
**Department Store / Shop Maintenance:** When creating a new shop under a department store, all the sales area segments of the department store are copied to the new shop. When creating a new shop under a department store, all company code segments of the department store are copied to the new shop.  
**Assignment of follow-up/replacement article to original article:** In order to map SAP F&R follow-up- and replacement functionality, enhancements are made in the master data maintenance in ERP  
**Enhanced article hierarchy maintenance:** Retail customers use the article hierarchy to plan their assortment structure and to represent any number of hierarchical groupings of articles, particularly the CDT (consumer decision tree), as it is used in category management. The following enhancements are available:  
- Consistency Check Report  
- New User Interface for the Simulation Function  
- New User Interface for the Copy Function |
## Improvements of existing features

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
</table>
| **Operational Assortment Planning and Control (OAPC)** | With *Operational Assortment Planning and Control (OAPC)*, retailers can specify the materials and quantities to order, both for delivery to the stores and put-away quantities for the distribution center. To do this, a purchasing list is created and materials added to it. The materials can already exist in the ERP system, be PRICAT materials received from vendors via IDocs, or brand new materials for which no information exists yet. For new materials, additional colors or sizes can be specified. These enhancements for the application of the OAPC comprise:  
  - Display of Assortments  
  - Use of Structured Articles  
  - Third-Party Order Processing  
  - Filtering of Purchasing List items at Characteristic Level |
| **Layout Workbench** | Check whether the planned presentation date of the article for a store lies within the validity period of the layout version to which the article is assigned.  
  - Indicator to transfer an article from the layout module to the purchasing list (OAPC). The new indicator allows articles to be transferred to purchasing list for stock replenishment only. |
## Improvements of existing features

<table>
<thead>
<tr>
<th>Global Data Synchronization - Enhancements on the GDS/PRICAT maintenance</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>The development comprises the following enhancements on the GDS/PRICAT maintenance:</td>
<td></td>
</tr>
<tr>
<td>1. Show short text in login language on item level</td>
<td></td>
</tr>
<tr>
<td>2. Article text on level BOM (bill of material)</td>
<td></td>
</tr>
<tr>
<td>3. Show description of characteristic value on base unit and characteristic level; show description of characteristics in characteristics level</td>
<td></td>
</tr>
<tr>
<td>4. After changing SATNR Field in w_pricat_maintain and saving this line an update is needed so that the changed line appears with the corresponding other variants. The variant will appear with the new generic material group number which is grouped under the appropriate generic article.</td>
<td></td>
</tr>
<tr>
<td>5. PRICAT inbound processing - Assign additional EAN to existing article</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assortment list and POS-outbound processing</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Price reference articles in the High Performance Retailing (HPR) assortment list</td>
<td></td>
</tr>
<tr>
<td>2. Mass reorganization in POS outbound and assortment list area</td>
<td></td>
</tr>
<tr>
<td>3. Consideration of conditions flagged for deletion</td>
<td></td>
</tr>
<tr>
<td>4. BAdI enhancements for HPR assortment list: authorization check</td>
<td></td>
</tr>
</tbody>
</table>
Retail, buying
New Features

(Business Function: ISR RETAIL BUYING)

Goods Receipt Capacity Check, Global Trade Service Integration

Benefits of the Business Function

- Improved integration between SAP GTS and SAP ERP for Retail
- Increased transparency in the process of purchase order generation in terms of capacity available at the goods receipt area in the warehouse.
- Increased efficiency in the process of electronic data interchange in the area of invoice verification.

<table>
<thead>
<tr>
<th>New Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Integration of SAP GRC Global Trade Services</td>
<td>SAP GRC Global Trade Services is an application to support important business processes like import and export control, restitution, and trade-preference handling. The new developments help to improve the connection SAP GRC Global Trade Services to SAP for Retail.</td>
<td>Buyer</td>
</tr>
<tr>
<td>Goods Receipt Capacity Check</td>
<td>The buyer will be informed when the capacity at the warehouse is insufficient for a particular date and the amount of merchandise insufficient for the particular goods receipt area. The buyer can decide to move the receipt to another time slot or to another goods receipt area if the capacity is insufficient. In the event of a capacity bottleneck, the buyer will receive an overview of the capacity at the goods receipt area during generation of the purchase order.</td>
<td>Senior Buyer, Buyer, Warehouse Manager (partly)</td>
</tr>
<tr>
<td>Invoice Reduction</td>
<td>With this feature, an interface is available for electronically providing information about the reduction of the invoice. A new field, reason for invoice reduction, is available.</td>
<td>Buyer, Employees working in invoice verification department</td>
</tr>
</tbody>
</table>
Retail, supply chain
New Features

(Business Function: ISR_EARETAIL_SCM)

Article Substitution, Extended Retail Method of Accounting

Benefits of the Business Function

- The features of this business function enables Retailers to substitute articles within the merchandising solution and also within the SAP Forecasting and Replenishment.
- New stock ledger reporting leads to enhanced logic of mark-ups and mark-downs and to improved inventory analytics.

<table>
<thead>
<tr>
<th>New Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
</table>
| Article Substitution             | ■ Replace an article with a different article (follow-up or replacement article) because the article is out of stock, discontinued, and so on.  
■ Assignments of the substitute article can be maintained by the customer. The assignments will be considered when creating deliveries.  
■ During the creation of a delivery for a stock transfer order, substitute article assignments are evaluated and, depending on certain events and the related master data, the original article in the delivery can be substituted. The substitute article will be delivered instead of the original article (from the stock transfer order). | Logistics Employee  
System Administrator |
## Retail, supply chain
### New Features

**(Business Function: ISR_EARETAIL_SCM)**

<table>
<thead>
<tr>
<th>New Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
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</table>
| Improved Extended Retail Method of Accounting | - Extended retail method of accounting (ERMA) is an alternate inventory valuation method (instead of RMA) that manages inventory at the item and location level. It uses moving average price for the cost flow. Inventory is also tracked in retail values. Markdowns may cause an adjustment to the inventory values and costs.  
  - The revaluation profiles can now allow different handling for each price-change type, such as mark-up or permanent mark-down. The profiles can now disallow the maintain-margins treatment for mark-ups.  
  - The system provides a series of retail and cost stock ledger reports, or historical comparison reports. The reports will collect and present inventory-related transactions and calculate key ratios under the cost or extended retail methods of inventory accounting. | Merchant  
  Buyer  
  Inventory analyst |
| Stock Ledger Reporting                    | - This development effort is to provide a series of retail and cost stock ledger reports, including, period reports, period-to-date reports, and historical comparison reports. These reports will collect and present inventory-related transactions and calculate key ratios under either the cost or extended retail methods of inventory accounting. Users shall be able to initially select data for display and then be able to drilldown into more detailed layers and be able to filter the results.  
  - In order to properly support these reports in BW, some technical enhancements in ERP were also required. | Merchant  
  Buyer  
  Inventory analyst |
## Retail, supply chain
### Improvements of existing features

(Business Functions: ISR_EARETAIL_SCM, ISR RETAIL_SCM)

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Forecasting and Replenishment*: Characteristics-based determination of references for articles</td>
<td>The new function will enhance the automatic assignment of references to an article-site combination in the ERP system. It is possible to (automatically) assign articles that have certain, predefined article attributes in common to an article-site combination as references.</td>
</tr>
</tbody>
</table>
| Forecasting and Replenishment*: Promotional Planning | During a promotion period the space allocated to goods storage for an article during standard periods (outside of promotions) is to be increased. It should also be possible to order and deliver more frequently during the promotion and use more frequent replenishment options to provide a better response to the actual quantity sold and to provide improved availability of promotional merchandize goods than during standard periods. The solution was enhanced with the following functionalities:  
  - Maintain alternative minimum and maximum stock levels  
  - Maintain alternative order and delivery dates for promotions  
  - Transfer Time-Dependent Minimum and Maximum Stock Levels to SAP F&R  
  - Transfer Time-Dependent Procurement Cycles to SAP F&R. |
| Forecasting and Replenishment*: Structural breaks for DC forecast | Determine the number of sites that are supplied by a certain DC with a certain article and transfer that information to SAP F&R.  
The following information is to be taken into consideration:  
  - Listing information for the distribution centers  
  - Internal sources of supply for the sites (supplying site relationships and source list)  
  - Listing information for the stores |

*These enhancements can be used together with SAP F&R 5.1 to improve the forecasting and replenishment process.
Retail, supply chain
Improvements of existing features

(Business Functions: ISR_EARETAIL_SCM, ISR_RETAIL_SCM)

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forecasting and Replenishment*: Interface for purchase organizations</td>
<td>- Transfer definitions of purchase organizations and their assignments to sites to SAP F&amp;R</td>
</tr>
<tr>
<td>Forecasting and Replenishment*: Interface for contract information</td>
<td>- Transfer contract documents (outline agreements) to SAP F&amp;R:  Adam</td>
</tr>
<tr>
<td>Forecasting and Replenishment*: Suppress transfer of unnecessary data</td>
<td>- As there are certain processes, where only a part of those data is needed in SAP F&amp;R (e.g. only master data for listing check required but no orders, no movement data), the interface logic is enhanced by further control mechanisms to suppress the transfer of unnecessary data in such processes.</td>
</tr>
</tbody>
</table>
| Allocation: improvements for contract determination and scheduling      | - Contract Determination within the Allocation Table  
- Enhanced scheduling within the Allocation Table  |
## New Features

### Customer Order Management, Mobile In-Store Inventory Management, 24 Hours Inventory

### Benefits of the Business Function
- Manage customer orders at the point-of-sale and at the service desk in an easy and flexible manner including integrated payment processing.
- Provide the store associates in sales, service, and operations areas with a set of functionality for inventory management to save time, achieve customer and employee satisfaction and to prevent loss of sales.
- Execute counting while stores are operating and selling merchandise.

<table>
<thead>
<tr>
<th>New Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>In-store customer order management at the point-of-sales and service desk</td>
<td>Customer order management functionality was integrated in SAP Point-of-Sale (SAP POS) to enable an easy-to-use, integrated, and flexible order management solution including different types of tendering at the point of sale. This approach enables the user to execute order-related business processes such as create, search, display, change, identify, verify, cancel, fulfill, and return orders for different order types and scenarios. The order-related payments are entered as a specific kind of retail item that is immediately processed in the ERP backend and posted to financials.</td>
<td>Store associates in sales, service, and operations.</td>
</tr>
<tr>
<td>Mobile in-store inventory management</td>
<td>The new application, SAP Mobile In-Store Inventory Management, is designed for retail inventory management on mobile devices at the store level. Providing seamless integration with the SAP for Retail solution portfolio, this application brings back-office functionality to the shop floor. This application runs on handheld devices and connects directly to SAP ERP via a wireless connection. It provides the following easy-to-use functions for sales associates in sales, service, and operations to maintain and achieve customer satisfaction: Real-time and current inventory lookup, Store-to-store transfer and inventory adjustment, Planned counting and unplanned counting.</td>
<td>Store associates in sales, service, and operations.</td>
</tr>
<tr>
<td>Physical inventory during opening hours</td>
<td>The current physical inventory during opening hours based on SAP ERP has been available for some time. The functionality is based on the upload of non-aggregated (transactional) POS sales that are sent via IDocs through the POS inbound interface to SAP ERP. These sales transactions will be the basis for calculating the book inventory at counting time, which is the basis for any inventory difference. The new development will extend the current solution to send aggregated sales data to SAP ERP (at the end of a day). Transactional POS data is requested by SAP ERP from SAP POS Data Management. This approach significantly reduces the data volume on the SAP ERP side.</td>
<td>Store associates in In-store Inventory Management</td>
</tr>
</tbody>
</table>
**ES Bundles for Retail**

-- demand management --

<table>
<thead>
<tr>
<th>New Bundle</th>
<th>Description</th>
<th>Target Users</th>
</tr>
</thead>
</table>
| ES Bundle - Demand Management (Retail)          | - Effectively connects SAP Demand Management, and SAP Promotion Merchandising Layout with the treasure trove of information stored in SAP ERP and SAP NetWeaver Business Intelligence. SAP Demand Management comprises three solutions — SAP Price Optimization, SAP Promotion Optimization, SAP Markdown Optimization.  
- The enterprise services in the Demand Management ES bundle have been designed in a generic way so that they can be used to interface with other demand management tools if desired.  
- Target Market: Any customer in trading industries | - Category Manager  
- Business Analyst  
- Pricing Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
1. SAP Enhancement Package 2 for SAP ERP – At A Glance
2. SAP ERP Financials
3. SAP ERP HCM
4. SAP ERP Operations
5. SAP ERP Corporate Services
6. Industry Enhancements
   6.1. Mill Products
   6.2. Travel & Transportation / Aerospace & Defense
   6.3. Retail
   6.4. Wholesale
   6.5. Utilities
   6.6. Media
   6.7. Telecommunication
### Wholesale Distribution Industry Enhancements

Additional features of Agency Business such as Credit Management, Configuration and Collection Invoices to implement business processes more flexible

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Business now with integration of SAP Credit Management solution</td>
<td>Cooperatives</td>
</tr>
<tr>
<td>Agency Business - Integration of the Variant Configuration</td>
<td>Cooperatives</td>
</tr>
<tr>
<td>Agency Business - Creation of independent collection invoices towards suppliers and customers</td>
<td>Cooperatives</td>
</tr>
</tbody>
</table>
### Agency business

**New Features**

(Business Function: ISR RET AGENCY)

#### Benefits of the Business Function

With this business function you can use additional features of Agency Business such as Credit Management, Configuration and Collection Invoices to implement business processes more flexible.

<table>
<thead>
<tr>
<th>New Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
</table>
| Integration of SAP Credit Management | Real-time and comprehensive credit limit checks ensure timely information about customers and prevent financial risks. Users can benefit from the whole scope of SAP's Credit Management. | CEO  
COO  
CIO  
End User |
| Integration of the Variant Configuration | The Variant Configuration is a completely new business process variant to handle special products. | CEO  
COO  
CIO  
End User |
| Collection invoices          | Creation of independent collection invoices towards suppliers and customers  | CEO  
COO  
CIO  
End User |
### SAP Enhancement Package 2 for SAP ERP

**Overview: trading industries – Trade & Commodity Management**

#### Trading industries Industry Enhancements

- Commodity Management – Enabling of A2A eSOA services in the area of commodity management, integration of commodity management front office products of ISV’s.
- Commodity Management – Enabling of SAP Credit Management in the trading-contract in order to define an individual credit check. (functional enhancement)
- Commodity Management – Enabling barcode entry in the trading-contract (functional enhancement)

#### Description

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Customers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commodity Management</strong> – Enabling of A2A eSOA services in the area of commodity management, integration of commodity management front office products of ISV’s. Base for integrated commodity trading solution in connection with partner product “commodity SL” of Triple Point Technology Inc.</td>
<td>Customers purchasing, trading or selling, commodities as e.g. agricultural products (soft commodities), oil &amp; gas, plastics, metals, etc.</td>
</tr>
<tr>
<td>Commodity Management – Enabling SAP <strong>Credit Management in the trading-contract</strong> in order to define an individual credit check. (functional enhancement)</td>
<td>Global trade Management customers who would like to enable credit management on base of the trading contract</td>
</tr>
<tr>
<td>Commodity Management – Enabling <strong>barcode entry in the trading-contract</strong> (functional enhancement)</td>
<td>Global trade Management customers who would like to enable bar-code management on base of the trading contract</td>
</tr>
</tbody>
</table>
### New Features

<table>
<thead>
<tr>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enables end-to-end commodity management scenarios (buying, trading, and selling of commodities) in connection with Commodity SL of EBS partner Triple Point Technology</td>
<td>Commodity trader</td>
</tr>
<tr>
<td>A commodity is a product that trades on a commodity exchange: agricultural products, metals, oil, gas, electricity coal, emissions, and weather</td>
<td>Purchaser of commodities</td>
</tr>
<tr>
<td>It is important for all companies that manage commodities in procurement, sell commodities, or trade commodities as such.</td>
<td>Treasurer managing commodities</td>
</tr>
<tr>
<td>Integration of data from deal capture (partner system) down to financials</td>
<td>CFO</td>
</tr>
<tr>
<td></td>
<td>Scheduler</td>
</tr>
<tr>
<td></td>
<td>Treasurer</td>
</tr>
</tbody>
</table>

### Benefits of the Business Function

Base for integration to "commodity SL" of partner triple point technologies a commodity trade front office software.
ES Bundles for Wholesales  
– Trade & Commodity Management –

<table>
<thead>
<tr>
<th>New Bundle</th>
<th>Description</th>
<th>Target Users</th>
</tr>
</thead>
</table>
| ES Bundle - Trade & Commodity Management        | Commodity Management comprises the activities of purchasing, selling, trading, logistic and financial planning and execution of commodities. | Trader (Partner Trading System)  
Scheduler (ERP)  
Back-Office (ERP) |
1. SAP Enhancement Package 2 for SAP ERP – At A Glance
2. SAP ERP Financials
3. SAP ERP HCM
4. SAP ERP Operations
5. SAP ERP Corporate Services
6. Industry Enhancements
   6.1. Mill Products
   6.2. Travel & Transportation / Aerospace & Defense
   6.3. Retail
   6.4. Wholesale
6.5. Utilities
   6.6. Media
   6.7. Telecommunication
# Utilities Industry Enhancements

- Improved customer service processes leads to reduction of call-center investments and better customer satisfaction
- Better compliance to legal requirements
- Higher flexibility for the adoption and usage of best-of-breed solutions

## Description

<table>
<thead>
<tr>
<th>ISU_UTIL_1 (Utilities General) improves the handling of customer sales and service processes, guarantees high compliance to new deregulation requirements, helps automating processes in combination with external smart meter technologies, and offers collections management.</th>
<th>Utility company (fully regulated or any market participant / role)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISU_WASTE_1 (Waste &amp; Recycling) The cockpit for waste disposal orders enables an efficient handling of all related processes; collections management is enabled.</td>
<td>Commercial or municipal waste management company.</td>
</tr>
<tr>
<td>/CUM/MAIN (Utilities Compatible Units) Designers and engineers can quickly and efficiently define and estimate work to be performed</td>
<td>Utility company, especially in T&amp;D market participants</td>
</tr>
</tbody>
</table>
Utilities 1
New Features

(Business Function: ISU_UTIL_1)

Support of business processes for all utilities in a (competitive) energy market

Benefits of the Business Function

The automation of business processes and the better integration between high volume systems lead to more efficient handling of your business processes. The enhancements in this business function help you to follow the market rules in a deregulated market and keep you flexible to adapt future requirements easily. Moreover, country-and customer-specific requirements are always taken into consideration for further developments.

<table>
<thead>
<tr>
<th>Notable new Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
</table>
| Utilities Customer Care: Retail view of the deregulated energy market | - Simplified business processes for call center agents in an intuitive, browser-based work environment  
- Target market: for energy retailers in deregulated markets and for customer service–centric utilities in general | - Customer Service in a deregulated energy market  
- Call Center agents  
- Typically, a manager level will oversee the day to day operations and service level monitoring for the customer service |
| Service Oriented Process Support (AMI Services)     | - Seamless integration and automation of the processes for disconnection and reconnection of a meter and upload and download of profile values  
- Target market: any utility in a regulated and liberalized market | - Any call center or service agents within a utility company (fully regulated or any market participant / role) |
| Collections Management in Contract Accounts Receivables and Payables | - Collection activities can be determined and executed based on customers’ collection strategies  
- Create and manage lists of collections work items; track progress of the work  
- Complete view of all work lists that items are assigned to and the current progress of the work  
- Work items are displayed by priority, showing all relevant information for a collector and allowing drill-down into further details  
- The collector adds notes, updates the status, resubmits, or forwards a work item to another agent.  
- Target market: utilities with a large number of customers | - Collections Management  
- Collections Agents  
- Operative Employee  
- Accounting |
## Utilities 1
### Improvements of existing features

**Description**

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
</table>
| Enhancement of deregulation infrastructure | - Possibility to implement several deregulated divisions together (by defining division-specific switch processes for electricity and gas)  
- Enhancement of the framework for the EDM-calculation workbench  
- Enhancing the formula profile calculation by using flexible input parameters (variables) |
| Enhancements in Customer Financials Management | - Create variants for the account balance display via customizing  
- Direct debit limit in the payment run  
- Deactivation of an installment plan affects creditworthiness |
| Localization of strategic countries (e.g. China) | - Example for localization: the possibility to administrate transformer as devices in the system. |
| Customer Feedback | - Depending on the individual customer requirement |
Waste & recycling
New Features

(Business Function: ISU_WASTE_1)

The cockpit for waste disposal orders enables an efficient handling of all related processes.

Benefits of the Business Function

- Integrated sales process for the definition of business partners, processing of customer contracts and the configuration of service products
- Transparent and comprehensive overview of all master and transactional data
- Collections management

<table>
<thead>
<tr>
<th>Notable new Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
</table>
| Waste Management Cockpit | Central transaction for confirmation of waste disposal orders (WDOs)  
Optimized and simplified handling reduces processing time of WDOs  
Integration of business process exception management (BPEM) enables monitoring of mass creation of WDOs  
Central transaction for management of operational and logistics costs | Any employee of a commercial or municipal waste management company. |
| Collections Management in Contract Accounts Receivables and Payables | Determination and execution of collection activities based on collection strategies  
Managing Collections Worklists and processing of Collections Work Items  
Processing Promises to Pay  
Display additional financial information such as the last payment of a customer  
Payments at external cash desk (new Enterprise Services for integration with cash systems)  
Delta-Update extraction of business partner items and dunning history into BI | Collections Management  
Collections Agents  
Operative Employee  
Accounting |
## Waste & recycling

### Improvements of existing features

(Business Function: ISU_WASTE_1)

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhancements waste disposal processing</td>
<td>- Functional enhancements for weighing and sales order processing</td>
</tr>
</tbody>
</table>
| Enhancements in Customer Financials Management | - Create variants for the account balance display via customizing  
- Direct debit limit in the payment run  
- Deactivation of an installment plan affects creditworthiness |
Utilities compatible units
New Features

(Business Function: CUM/MAIN)

Designers and engineers can quickly and efficiently define and estimate work to be performed

Benefits of the Business Function

- Shorter design cycles
- A reduction in field engineering and rework requirements
- More accurate job estimates

Notable new Features

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<tbody>
<tr>
<td>Compatible unit maintenance</td>
<td>Maintenance planners and employees of the maintenance department</td>
</tr>
<tr>
<td>Create, change, or display compatible units; create compatible units with</td>
<td></td>
</tr>
<tr>
<td>reference to existing compatible units.</td>
<td></td>
</tr>
<tr>
<td>Construction measure maintenance</td>
<td>See above</td>
</tr>
<tr>
<td>Create, change, or display construction measures; create construction</td>
<td></td>
</tr>
<tr>
<td>measures with reference to existing construction measures.</td>
<td></td>
</tr>
<tr>
<td>Design maintenance</td>
<td>See above</td>
</tr>
<tr>
<td>Create, change, or display compatible unit designs.</td>
<td></td>
</tr>
<tr>
<td>Work order maintenance</td>
<td>See above</td>
</tr>
<tr>
<td>Create work orders based on compatible units. Change, display, or confirm</td>
<td></td>
</tr>
<tr>
<td>compatible unit work orders. Schedule the regular creation of compatible</td>
<td></td>
</tr>
<tr>
<td>unit work orders using a maintenance plan. Generate compatible unit work</td>
<td></td>
</tr>
<tr>
<td>orders from compatible unit designs.</td>
<td></td>
</tr>
<tr>
<td>Evaluation of compatible units</td>
<td>See above</td>
</tr>
<tr>
<td>Valuate the validity of compatible unit definition with reports in ERP and</td>
<td></td>
</tr>
<tr>
<td>BI content</td>
<td></td>
</tr>
</tbody>
</table>

© SAP 2007 / Page 96
<table>
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<tr>
<th>New Bundle</th>
<th>Description</th>
<th>Target Users</th>
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</table>
| ES Bundle - Advanced Meter Infrastructure (Utilities) | - Seamless Integration and Automation of the Processes Disconnection / Reconnection of a Meter and Up- and Download of Profile Values  
- Target Market: Any Utility in a regulated and liberalised market | |
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   6.6. Media
   6.7. Telecommunication
### Media Industry Enhancements

- Press Distribution
- Collections Management in Contract Accounts Receivables and Payables

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<tr>
<td><strong>Press Distribution</strong> – Enabling end-to-end process integration for Press Distributors</td>
<td>Press Distributors</td>
</tr>
<tr>
<td><strong>Collections Management</strong> - Collections management processes are offered, analytical capabilities are extended, integration to CRM is extended.</td>
<td>Companies with a large number of customers like big Media companies.</td>
</tr>
</tbody>
</table>
Press distribution
New Features

(Business Function: MED_PDEX)

Enable end-to-end Process for Distribution of Newspapers, Magazines, books, Home Entertainment etc.

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<td>Business partner processing</td>
<td>Manage business partners in the roles Wholesaler and Point of Sale using the SAP Business Partner functions.</td>
<td>Operative Employee</td>
</tr>
<tr>
<td>Sales Planning</td>
<td>Manage forecasts of sales and surcharge quantities. You can specify constant service quantities and minimum and maximum quantities for customer groups that request the same delivery quantity each day (for example, hotels or airlines).</td>
<td>Operative Employee</td>
</tr>
<tr>
<td>Purchase Planning</td>
<td>Automate planning of purchase orders by calculating and distributing quantities based on historical order data.</td>
<td>Operative Employee</td>
</tr>
<tr>
<td>Customer Interaction Center</td>
<td>The Customer Interaction Center contains functions for entering and processing quantity planning, subsequent deliveries, complaints, and returns when dealing with customers and vendors.</td>
<td>Call Center Agent</td>
</tr>
<tr>
<td>Goods Receipt</td>
<td>Entering goods receipts, creating quality notifications, and generating purchase orders for inbound deliveries.</td>
<td>Operative Employee</td>
</tr>
<tr>
<td>Returns</td>
<td>Manage recalls and customer returns. Generate a goods receipt document for full-copy returns and post it to stocks. Based on the returns reported and the goods receipts entered, you can plan returns to the publisher. Report return quantities that are relevant for credit memos and those relevant for delivery to the publisher and generate return purchase orders for them.</td>
<td>Operative Employee</td>
</tr>
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</table>
**Receivables management**

**New Features**

**(Business Function: MED_Ca_1)**

**Collections Management in Contract Accounts Receivables and Payables**

**Benefits of the Business Function**

Collections management processes are offered, analytical capabilities are extended, integration to CRM is extended. Collection success is improved and DSO lowered. Technical benefits are better integration to BI and CRM, more standard configuration instead of custom programming and coding. No need for extra costs of programming and maintenance of custom programs.

**New Features**

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<td><strong>Determination and execution of collection activities based on collection strategies</strong></td>
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<td>Collection activities can be determined and executed in a flexible and dynamic way based on each customers own collection strategies - Added flexibility</td>
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<tr>
<td><strong>Managing Collections Work Lists</strong></td>
<td>Collections Manager, Operative Employee</td>
</tr>
<tr>
<td>Create and manage lists collections work items, track progress of work</td>
<td></td>
</tr>
<tr>
<td><strong>Processing Collections Work Items</strong></td>
<td>Collection Agents, Collections Manager</td>
</tr>
<tr>
<td>Collectors get a complete view of all work lists that they are assigned to and their current progress of work. Work items from a list are displayed by priority, showing all relevant information for a collector and allowing for drill-down into further details where needed. When selecting a work item for processing, all necessary functions for the collections process are made available for the collector. The collector can add notes, update the status, re-submit or forward a work item to another agent</td>
<td></td>
</tr>
<tr>
<td><strong>Processing Promises to Pay</strong></td>
<td>Collection Agents / Manager, Line Manager, C-Level Managers (dealing with large past due balances)</td>
</tr>
<tr>
<td>The Interaction Center agent can accept a commitment from a business partner to pay selected receivables on one or more specified days. A promise to pay has a link to those receivables which are promised to be paid and stores relevant details of a given promise to pay. Additionally it provides the possibility to keep tracking promises and available evaluations which show to which degree a customer adhered to his promises.</td>
<td></td>
</tr>
<tr>
<td><strong>Display addition financial information such as the last payment of a customer</strong></td>
<td>Collection Agents / Manager, Line Manager, C-Level Managers (dealing with large past due balances)</td>
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## Receivables management
### New Features

**(Business Function: MED_CA_1)**

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# Receivables management
## Improvements of existing features

(Business Function: MED_CA_1)

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<td>Deactivation of an installment plan affects creditworthiness</td>
<td>When an installment plan is deactivated, the credit worthiness of the business partner can be updated</td>
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Agenda

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### SAP Enhancement Package 2 for SAP ERP Overview: Telecommunications

#### Telecommunications Industry Enhancements

- **Improve Network Availability & Increase Work Force Efficiency**
- **Collections Management in Contract Accounts Receivables and Payables**
- **Enable high volume billing of event detail records**
- **Creation of convergent invoices over multiple services and product lines to provide one bill to the customer**

<table>
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<th>Description</th>
<th>Target Customers</th>
</tr>
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<tr>
<td><strong>Improve Network Availability &amp; Increase Work Force Efficiency</strong> - improves the Fault &amp; Event Management process for telecommunications networks. The application provides an end-to-end business process integration. Network outage times and operational expenditures (OpEx) are reduced. The role based work centers increase user productivity and efficiency</td>
<td>Network Operators that are looking to improve their network fault management process through an integrated end-to-end solution</td>
</tr>
<tr>
<td><strong>Enable High-Volume Billing</strong> - Enables companies to receive and bill Event Detail records (EDRs) in a very performant way. Allows to process priced transactions and additional data to create structured bill content, which are then forwarded to the invoicing process.</td>
<td>Telco companies, which have to process mass billing</td>
</tr>
<tr>
<td><strong>Extended Convergent Invoicing</strong>. Provide enhanced solution to invoice extensive numbers of billing documents from upstream billing systems.</td>
<td>Telco and Electronic Toll Collection Companies, which have to process an invoicing for mass billing data</td>
</tr>
<tr>
<td><strong>Collections Management</strong> - Collections management processes are offered, analytical capabilities are extended, integration to CRM is extended.</td>
<td>Telecommunications and Toll Collection companies with large numbers of customers</td>
</tr>
</tbody>
</table>
# Telco NLM roles

## New Features

*(Business Function: TEL_NLM_ROLES_1)*

**Improve Network Availability & Increase Work Force Efficiency**

### Benefits of the Business Function

The usage of this business function improves the Fault & Event Management process for telecommunications networks. The application provides an end-to-end business process integration. Network outage times and operational expenditures (OpEx) are reduced. The role based work centers increase user productivity and efficiency. Single sign on is supported within the portals, IT support costs are reduced and your overall TCO is improved.

<table>
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<tr>
<th>New Features,2</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
</table>
| **Portal for Network Operation Manager** | - You can integrate an external system to monitor telecommunications networks using predefined interfaces  
- Generation of emergency repair orders for network alarms reported by the external network monitoring system with an automatic transfer of information  
- Rule-based dispatching of emergency repair orders to site technicians | Network Operation Manager |
| **Portal for Site Technician** | - Work list with emergency repair orders, scheduled maintenance orders, or other type of orders  
- Processing functions for orders (order acceptance, rejection, deferral, change, and so on)  
- GANTT chart to support order scheduling  
- Easy way to confirm planned work and to enter or confirm unplanned work (after-event recording)  
- Access to additional functions (display stock overview, check spare part availability, and request material)  
- You can integrate an external network inventory system using predefined interfaces | Site Technician |
| **Portal for Workforce Manager** | - Overview of the site technician team (attendance overview, team calendar, and reminder of dates)  
- Key figure monitor and alert work list can be personalized  
- Work list with open orders for the workforce manager team that violate defined rules (such as order rejected by site technician, order will violate internal service level agreement within a defined period, and order assigned to absent site technician)  
- Access to personnel development of employees (appraisals, profile match-up, training, and so on) | Workforce Manager |
| **Integration of 3rd party systems** | - Predefined interfaces within the portals for an easy integration of 3rd party tools and platforms (for example a network monitoring system or a network inventory system) | Network Operation Manager, Site Technician |
| **Telco specific BI content** | - Emergency / maintenance orders per region, work center, employee, etc.  
- Orders violating internal service level agreements  
- Malfunctions by material / functional location, MTTR / MTBR for technical objects  
- Damage and cause analysis per material, functional location, region, etc.  
- Mean-time to repairs / Mean-time between repairs  
- Equipments which are installed but not in-service | Users in Network Operations |
(Business Function: TEL_EDR_BILLING)

Bill calculation enables you to process priced transactions and additional data quickly and flexibly with the goal to create structured bills.

### Benefits of the Business Function

Usage of this business function enables you to receive and bill Event Detail records (EDRs) within a very performant way. You are able to process priced transactions and additional data to create structured bill content, which are then forwarded to the invoicing process.

<table>
<thead>
<tr>
<th>Notable new Features</th>
<th>Description</th>
<th>Target Users for this Feature</th>
</tr>
</thead>
</table>
| Import Billing Accounts from external systems            | - Extract business partner items in Delta mode  
- Extract dunning history in delta mode  
- Bi content based on business partner items and dunning history | Operative employee            |
| Import Event Detail Records from rating systems          | - Import EDRs that are created in a rating system  
- Process EDRs according to various categories  
- Comprehensive enhancement concept supports the definition of project-specific EDR categories  
- Use of a BAPI | Operative employee |
| Create Billing Orders                                    | - Billing cycles, such as monthly on the 15th day of the month, can be used  
- Billing orders are generated and processed by the billing process  
- When a billing account is billed, a billing period is created, which defines which EDRs are to be billed  
- Billing in FI-CA also supports the billing of non-EDR-based invoice component  
- Billing documents are forwarded to the invoicing process | Operative employee |
| Creation of Billing Documents                            | - When a billing account is billed, a billing period is created, which defines which EDRs are to be billed.  
- Billing in FI-CA also supports the billing of non-EDR-based invoice components, such as a basic charge of a service charge  
- Billing documents are forwarded to the invoicing process | Operative employee |
### Enhanced invoicing

**Improvements of existing features**

(Business Function: TEL_CON_INV_1)

<table>
<thead>
<tr>
<th>Improvements of existing features</th>
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</thead>
</table>
| Adjust and release cash security deposits | - Release cash security deposit credits for clearing and payment  
- Adjust cash security deposit amounts (for instance according to the consumption pattern of the customer) |
| Transfer open items | - Transfer open items from any contract accounts to the contract account to be invoiced.  
- The posting items created from the transfer can be processed subsequently during invoicing. |
| Generate and process clarification cases | - You can create clarification cases manually or automatically in various processes of Invoicing.  
- Contract account checks and error messages in the invoicing process can trigger the creation of a clarification case.  
- In mass creation, the clarification case is created automatically; in individual creation, you can decide in dialog whether to create a clarification case.  
- Clarification cases can be clarified automatically during the invoicing process.  
- You can use clarification processing in dialog to process and complete clarification cases.  
- A clarification worklist supports the individual selection and processing of clarification cases. |
| Validation Check | - When billing documents are transferred from external billing systems using a BAPI or IDoc-interface, billing documents can be checked, identified as implausible and clarification cases can be created.  
- During the analysis of invoicing orders, source documents can be checked and clarification cases can be created. |
Receivables management
New Features

(Business Function: TEL_CA_1)

Collections Management in Contract Accounts Receivables and Payables

Benefits of the Business Function

Collections management processes are offered, analytical capabilities are extended, integration to CRM is extended. Collection success is improved and DSO lowered. Technical benefits are better integration to BI and CRM, more standard configuration instead of custom programming and coding. No need for extra costs of programming and maintenance of custom programs.

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| Determination and execution of collection activities based on collection strategies | Collection activities can be determined and executed in a flexible and dynamic way based on each customer’s collection strategies for added flexibility | Collections Manager  
Collection Agent                                                                 |
| Managing Collections Work Lists                   | Create and manage lists collections work items; track progress of work                                                                                                                                     | Collections Manager  
Operative Employee                                                                 |
| Processing Collections Work Items                 | Complete view of all work lists that work items are assigned to and the current progress of the work. Work items from a list are displayed by priority, showing all relevant information for a collector and allowing drill-down into further details when needed.  
The collector can add notes, update the status, resubmit, or forward a work item to another agent. | Collection Agents  
Collections Manager                                                                 |
| Processing Promises to Pay                        | The interaction center agent can accept a commitment from a business partner to pay selected receivables on one or more specified days.  
A promise to pay has a link to the receivables that are promised to be paid and stores relevant details on a given promise to pay.  
It also provides an option to keep track of such promises and to provide evaluations that show how well a customer adhered to the promises.  
Target market: utilities with a large number of customers. | Collection Agents / Manager  
Line Manager  
C-Level Managers (dealing with large past due balances) |
| Display addition financial information such as the last payment of a customer | Display addition financial information such as the last payment of a customer                                                                                                                               |                                                                                               |
## Receivables management
### New Features

**(Business Function: TEL_CA_1)**

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**Receivables management**

**Improvements of existing features**

(Business Function: TEL_CA_1)

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