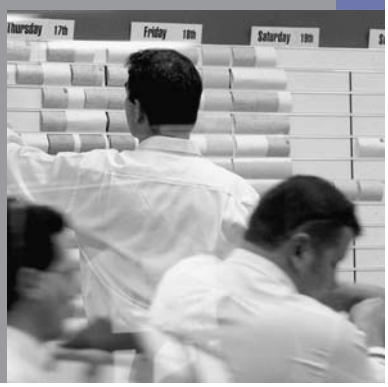

SAP® BEST PRACTICES BASELINE PACKAGE

PRECONFIGURED BUSINESS SCENARIOS

ALL BASICS IN ONE PACKAGE

Apart from a progressive technology that enables rapid implementation of software, SMBs need solutions that address their requirements from a specifically mid-market business perspective. SAP® Best Practices acknowledge this reality by delivering the crucial business content you need for a mid-market solution - along with the technical information you need to implement the respective processes in the system.

COUNTRY-SPECIFIC PACKAGES

The SAP Best Practices Baseline Package is available in different country versions (for example, for France, Nordics, Germany, the United States, and the U.K.). The scope of these localized versions might differ depending on country-specific needs. Thus the SAP Best Practices Baseline Package for France might comprise some preconfigured scenarios that are not in the scope of the SAP Best Practices Baseline Package for Germany, and vice versa. In addition, the different baseline packages might also be based on different components and release levels.

However, even if there is no explicit version available for your country, you can benefit from an existing SAP Best Practices Baseline Package. In this case, you would just choose a version such as SAP Best Practices Baseline Package for Germany, which contains numerous baseline scenarios that are not country specific – that is, scenarios you can use in any country without changes. You will need to review some scenarios in this package to see if they meet your country requirements. If necessary, you can localize the country-specific baseline settings yourself (settings concerning legal requirements, for example) to exploit the full scope of the SAP Best Practices Baseline Package.

Most versions of the SAP Best Practices Baseline Package cover basic business scenarios regarding:

- Financial accounting
- Cost/profit center accounting
- Sales and distribution
- Materials management
- Production planning and control
- Quality management
- Project system
- Customer service/plant maintenance

These basic scenarios can be complemented with additional scenarios that provide predefined business content for the following areas: financials, procurement, manufacturing, service, sales, business intelligence, and customer relationship management (CRM).

In addition, SAP Best Practices deliver preconfigured organizational settings with regard to the following areas: common organizational structures, logistic organizational structures, and intercompany organizational structures.

The SAP Best Practices Baseline Package is not designed to cover 100% of the requirements of a sophisticated mySAP All-in-One solution but rather should be used as the solid centerpiece of a solution. This centerpiece can be enlarged with additional preconfigured business scenarios taken out of other SAP Best Practices versions such as SAP Best Practices for SCM (Supply Chain Management) or SAP Best Practices for High Tech. The following section describes the most important business scenarios delivered by the SAP Best Practices Baseline Package.

BASIC BUSINESS SCENARIOS

Financial Accounting

In the area of mySAP Financials, SAP Best Practices help ensure that you have access to the information you need when you need it, thus increasing the efficiency of your finance department. The following functions are provided to support basic financials processes: general ledger accounting, accounts payable accounting, accounts receivable accounting, bank accounting, and closing activities.

Cost/Profit Center Accounting

SAP Best Practices provide everything needed to record quantities and values from the financially relevant transactions of value-creation processes. Accounting maintains a consistent, reconciled, and auditable set of books for use in statutory reporting and management support and as a source for analytic applications. SAP Best Practices support both cost-center accounting (planning, actual postings, period-end closing) and profit-center accounting (actual postings, reporting).

Sales and Distribution

This scenario comprises the basic settings needed to equip your sales organization with the tools necessary to shorten sales cycles, increase revenues, maximize productivity, and optimize all sales channels. Powerful capabilities enable you to stay ahead of the competition while ensuring closed-loop collaboration with customers and partners.

Materials Management

Preconfigured scenarios in the area of materials management help you transform your logistics function from a disparate linear process into the hub of a multi-enterprise business alliance with customers, partners, and suppliers. SAP Best Practices comprise settings relevant to batch management as well as general settings for service scenarios. They also provide everything needed for creating several types of master data including material masters, vendor masters, and output-condition records.

Production Planning and Control

SAP Best Practices provide the basic settings needed to make use of production scenarios such as make-to-order or make-to-stock. And they provide support for generating optimized production schedules that take into account real-time material and capacity constraints. Manufacturing processes can be integrated with other supply chain processes to enable a rapid, flexible response to engineering changes and customer requirements.

Quality Management

These scenarios put you in control of quality management (QM) through the global exchange of key information. In particular, they offer preconfiguration for general QM settings and help to define responsible persons. They also support the creation of several types of master data including inspection methods, sampling procedures, dynamic modification rules, work centers, and master inspection characteristics.

Project System

The project information system is a flexible, comprehensive system that helps you monitor and control your project data. You can use it to evaluate individual projects, partial projects, or multiple projects. The system includes overview reports as well as reports offering various degrees of detail. It is designed to meet the needs of both project managers and ordinary project personnel.

Plant Maintenance/Customer Service

Regular, performance-based maintenance scenarios let you plan maintenance activities based on counter readings that are maintained for your technical objects. In the case of condition-based maintenance, measurement documents and malfunction reports are generated on the basis of predefined events at your technical objects. You can use malfunction reports to request maintenance activities. And you can use measurement documents to record information that is necessary to the areas of plant safety, job safety, and environmental protection.

The customer service scenario contains the following functionalities: maintenance planning plant, values for component item categories, value for current date as basic date, values for units for operation, value categories, cost elements to value categories, cost key figures, version for cost estimates for orders, employees responsible for work centers, warranty types, warranty counters, material groups, account groups, and field selection for customers.

FINANCIALS SCENARIOS

Travel Management

This shows how employees, allocated to a sales order, can make their own travel arrangements. All their requirements are checked against the company travel rules. The fulfillment (for example, ticket printing) is still done by the travel agency for the company. The process flow is designed in such a way that it can also be used as the basis for a hosted scenario for travel agencies.

Asset Management

This helps you manage your company's fixed assets. Within the financial accounting system, asset accounting serves as a subledger to the general ledger, providing detailed information on asset-related transactions. Significant features include country-specific charts of depreciation complying with local legal requirements, full support throughout the asset life cycle (from acquisition to retirement), depreciation simulation and interest calculation, and integration with project management and order accounting for management of capital assets. Asset accounting also provides integration with plant maintenance for management of machinery and equipment, management of leased assets and assets under construction, mass processing with workflow integration, and interactive reporting.

Cash Management

The daily treasury process within a company comprises transactions ranging from a determination of the current liquidity based on bank account balances (cash position) and open receivables and payables (liquidity forecast) to the manual entry of planned payment flows (advices) and transfer of the cash concentration (that is, the concentration of several bank account balances) onto one target account. The main aim of cash management is to ensure sufficient liquidity for all payment obligations that become due. Another aim is to ensure that the incoming and outgoing payment flows are optimally controlled and monitored. The cash management scenario creates a basis for decisions on the resulting investment or borrowing transactions carried out in treasury management.

Profitability Analysis

This analysis helps you manage your profitability by market segment, distinguishing revenues and contributions for products, customers, sales representatives, organizational units, and so on. Multidimensional views by aggregated market dimension offer you comprehensive drill-down reporting, enabling you to search for the most profitable sources of success in your business. You structure your contribution margin analysis according to your company's special information needs, and then update all profit-related business transactions in real time.

PROCUREMENT SCENARIOS

Procurement of Stock Material

This scenario comprises a typical procurement process. The process begins with a request for quotation (RFQ), mailed to vendors to determine their prices. A price comparison, referencing the completed RFQs, then determines the best offer for a product. A contract follows. At this point, you create a purchase requisition and later a purchase order, referencing the requisition. The scenario continues with goods receipt and automatic creation of batch numbers. The goods must then be inspected for quality. Finally, the goods are placed into unrestricted or restricted stock. This scenario offers you competitive advantages such as quotation handling, procurement contracts, automatic batch management, and quality inspection in purchasing.

Procurement with Contract

In this scenario the purchase organization and a supplier conclude a basic agreement in the form of a quantity contract. This contract defines the material (or material group) and the quantity. Based on a purchase requisition, the quantity contract is assigned as a source of supply, and then the purchase requisition is transferred into a purchase order. The invoice verification takes place after incoming goods are entered.

Internal Procurement: Stock Transfer with Delivery

Not all goods are moved on the basis of goods receipts and goods issues. Depending on a company's organization (it may use decentralized storage) and its sales policy, internal stock transfers may also be necessary. Stock transfer with delivery is a plant-to-plant scenario in which you are posting a goods issue in one plant and a goods receipt in another. This type of stock transfer can only be carried out from unrestricted-use stock of the issuing plant to unrestricted-use stock of the receiving plant. In a second step, you post the goods into storage at the receiving plant. Only then is the event complete and the transferred quantity part of unrestricted-use stock.

Internal Procurement: Stock Transfer Without Delivery

This type of stock transfer involves both inventory management and purchasing in the receiving plant. The goods issue posting in inventory management takes place without the involvement of sales and distribution. The quantity posted from stock is first managed as stock in transit at the receiving plant. Only when the goods receipt has been posted is the quantity posted to the unrestricted-use stock of the receiving plant. This enables the quantity "on the road" to be monitored. Delivery costs can be entered in the stock transport order. The transfer posting is valuated at the valuation price of the material in the issuing plant.

Internal Procurement: Cross-Company Stock Transfer

You can procure externally, from a supplier, or internally, with a stock transfer from either another plant in your company or another storage location in your plant. Your company's organization or distribution politics may also necessitate a cross-company (inter-company) stock transfer. This preconfigured scenario assumes you transfer stock cross-company using a stock transportation order.

MANUFACTURING SCENARIOS

Production Planning and Discrete Manufacturing

This scenario describes business processes typical for companies with lot-size production orientation. During production order processing, batch determination is automatically based on expiration date. The production scenarios consist of goods movement (goods issues and goods receipts), as well as completion confirmation of the production order. They also include necessary cost-object-controlling functions such as preliminary costing, simultaneous costing, and period-end closing.

Production Planning and Process Manufacturing

This includes operations for companies with both process-oriented, regulated production and production by lot size. Batch determination is automatically based on expiration date. The process production scenario also offers in-process and post-process quality management and is supported by necessary cost-object-controlling functions such as preliminary costing, simultaneous costing, and period-end closing.

Make-to-Order Quotation Processing/Order Processing

Make-to-order quotation processing is demonstrated using a robot manufacturer as an example. This manufacturer uses both prefabricated components and components that are produced on an order basis. The scenario is triggered when the manufacturer receives from the customer a written RFQ for a robot. In response to this RFQ, a quotation is created in the system. When the customer requests a technical change to the quotation, a follow-on quotation is created. And when the customer requests a price change, the follow-on quotation is adjusted accordingly. Finally, the customer accepts the follow-on quotation, a referenced sales order is created, and the robot is produced according to the customer's requirements.

Repetitive Manufacturing

Repetitive manufacturing (REM) is commonly used when the same or similar items are produced over a lengthy period of time. The items produced are not manufactured in individually defined lots. Instead, a total quantity is produced over a certain period. During production, the items always follow the same sequence through the machines and work centers. Routings tend to be simple and do not vary much. This scenario is based on a fairly simple REM process that produces semifinished materials from three basic components using a routing with one work center. It is integrated with the discrete manufacturing scenario, in which semifinished REM materials can be used to produce finished goods.

SERVICE SCENARIOS

On-Site Repair Services

This scenario describes the processing of a service notification and the subsequent service order when repairs are carried out for the customer on-site. You are first shown how the materials in a sales order are configured and then shipped. A standard order with one item is created, and the components are assigned in the order. On delivery, the materials are assigned serial numbers with reference to the order. The serialization profile in the material master is used to create an item of equipment when the delivery is made.

Repairs and Returns at the Plant

This describes how to process a repair order when the repairs are carried out at the plant, not at the customer's site. A standard order is created, and the components (spare parts) are assigned in the order. On delivery, materials with serial numbers are referenced to the order. The serialization profile in the material master is used to create an item of equipment in the background when the delivery is made.

Preventive Maintenance

Focused on the process of cyclic maintenance, this scenario is used for maintenance tasks based on time, wear measurement, and so forth. A reliable and integrated plant maintenance strategy – one that is based on preventive inspections and maintenance – leads to higher system availability and reduced breakdown costs. Integrated plant maintenance also enables more transparent and simplified processes. A preventive maintenance system lets you reduce material and labor costs while maintaining the same level of system quality.

Internal Maintenance

The scenario for internal maintenance describes the repair process within the plant. An employee reports a problem with his equipment and enters the maintenance order into the system manually. Then a warranty check is carried out on the maintenance order . The necessary spare parts are ordered and the repairs are made. The costs and material incurred are confirmed to the maintenance order, and the costs resulting from the maintenance order are settled to the cost center.

Spot Consulting

This business scenario addresses a simple project cycle from the quotation to the completion and resource billing of actual work performed. It would typically apply to a consulting arrangement of short duration in which detailed work planning and execution are not necessary. The sales order is the focal point of the process as it formalizes the customer's requirements, collects labor costs, and generates time and material billing.

Project with Fixed-Price Plus Time and Material Billing

This would apply to a business situation in which the initial effort is a fixed-price project study, which in turn leads to project work on a time and material basis. Project system functionality along with sales and distribution functionality make this scenario possible. A project with a simple structure is set up, separate invoicing occurs, and revenues and costs are collected and analyzed in a single object.

Contract with Auto Creation of Project and Down Payment

This business scenario addresses the typical business processes of an engineering or industrial design company. An agreement with a customer for a design project requires a down payment and billing based on the performance of defined milestones. The design company sets up a project structure and assigns employees to specific activities based on skill sets and availability. The project is automatically created from the contract using a predefined project structure template. The procurement of materials is triggered by the project.

Project with Intercompany Billing

Here different company divisions provide the services, so the billing must be shared among them. The scenario shows a firm committing to a project that requires resources from different countries. Using the intercompany process, the firm bills its client for time, travel expenses, and materials for all resources – and automatically generates a payment for time, travel expenses, and material supplied.

SALES SCENARIOS

Third Party with Shipping Notification

In third-party order processing, your company does not deliver the items requested by a customer. Instead, you pass the order along to a third-party vendor, who ships the goods directly to the customer and bills you. In this scenario, the shipping notification must also be entered as a dummy goods receipt in consumption. You need to create this goods receipt before you can create the invoice for the customer.

Third Party without Shipping Notification

Here, as in the previous scenario, your company passes the customer request along to a third-party vendor, who ships the goods directly to the customer and bills you. But in this case, the vendor provides no shipping notification. Instead, the vendor invoice updates the billing quantity. This means you can only bill the customer after receiving and entering the invoice from the vendor.

Bought-In Item

Material is procured specifically for one customer. A purchase requisition is generated from a sales-order item, which is then converted into a vendor order. You do not have to have the material available in inventory management in your own company. The description of customer requirements takes place via material attributes. The material is first sent from the vendor to your warehouse, where it is administered as sales-order stock. The complete shipping process is handled from your own shipping point.

Extended Sales-Order Processing

This scenario encompasses sales-order processing, procurement, delivery, billing, and payment. The sales and distribution component models all those processes using electronic documents, each of which is linked to its preceding and subsequent documents. A sales document is created in order processing. At delivery processing, the delivery is created, then picked, and goods issue is posted. In the billing process that follows, an invoice is created and, if necessary, released to financial accounting. Incoming payments are documented in payment processing and then posted in financials. The extended sales-order processing scenario also includes functionalities such as material substitution, free goods, and material exclusion.

Cross-Company Sales-Order Processing

A customer orders goods from the sales organization of his vendor. The vendor has a distribution plant that belongs to a different company code. The goods are delivered from the distribution plant directly to the customer. The customer receives his invoice from the sales organization. Intercompany billing takes place between the two company codes.

Sales-Order Processing with Dummy Customer

A “dummy” customer is used when your sales-order processors need to investigate an order without first looking up the customer’s account number. The sales order can be saved but remains incomplete until a valid customer account number has been entered on it. This function is particularly useful for companies that take phone orders. A customer calls and requests pricing and information on a catalog item. The order processor can build the entire order without needing the customer’s account number until the end. Once the customer’s account number has been entered, all of the customer-specific information is transferred from the customer master and other customer-specific records.

Consignment Processing

This describes a consignment process in which the products shipped to the customer are still owned by the company until they are sold by the customer to a third party. The scenario covers the following steps: consignment fill-up, consignment issue, and consignment pick-up.

Returns and Complaints

This scenario provides all activities for reclamation processing. The complaint process focuses on the processing of credit memos if goods are not returned. During returns processing, customers return goods, and you evaluate quality.

Returnables Processing

All activities for shipping goods with standard pallets are described here. After a standard order is placed, a delivery is created in which the pallets are entered manually. The delivered pallets enter a special stock assigned to the customer. An invoice follows; the pallets are not relevant for billing. As the pallets return from the customer they are booked back into the unrestricted inventory.

Batch Recall

This includes all the steps required to recall a defective batch that was already delivered to a customer. You create a sales activity to record the recall. If a batch does not fulfill the customer's quality demands or has a defect, all customers who received the batch are notified. The scenario automatically creates a follow-up activity to handle returns of the defective batch. Here, returns can be created and processed. Batch recall uses the sales support module to trigger batch-specific return processing. It delivers an external report to determine the addresses of those customers affected.

BUSINESS INTELLIGENCE SCENARIOS

SAP Business Information Warehouse (SAP BW) allows you to analyze data from operative SAP applications as well as all other business applications and external data sources such as databases, online services, and the Internet. The administrator functions control, monitor, and maintain all data-retrieval processes.

SAP BW makes possible online analytical processing (OLAP) of information from large amounts of operative and historical data. OLAP technology enables multidimensional analyses from various business perspectives. The SAP BW server for core areas and processes, predefined with business content, lets you look at information within the entire enterprise. The business content, defined by a person's role in a company, offers the information employees need to carry out their tasks. It also contains other predefined objects, such as Info Cubes, queries, key figures, and characteristics that make implementation easier.

SAP Best Practices comprise various predefined scenarios including accounts receivable analysis, accounts payable analysis, general ledger analysis, asset accounting analysis, purchasing analysis, production plan/actual analysis, production period/specific analysis, capacity load utilization, status of manufacturing orders, cost-center accounting analysis, product cost controlling analysis, profit center analysis, controlling profitability analysis, and sales analysis.

CUSTOMER RELATIONSHIP MANAGEMENT SCENARIOS

With mySAP CRM, integration is native, not added. As a result, it blends seamlessly with your company's overall e-business platform right from the start. That means your staff can work with real-time customer information, greatly enhancing the quality of service. And mySAP CRM establishes a seamless flow of customer information to and from your e-business platform.

SAP Best Practices deliver the following preconfigured CRM scenarios: service-order handling, opportunity management, activity management, complaint processing, Internet sales business-to-business, Internet sales business-to-consumer, marketing lead management, marketing campaign management, information help desk, customer service and support, telesales inbound, telesales outbound, and complaint handling.

PRECONFIGURED SMART FORMS

SAP Best Practices also comprise preconfigured Smart Forms. Smart Forms is a robust print-form tool that allows you to create and modify forms easily.