



PUBLIC

SAP Asset Manager

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SAP Asset Manager New Features

Content

- 1 SAP Asset Manager 1911 Features. 3**
- 1.1 Clock in and Clock Out Time Capture for a Multi-User Work Order or Operation. 4
- 1.2 User-Specific Configuration Through the Parameter Framework. 4
- 1.3 Ability to Assign and Manage Local Objects in Offline Mode. 5
- 1.4 Serialized Part Support. 5
- 1.5 Return of Issued Parts. 5
- 1.6 Unrestricted Quantity Part Display for Online Part Search. 6
- 1.7 Dynamic Forms Used for PRT Measuring Points. 6
- 1.8 Bill of Materials View. 6
- 1.9 Push Support for Notifications. 6
- 1.10 Malfunction Start and End Date Available for Notifications. 7
- 1.11 Android Support for Map Routes. 7
- 1.12 UX Improvements for Sync Results. 7
- 1.13 Sync Error Discard. 7
- 1.14 Support for Configurable Settings in Demo Mode. 8
- 1.15 Auto Dismiss on Single Select List Pickers. 8
- 1.16 New Languages for SAP Asset Manager 1911. 8
- 2 SAP Asset Manager Previously Released Features. 9**
- 2.1 SAP Asset Manager 4.0 Features. 9
 - Online Search for Parts. 10
 - Equipment Install and Dismantle. 10
 - Hierarchy View and Search Control. 11
 - ASPM Checklists. 11
 - Progress Bar During Initial and Delta Syncs. 11
 - Local Orders / Operations / Notifications Lifecycle Management. 12
 - URL Type Documents. 12
 - Create Notification at Operation / Suboperation Level. 12
 - Create Work Orders and Notifications from Equipment and Functional Locations. 12
 - Enhanced Document Support. 13
 - Operation and Suboperation List Views for Assignment Types 2 and 3. 13
- 2.2 SAP Asset Manager for iOS 3.0 and SAP Asset Manager for Android 1.0 Features. 13
- 2.3 SAP Asset Manager 2.0 Features. 15
- 3 SAP Asset Manager - Access and Support. 16**

1 SAP Asset Manager 1911 Features

SAP Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

With SAP Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Asset Manager 1911 Features List

The following is a list of the features incorporated into the SAP Asset Manager 1911 application release.

- [Clock in and Clock Out Time Capture for a Multi-User Work Order or Operation \[page 4\]](#)
- [User-Specific Configuration Through the Parameter Framework \[page 4\]](#)
- [Ability to Assign and Manage Local Objects in Offline Mode \[page 5\]](#)
- [Serialized Part Support \[page 5\]](#)
- [Return of Issued Parts \[page 5\]](#)
- [Unrestricted Quantity Part Display for Online Part Search \[page 6\]](#)
- [Dynamic Forms Used for PRT Measuring Points \[page 6\]](#)
- [Bill of Materials View \[page 6\]](#)
- [Push Support for Notifications \[page 6\]](#)
- [Malfunction Start and End Date Available for Notifications \[page 7\]](#)
- [Android Support for Map Routes \[page 7\]](#)
- [UX Improvements for Sync Results \[page 7\]](#)
- [Sync Error Discard \[page 7\]](#)
- [Support for Configurable Settings in Demo Mode \[page 8\]](#)
- [Auto Dismiss on Single Select List Pickers \[page 8\]](#)

SAP Asset Manager Language and Localization

SAP Asset Manager supports the following languages:

- ar001 - Arabic
- zh_hans - Simplified Chinese
- zh_hant - Traditional Chinese
- csCZ - Czech Republic
- daDK - Danish
- nlBE - Dutch

- enUS - English
- frFR - French
- deDE - German
- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nINL - Netherlands
- nbNO - Norwegian
- plPL - Polish (new for 1911)
- ptBR - Portugese
- roRO - Romanian (new for 1911)
- srRS - Serbian (new for 1911)
- skSK - Slovak (new for 1911)
- slSL - Slovenian (new for 1911)
- esES - Spanish

1.1 Clock in and Clock Out Time Capture for a Multi-User Work Order or Operation

Use

Clock In Clock Out, or CICO, enables multiple users to work on the same work order or operation. CICO also allows multiple work orders or operations that all belong to different users on a mobile device to exist in the Started state. CICO is set using a parameter flag in the ConfigPanel.

If the CICO flag is set to False, multiple users can't work on the same operation or work order, and only one operation or work order can be in the Started state on a mobile device. If the CICO flag is set to True, multiple users can work on the same work order or operation.

CICO is available for all assignment types except for Type 3 (suboperations).

1.2 User-Specific Configuration Through the Parameter Framework

Use

Customers can now choose and control the features and functionalities a user can access through the SAP Asset Manager application based on their role. Features and functionalities are configured through parameters set in the ConfigPanel.

1.3 Ability to Assign and Manage Local Objects in Offline Mode

Use

Starting from the SAP Asset Manager 1911 release, you can now create and start local work orders, notifications, and operations while offline (that is, locally created objects). Mobile device users can also hold, transfer, discard, or complete locally created objects.

Mobile device users can log time against the locally created object. After the synchronization of an object created in offline mode, a user can correct synchronization errors, if they occur. After synchronization, the local object is assigned to the user and is available on their device, as long as the object isn't yet completed.

1.4 Serialized Part Support

Use

You're now able to add serialized PRT equipment by either entering or scanning its serial number. If you want to issue parts to a work order, you can specify the serial numbers to use. You can also view the list of serial numbers for the part issued.

1.5 Return of Issued Parts

Use

You're now able to return any unused parts that are added to a work order. Once a work order is set to Completed, a message appears asking if you want to return any unused parts. If Yes is selected, the user is taken to the Parts list screen for that work order, so they can return the unused parts. After the unused parts are returned, the withdrawn quantity for the part is updated to the new value.

1.6 Unrestricted Quantity Part Display for Online Part Search

Use

Now, users can see the unrestricted quantity of parts available when searching for parts online. If the user attempts to add more parts than are available, a warning displays.

1.7 Dynamic Forms Used for PRT Measuring Points

Use

Dynamic forms are composite forms that allow you to present varying amounts of data to users. These forms change their layout according to the data they receive from the prefilling services at the time of rendering, so each separate request for form generation produces a form with a different length or content. PRT measuring points now use dynamic forms.

1.8 Bill of Materials View

Use

The Bill of Materials, or BOM, view adds a Bill of Materials facet to the equipment and functional location details, and enables a user to select an item from the BOM hierarchy, view its details, and add a part to a work order. A Boolean property on equipment or functional location entities enables the view. You can configure BOM to be available for offline viewing for assets associated with work orders, or fetch BOM on-demand with an online request to the backend.

1.9 Push Support for Notifications

Use

As of the SAP Asset Manager 1911 release, push support for notifications is available. Configuration of push support for notifications is similar to the previously existing configuration of push support for work orders.

1.10 Malfunction Start and End Date Available for Notifications

Use

If a breakdown flag is set in the back end, a malfunction start date, end date, start time, and end time fields are available when creating a notification on the SAP Asset Manager client. When the breakdown flag is set, after a notification is completed, or a work order associated with a notification is completed, the malfunction end date is captured.

1.11 Android Support for Map Routes

Use

The SAP Asset Manager 1911 release includes Android support for map routes. Map routes are used when the Field Operation Worker (FOW) component is implemented.

1.12 UX Improvements for Sync Results

The following improvements were made in the UX for the synchronization action and screens:

- Sync errors: A sync error alert displays on the main Overview screen. A sync error count telling you how many errors occurred during sync, if any, also displays on the User Profile screen
-

1.13 Sync Error Discard

Use

You can now discard individual error entries from the sync error list on the SAP Asset Manager client. When you choose to discard an error, a warning appears that says if you discard the error, any changes made to the object are lost, and the object reverts back to its previously synchronized state.

You can now discard all entries from the sync error list on the SAP Asset Manager client. When you choose to discard all errors, a warning appears that says if you proceed all changes to the listed objects are lost and the objects revert back to their previously synchronized state.

1.14 Support for Configurable Settings in Demo Mode

Use

The SAP Asset Manager demo experience is now enhanced. You can enable, disable, and change a set of features to showcase different component abilities. For example, you're now able to switch between timesheet versus labor time. Or, you can switch assignment types.

1.15 Auto Dismiss on Single Select List Pickers

Use

When a user selects an option from a single select picker, the client application now auto dismisses after the selection is made. Therefore, a user no longer has to select 'Cancel' to return to the form after making a selection.

1.16 New Languages for SAP Asset Manager 1911

Use

The new available languages for the SAP Asset Manager 1911 release are as follows:

- plPL - Polish
- roRO - Romanian
- srRS - Serbian
- skSK - Slovak
- slSL - Slovenian

2 SAP Asset Manager Previously Released Features

2.1 SAP Asset Manager 4.0 Features

SAP Asset Manager is a comprehensive mobile solution for the automation of asset management and field service processes.

With SAP Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Asset Manager 4.0 Features List

The following is a list of the features incorporated into the SAP Asset Manager 4.0 application release.

- [Online Search for Parts \[page 10\]](#)
- [Equipment Install and Dismantle \[page 10\]](#)
- [Hierarchy View and Search Control \[page 11\]](#)
- [ASPM Checklists \[page 11\]](#)
- [Progress Bar During Initial and Delta Syncs \[page 11\]](#)
- [URL Type Documents \[page 12\]](#)
- [Create Notification at Operation / Suboperation Level \[page 12\]](#)
- [Create Work Orders and Notifications from Equipment and Functional Locations \[page 12\]](#)
- [Enhanced Document Support \[page 13\]](#)
- [Operation and Suboperation List Views for Assignment Types 2 and 3 \[page 13\]](#)

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- enUS - English

- frFR - French
- deDE - German
- huHU - Hungarian
- itIT - Italian
- jaJP - Japanese
- koKR - Korean
- nNLD - Netherlands
- nbNO - Norwegian
- plPL - Polish (new for 1911)
- ptBR - Portuguese
- roRO - Romanian (new for 1911)
- srRS - Serbian (new for 1911)
- skSK - Slovak (new for 1911)
- slSI - Slovenian (new for 1911)
- esES - Spanish

2.1.1 Online Search for Parts

Use

Previously, you could only search for parts using the parts table loaded onto your client during the initial sync, or updated during later syncs to the back end. Now, you can choose to perform either the standard offline search or an online search, as long as your mobile device is online and can connect to the back end.

When you access the Add Part screen, you can toggle the choice to perform an online search, rather than the standard offline search. The search flow is very similar to the offline search flow, with differences depending on customer parameters. Search results display in a list, and you add your part to a work order as you would an offline part.

2.1.2 Equipment Install and Dismantle

Use

In the SAP Asset Manager 4.0 release, you can now install or dismantle equipment under existing equipment. You can also install or dismantle equipment under existing functional locations.

In order to install equipment, they must be in the Available state. In order to dismantle equipment, they must be in an Installed state. Once equipment is dismantled they are returned to an Available state, and are once again available to install.

2.1.3 Hierarchy View and Search Control

Use

Previously, SAP Asset Manager used a flat list to search for and display all parent/child hierarchical relationships. Implementing a hierarchical user interface control allows someone using the application a clear visual display of the selected nodes of parent and children when searching or navigating a node structure. When navigating this type of hierarchical node structures, you can tap on a parent to expand the node and view the children of the parent. You can also navigate up or down from that node location, opening or closing nodes as you go.

These hierarchical view and search controls are used in the following locations in SAP Asset Manager:

- Viewing or navigating a bill of materials
- Viewing or navigating an entire asset hierarchy
- Viewing or navigating components and subcomponents of an asset
- Viewing or navigating an entire functional location hierarchy
- Viewing or navigating the structure of a functional location hierarchy

2.1.4 ASPM Checklists

Use

ASPM, or Asset Strategy and Performance Management checklists are a type of assessment used for equipment. If equipment has a mandatory checklist associated with it, when you tap on [End Work Order](#), you are automatically taken to the Checklist screen to complete the checklist before you can fully complete your work order.

A checklist, or questionnaire, can be composed of multiple choice questions or questions where you can enter free-form text.

2.1.5 Progress Bar During Initial and Delta Syncs

Use

When you perform an initial sync or delta syncs on the client to the back end, a progress bar appears. The progress bar indicates the approximate time left before the sync is completed.

2.1.6 Local Orders / Operations / Notifications Lifecycle Management

Use

You can now create, start, and complete a locally created object in SAP Asset Manager, even while offline. Objects you can now create and work with are work orders, operations, and notifications. Once the client is synced to the back end, the locally created object is automatically assigned to you, the user of the mobile device. The object is available to you as long as you have not put it in a [Complete](#) status before the sync.

You can now perform most of the same operations with locally created objects as you can with objects downloaded to their device through a sync. For instance, you can add time to local work orders. Or, you can put a local work order into a hold, transfer, or complete status if desired.

2.1.7 URL Type Documents

Use

If a URL is included in a text field in SAP Asset Manager (ex: a URL appears in a Note), the URL now displays in blue text and is underlined. When the URL is tapped, the link launches a browser window outside of the SAP Asset Manager application.

2.1.8 Create Notification at Operation / Suboperation Level

Use

You can create a notification from an operation or a suboperation. When the [Create Notification](#) screen displays, many of the fields are pre-filled from the operation or suboperation data. After you create your notification, it appears in the [Related Notifications](#) section of the operation or suboperation.

2.1.9 Create Work Orders and Notifications from Equipment and Functional Locations

Use

You can now create work orders from the detail pages of equipment and functional locations. You can also create a work order from either an equipment or a functional location from the Map screen. When you create a work order from either object, the properties of that object are automatically filled in the appropriate fields for you in the [Create <Object>](#) screen.

2.1.10 Enhanced Document Support

Use

SAP Asset Manager now supports all document types as attachments.

2.1.11 Operation and Suboperation List Views for Assignment Types 2 and 3

Use

For some customers using Assignment Type 3 for work orders, the ability to see a list of suboperations is more important than to see a list of operations. Work order headers are still visible. You can configure your preference using the ConfigPanel for the SAP Asset Manager 4.0 release.

For assignment types 2 and 6, some customers may prefer the ability to view all operations rather than all work orders. Work order headers are still visible. You can configure your preference using the ConfigPanel for the SAP Asset Manager 4.0 release.

2.2 SAP Asset Manager for iOS 3.0 and SAP Asset Manager for Android 1.0 Features

With SAP Asset Manager, you have the tools to improve workplace safety and optimize asset life and reliability, as well as streamline processes by eliminating paperwork and shortening work cycles. The mobile app accesses the SAP Enterprise Asset Management (SAP EAM) solution and empowers the workforce to install, inspect, maintain, and repair assets in the field from their mobile devices.

SAP Asset Manager for iOS 3.0 Features List

The following is a list of the features incorporated into the SAP Asset Manager 3.0 application release.

- **Industry-specific add-on modules:**
 - Customer Service: Allows you to maintain or perform service to equipment under contract at sites for customers or other third parties. Using Customer Service, you can view:
 - Details of service engagements of the technician with the customer
 - Details of business partner information associated with the customer
 - Details of contract and warranty information for the customer
 - Meter Management: The following enhancements have been added to Meter Management:

- Periodic readings
- Disconnect and reconnect meter orders
- Meter repair orders
- Asset Central: Links production systems and assets with manufacturing and maintenance business processes to reduce operational and maintenance costs and increase asset uptime. Using Asset Central, you can:
 - Use PdMS, or Predictive Maintenance and Service equipment indicators that allow you to identify the health status of your equipment
- **Enhanced measuring point chart support:** Bar chart support has been added for counter type measuring points. Thumbnail charts added for valuation code only measuring points.
- **PRT equipment:** You can now add and edit PRT equipment details on an operation or a suboperation
- **Authenticated GIS services support:** You can now view token-based authenticated basemaps and reference layers on the mobile client. You can configure the client ID and client secret strings using the ConfigPanel.
- **Functional location list view with search and filter support:** You can now search for functional locations with assigned work orders or notifications
- **Business partner edit:** You can edit some business partner information, such as business partner address and location information

SAP Asset Manager for Android 1.0 Features List

The following is a list of the features incorporated into the SAP Asset Manager for Android 1.0 application release.

- **Create and edit work orders**
 - Follow-up work order
 - Operation
 - Suboperation
 - Part
 - Note
 - Notification
 - Reminder
- **View and edit equipment details**

Equipment is individual, physical objects that are maintained independently. You can view and edit equipment details, as well as add notes, attachments, and readings to an equipment. A work order is a task that is assigned to you. Work orders are based on customer requests or they are created internally within the organization. You can add create work orders, change their status, and add the following objects to work orders:
- **Create and edit notifications**

Notifications document maintenance tasks completely. You can use them for preliminary planning and execution of future work orders. You can create and edit a notification, as well as add items, tasks, activities, notes, and reminders to them.
- **Work with maps**

Using the map, you can see where your work orders, notifications, and equipment are in relation to where you are currently located.
- **Add time sheets entries**

The time sheet provides a standardized time entry function for employees.

When you start a work order, time is automatically logged in that work order, however, you can also manually add a time sheet entry.

2.3 SAP Asset Manager 2.0 Features

The following is a list of the features incorporated into the SAP Asset Manager 2.0 application release.

- **Crew Management:** Allows you to manage your crew and vehicles with significantly lower cost and greater flexibility. Using Crew Management, you can:
 - Add, remove, and select technicians
 - Add, remove, and select vehicles
 - Track vehicle usage through odometer readings
 - Report, review, and approve time for your crew
 - View summary for your crew technicians over a two week period
- **Meter Management:** Allows technicians to retrieve work orders assigned to them from the SAP system, and to accomplish the following tasks:
 - Meter installation
 - Meter removal or replacement
 - Aperiodic readings
 - Meter repair
 - Plant maintenance
- **Field Operations Worker:** SAP Asset Manager for Field Operations Worker leverages the digital core with SAP S/4HANA for task driven activities and rounds. It supports workers who perform asset inspections and checks with focus on measurement points and on smaller service and repairs.
- **Manage PRT:** Unlike a fixed asset, production, resources, and tools (PRTs), are moveable (not stationary) operating resources that are required to perform an operation or suboperation. PRTs can be used repeatedly. In SAP Asset Manager, PRTs are based on equipment or material objects.
- **View business partners:** In SAP Asset Manager, a business partner can be a customer, a prospect, a supplier, a competitor, or even an employee of the company. A business partner is tied to an asset. Most business partner information is not editable. However, you can update business partner address and location information.
- **View warranties:** A warranty is a specific guarantee to vouch for defects or faults in the assets purchased or used, valid for a specific amount of time. You can now view any warranties that are tied to specific assets in SAP Asset Manager.
- **View related work orders:** The Related Work Orders Detail screen in the SAP Asset Manager application displays both historical work orders completed for the current job and pending work orders that are still ongoing for the current job.
- **Manage classifications:** Classifications identify and characterize similar things. A building, computer, and centrifugal pump are types of classifications. A classification can also describe an event such as a broken water valve or an elevator door failure. Classifications are assigned to both equipment and functional locations in SAP Asset Manager.
- **ECC support:** With the release of SAP Asset Manager 2.0, in addition to SAP S/4HANA, we now support ECC as a back end connectivity option.
The minimum requirements for ECC support are: ECC 6 Ehp7 SP14.

3 SAP Asset Manager - Access and Support

References to software downloads and support access.

Where to get SAP Asset Manager

- **SAP Asset Manager application:** In the SAP Support Portal *Software Downloads* page (<https://support.sap.com/software.html>), choose *Installation and Upgrades*. If you want to download a product that you currently do not have (but have a valid contract for), or if you wish to download a new version of the product, you need *Download Software* authorization. You can request this authorization from your SAP system administrator.
- **SAP Asset Manager client for iOS:** Go to the applicable store on your mobile device and in the search box, type in *SAP Asset Manager* and tap *Search*. Download the free client from the store.
- **SAP Asset Manager client for Android:** Go to the applicable store on your mobile device and in the search box, type in *SAP Asset Manager* and tap *Search*. Download the free client from the store.

Community Support

Connect with experts and other users at the SAP Communities portal:<https://www.sap.com/community.html>

Perform a search on *SAP Asset Manager* to pull up all SAP Asset Manager related content.

Logging a Support Ticket



If you find an issue in the documentation or in the SAP Asset Manager application itself, open a support message at <https://support.sap.com/incident> using the <SAP Asset Manager: MOB-APP-SAM> component.

Important Disclaimers and Legal Information

Hyperlinks

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Gender-Related Language

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