



User Guide | PUBLIC

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Working with SAP Business One Service Mobile App for iOS

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1 Introduction

With the SAP Business One Service mobile app, maintenance technicians who provide on-site services for customers can view and resolve the assigned service tickets easily and efficiently.

SAP Business One Service enables you to do the following over Wi-Fi or cellular networks:

- View and filter your service tickets and synchronize them to your calendar
- Resolve your service tickets
 - Edit, close, share and print service tickets
 - Scan bar codes or QR codes to identify items as needed and update their information
 - Use Favorite Options to check in and out, call customers, take photos, and view service history of items
 - Take Quick Actions to deal with sales orders, add resolutions, view service contracts for items, manage attachments, view common solutions, view information of other tickets, view customer information, and create follow-up tickets
- View your Key Performance Indicators (KPIs)

In addition, SAP Business One Service allows you to work offline. If you have no Internet access while working, you can download the latest service ticket data in advance, resolve the downloaded service tickets offline and upload the edited service tickets when you are online again.

i Note

When you are offline, you will not be able to perform any actions that require Internet connection.

You will be charged by your carrier if you make phone calls, or send or receive data over a cellular network with your mobile device. For information about your service plan and fees, contact your carrier.

SAP Business One Service is supported by both SAP Business One and SAP Business One, version for SAP HANA. However, the following features are available only when SAP Business One Service is used with the version for SAP HANA:

- The *KPI* screen
- Generating PDFs

For information about the fields used in SAP Business One Service, see the [online help](#) for SAP Business One and SAP Business One, version for SAP HANA.

If you are a system administrator or an IT professional, see [Configuring SAP Business One Solutions for SAP Business One Service Mobile App \[page 54\]](#) for information about how to enable SAP Business One Service and making it work for your business.

Related Information

[Getting Started \[page 6\]](#)

[Resolving a Service Ticket \[page 27\]](#)

[Working Offline \[page 48\]](#)

[Clearing Customer Personal Data \[page 53\]](#)

2 Getting Started

This chapter shows you how to install, set up and log in to SAP Business One Service, what you can view and do on the home page, how to view your KPI data and how to configure your personal settings.

2.1 Installing SAP Business One Service Mobile App

This topic shows you how to download and install SAP Business One Service.

Procedure

1. In Apple App Store, search for "SAP Business One Service".
2. Download and install the SAP Business One Service mobile app.

2.2 Logging In and Out

This topic introduces different login scenarios.

The login procedure differs according to your mobile app version and the SAP Business One version that your mobile app is used with.

- If your mobile app version is 1.0.18 or higher, your login procedure varies according to your SAP Business One version, and, if and how your company uses the Identity and Authentication Management (IAM) service:
 - If your mobile app is used with SAP Business One 10.0 FP2202 or earlier, see [Login Procedure 1 \[page 7\]](#).
 - If your mobile app is used with SAP Business One 10.0 FP2208 or later, and your company doesn't use the IAM service, see [Login Procedure 2 \[page 9\]](#).
 - If your mobile app is used with SAP Business One 10.0 FP2208 or later, and your company uses the IAM and only activates SAP Business One Authentication Server as the identity provider, see [Login Procedure 3 \[page 11\]](#).
 - If your mobile app is used with SAP Business One 10.0 FP2208 or later, and your company uses the IAM and only activates Active Directory Domain Services as the identity provider, see [Login Procedure 4 \[page 14\]](#).
 - If your mobile app is used with SAP Business One 10.0 FP2208 or later, and your company uses the IAM and only activates AD FS as an external identity provider, see [Login Procedure 5 \[page 17\]](#).

The IAM service enables you to use a single set of login credentials across multiple platforms, applications and networks. For more information about the IAM service, see the guide *Identity and Authentication Management in SAP Business One* on [SAP Help Portal](#).

- If your mobile app version is 1.0.17 or lower, and it is used with SAP Business One 10.0 FP2202 or earlier, see [Login Procedure 6 \[page 20\]](#).
- If your mobile app version is 1.0.17 or lower, and it is used with SAP Business One 10.0 FP2208 or later, you cannot log in to your mobile app. Please upgrade your mobile app to the latest version.

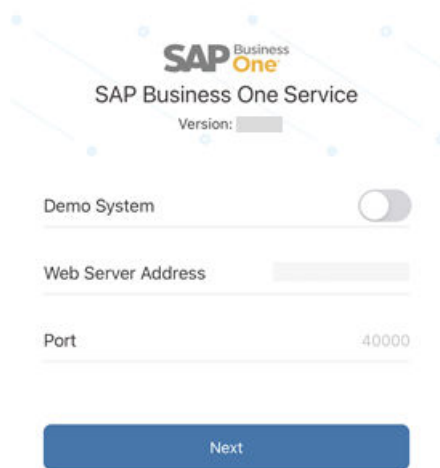
2.2.1 Login Procedure 1

Prerequisites

- Your mobile app version is 1.0.18 or higher.
- Your mobile app is used with SAP Business One 10.0 FP2202 or earlier.
- You are connected to a Wi-Fi or mobile network.

Procedure

1. Open the SAP Business One Service mobile app.



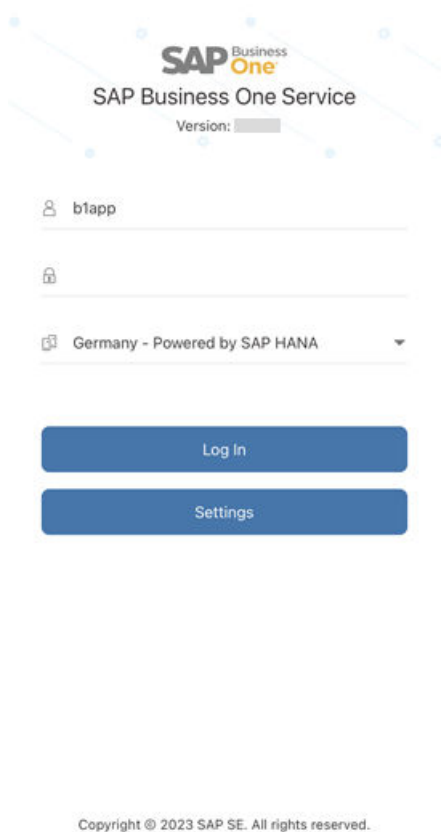
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2. Enter your web server address and port number, and then choose [Next](#).

If you do not know the server address, ask your system administrator to look it up in the System Landscape Directory Control Center. If your SAP Business One Service is used with SAP Business One Cloud, you can also use the external server address which is mapped in the Cloud Control Center.

Alternatively, you can switch on the [Demo System](#) button first and then choose [Next](#) to work with a trial version. You can use our prefilled user code and password to log in to the trial version.

3. Enter your user code or domain user code and your password, select your company, and then choose [Log In](#).



4. The home page of SAP Business One Service appears.
5. To log out, on the home page, choose  [Log Out](#) [Yes](#).

The login page appears again, which means you have successfully logged out.

You can use Face ID or Touch ID to log in next time. To enable Face ID or Touch ID, see [Configuring Settings \[page 25\]](#).

If you are offline, you can use either your user code and password or your Face ID/Touch ID to log in.

For security reasons, the maximum number of offline login attempts is five. If you exceed the maximum number, your account will be locked and the Face ID or Touch ID will be turned off. You then need to log in to the app online and switch on Face ID or Touch ID again.

Related Information

[Logging In and Out \[page 6\]](#)

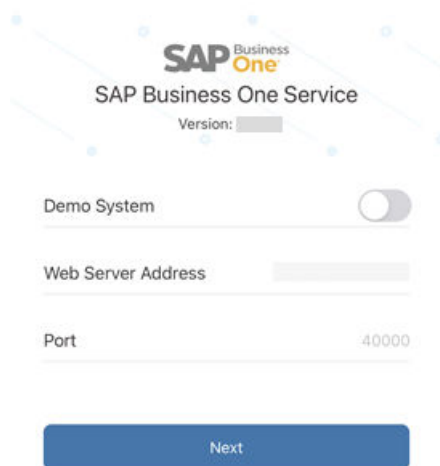
2.2.2 Login Procedure 2

Prerequisites

- Your mobile app version is 1.0.18 or higher.
- Your mobile app is used with SAP Business One 10.0 FP2208 or later, and your company doesn't use the Identity and Authentication Management (IAM) service.
- You are connected to a Wi-Fi or mobile network.

Procedure

1. Open the SAP Business One Service mobile app.



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2. Enter your web server address and port number, and then choose [Next](#).

If you do not know the server address, ask your system administrator to look it up in the System Landscape Directory Control Center. If your SAP Business One Service is used with SAP Business One Cloud, you can also use the external server address which is mapped in the Cloud Control Center.

Alternatively, you can switch on the [Demo System](#) button first and then choose [Next](#) to work with a trial version. You can use our prefilled user code and password to log in to the trial version.

3. Select the database instance you want to work with, select your company, then enter your user name and password. Choose [Log In](#).



4. The home page of SAP Business One Service appears.
5. To log out, on the home page, choose  [Log Out](#) .

The login page appears again, which means you have successfully logged out.

You can use Face ID or Touch ID to log in next time. To enable Face ID or Touch ID, see [Configuring Settings \[page 25\]](#).

If you are offline, you can only use Face ID or Touch ID to log in.

Related Information

[Logging In and Out \[page 6\]](#)

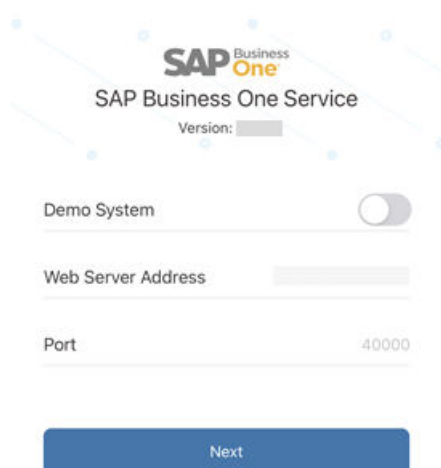
2.2.3 Login Procedure 3

Prerequisites

- Your mobile app version is 1.0.18 or higher.
- Your mobile app is used with SAP Business One 10.0 FP2208 or later, and, your company uses the Identity and Authentication Management (IAM) service and only activates SAP Business One Authentication Server as the identity provider.
- You are connected to a Wi-Fi or mobile network.

Procedure

1. Open the SAP Business One Service mobile app.



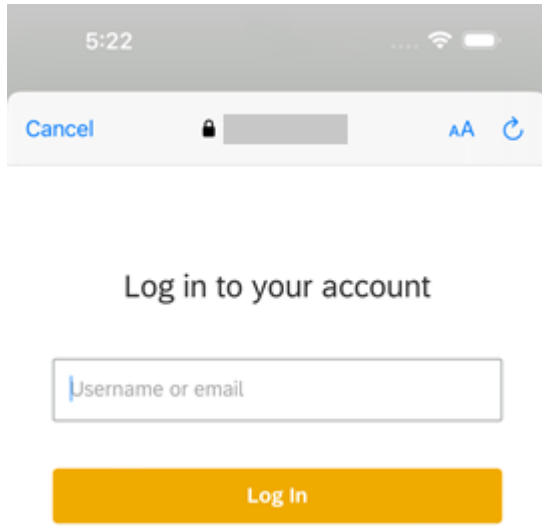
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2. Enter your web server address and port number, and then choose [Next](#).

If you do not know the server address, ask your system administrator to look it up in the System Landscape Directory Control Center. If your SAP Business One Service is used with SAP Business One Cloud, you can also use the external server address which is mapped in the Cloud Control Center.

Alternatively, you can switch on the [Demo System](#) button first and then choose [Next](#) to work with a trial version. You can use our prefilled user code and password to log in to the trial version.

3. Enter your SAP Business One username, for example, **blmanager**, and then choose [Log In](#).




4. Enter your password and choose [Log In](#).



If your user name is bound to more than one company, you need to choose a company and then choose [Next](#).

You can see the company name and database name when choosing a company from the list.



5. The home page of SAP Business One Service appears.
6. To log out, on the home page, choose  [Log Out](#) [Yes](#).

The login page appears again, which means you have successfully logged out.

You can use Face ID or Touch ID to log in next time. To enable Face ID or Touch ID, see [Configuring Settings \[page 25\]](#).

If you are offline, you can only use Face ID or Touch ID to log in.

Related Information

[Logging In and Out \[page 6\]](#)

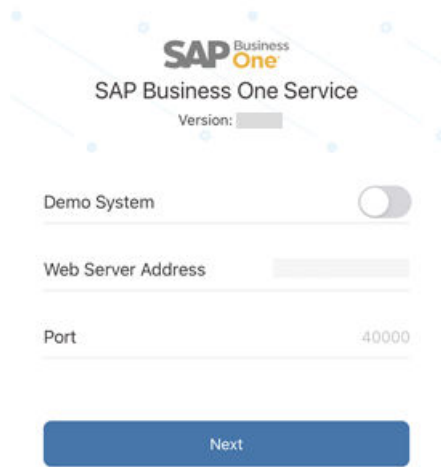
2.2.4 Login Procedure 4

Prerequisites

- Your mobile app version is 1.0.18 or higher.
- Your mobile app is used with SAP Business One 10.0 FP2208 or later, and, your company uses the Identity and Authentication Management (IAM) service and only activates Active Directory Domain Services as the identity provider.
- You are connected to a Wi-Fi or mobile network.

Procedure

1. Open the SAP Business One Service mobile app.



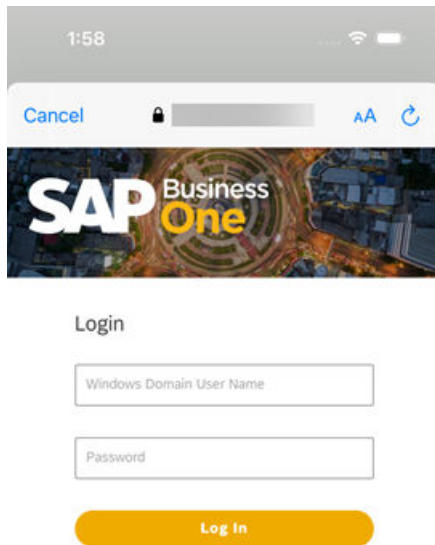
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2. Enter your web server address and port number, and then choose [Next](#).

If you do not know the server address, ask your system administrator to look it up in the System Landscape Directory Control Center. If your SAP Business One Service is used with SAP Business One Cloud, you can also use the external server address which is mapped in the Cloud Control Center.

Alternatively, you can switch on the [Demo System](#) button first and then choose [Next](#) to work with a trial version. You can use our prefilled user code and password to log in to the trial version.




3. Enter the user name and password of your bound domain user and then choose [Log In](#).



If your user name is bound to more than one company, you need to choose a company and then choose [Next](#).

You can see the company name and database name when choosing a company from the list.



4. The home page of SAP Business One Service appears.
5. To log out, on the home page, choose  [Log Out](#)  [Yes](#) .

The login page appears again, which means you have successfully logged out.

You can use Face ID or Touch ID to log in next time. To enable Face ID or Touch ID, see [Configuring Settings \[page 25\]](#).

If you are offline, you can only use Face ID or Touch ID to log in.

Related Information

[Logging In and Out \[page 6\]](#)

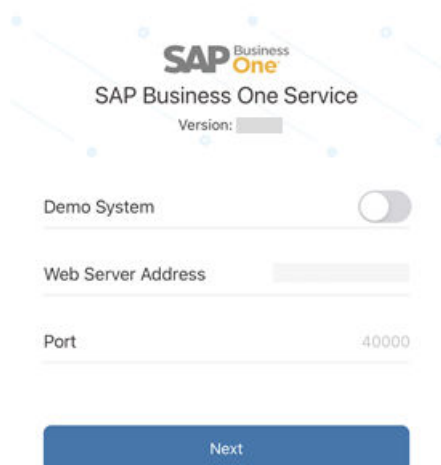
2.2.5 Login Procedure 5

Prerequisites

- Your mobile app version is 1.0.18 or higher.
- Your mobile app is used with SAP Business One 10.0 FP2208 or later, and, your company uses the Identity and Authentication Management (IAM) service and only activates AD FS as an external identity provider.
- You are connected to a Wi-Fi or mobile network.

Procedure

1. Open the SAP Business One Service mobile app.



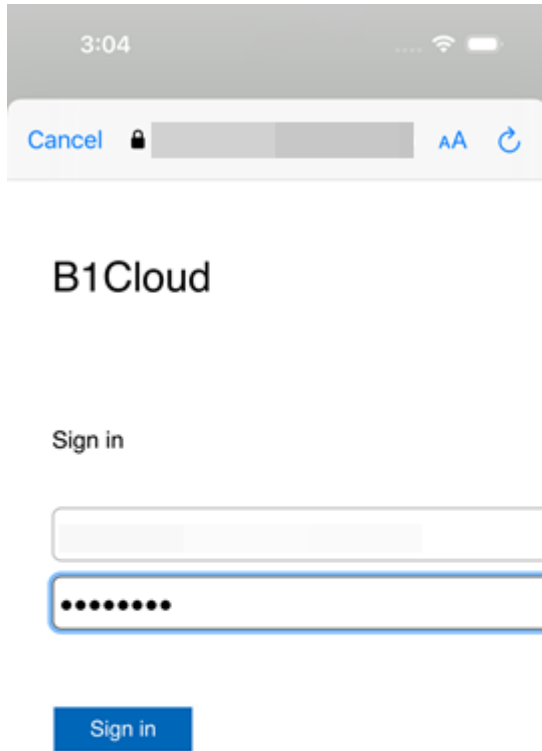
Copyright © 2023 SAP SE. All rights reserved.

2. Enter your web server address and port number, and then choose [Next](#).

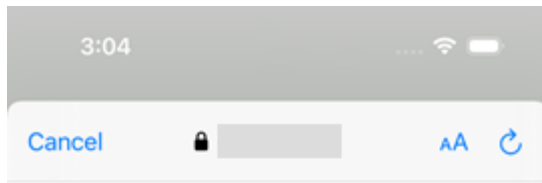
If you do not know the server address, ask your system administrator to look it up in the System Landscape Directory Control Center. If your SAP Business One Service is used with SAP Business One Cloud, you can also use the external server address which is mapped in the Cloud Control Center.

Alternatively, you can switch on the [Demo System](#) button first and then choose [Next](#) to work with a trial version. You can use our prefilled user code and password to log in to the trial version.

3. Enter the bound AD FS user credentials and choose [Sign In](#).



4. Enter the bound AD FS user name and choose [Log In](#).






Log in to your account

Log In

If your user name is bound to more than one company, you need to choose a company and then choose *Next*.

You can see the company name and database name when choosing a company from the list.



5. The home page of SAP Business One Service appears.
6. To log out, on the home page, choose  *Log Out*  *Yes* .

The login page appears again, which means you have successfully logged out.

You can use Face ID or Touch ID to log in next time. To enable Face ID or Touch ID, see [Configuring Settings \[page 25\]](#).

If you are offline, you can only use Face ID or Touch ID to log in.

Related Information

[Logging In and Out \[page 6\]](#)

2.2.6 Login Procedure 6

Prerequisites

- Your mobile app version is 1.0.17 or lower.
- Your mobile app is used with SAP Business One 10.0 FP2202 or earlier.

Procedure



1. Open SAP Business One Service.
2. When logging in for the very first time, the [Settings](#) page pops up. You need to add your server address and port number, and then choose [Save](#).

If you do not know the server address, ask your system administrator to look it up in the System Landscape Directory Control Center. If SAP Business One Service is used with SAP Business One Cloud, you can also use the external server address which is mapped in the Cloud Control Center.

Alternatively, you can switch on the [Demo System](#) button to work with a trial version. You can use our prefilled user code and password to log in to the trial version.

3. Enter your user code or domain user code and your password, tap anywhere outside the text entry fields to hide the keyboard, select the database you would like to work with, and then choose [Log in](#).

If the login takes longer than 30 seconds, the action will time out.

4. The home page of SAP Business One Service appears.
5. To log out, on the home page, choose  [Log Out](#) .

You can use Face ID or Touch ID to log in next time. To enable Face ID or Touch ID, see [Configuring Settings \[page 25\]](#).

If you are offline, you can use either your user code and password or your Face ID/Touch ID to log in.

For security reasons, the maximum number of offline login attempts is five. If you exceed the maximum number, your account will be locked and the Face ID or Touch ID will be turned off. You then need to log in to the app online and switch on Face ID or Touch ID again.

Related Information

[Logging In and Out \[page 6\]](#)

2.3 Home Page

On the home page, you can get an overview of your service tickets, call your customers, view customer locations on a map, filter your service tickets, check your service tickets in a monthly calendar, synchronize your service tickets to your calendar, view your KPIs, and configure your personal settings.

The screenshot shows the SAP Business One Service mobile app interface. At the top, there is a dark header with a gear icon, the text "SAP Business One Service", and icons for refresh and calendar. Below the header, there are two tabs: "Tickets" (selected) and "KPI". Under the "Tickets" tab, there are filters for "Status: All" and "Priority: All". The main content area displays a list of service tickets, grouped by date. The "Today (03)" group contains three tickets:

- 10:30 AM** • **2018FEB5361** (High priority, Open status) • The LCD monitor is dark. The brightness control button doesn't work. • Theobalds Rd, London, UK
- 11:30 AM** • **2018FEB5362** (High priority, Open status) • The computer can't be started. A blue screen displays while loading the Wi... • John Rd, London, UK
- 1:30 PM** • **2018FEB5363** (Medium priority, Open status) • The USB disk can't be read when inserted into this USB port; other U... • Great James St, London, UK

The "Feb 23, 2018 (04)" group contains two tickets:

- 09:40 AM** • **2018FEB5364** (Low priority, Open status) • No USB device can be connected, not even the mouse. • Gought St, London, UK
- 11:30 AM** • **2018FEB5365** (High priority, Open status)

Get an Overview of Your Service Tickets


By default, the *Tickets* tab displays the number and abstracts of your **open** service tickets for today and the next four days by chronological order in list views.

The following information of each service ticket is provided in each list: start time, service call number, priority (*High* in red, *Medium* in yellow or *Low* in blue), status (*Open* or *Closed*), subject and customer address.

You can pull down to refresh the lists.

Filter Your Service Tickets

By default, the home page displays all your open service tickets with all priorities for today and the next four days.


To filter your service tickets by status and/or priority, choose , select your desired status (*All*, *Open* or *Closed*) and priority (*All*, *High*, *Medium* or *Low*), and choose *Confirm*.

i Note


Your selections will be remembered and applied the next time you enter the *Tickets* tab.

You must choose *Confirm* to apply the changes made to the filtering conditions.

Call your Customers

If a valid phone number of your customer is provided, you can choose  to call your customer.

View Customer Locations on a Map

You can choose  to the right side of a date to go to the *Location* page to view customer locations on a map.




In the upper left corner of the *Location* page is a list of numbered circles, each representing a service ticket as sorted for that date on the *Tickets* tab.

A blue circle indicates that a valid address is provided, while grey indicates the opposite.

- If you choose a blue circle, you will be directed to the corresponding address and an abstract of the service ticket will be displayed.
- If you choose a grey circle, only an abstract of the service ticket will be displayed.

Check Service Tickets in a Monthly Calendar

You can check if you have any service tickets on a specific day in a monthly calendar view.


To do so, choose  to go to the calendar page, and then choose  and  to switch to your target month. In the month view, a date with a dot beneath indicates that you have at least one open service ticket that starts from, or extends over, or ends on the day.


Once you choose such a date, the home page appears, displaying a list of service tickets for the date. If you choose today, the home page displays lists of service tickets for today and the next four days (if any).

i Note

The service tickets displayed on the home page may vary depending on your filtering conditions.

Synchronize Service Tickets to Your Device Calendar App

You can choose  to synchronize your service tickets from SAP Business One Service to the *Calendar* app that comes with your device.

This option enables you to synchronize your service tickets for the last 11 days (including today) and those on future dates that you have viewed by choosing .

The data that are available for synchronization are: Subject, Service Call No., Address, Start Date, Start Time, End Date, End time, Priority, Status and Phone No.


i Note

If you have set up any third-party calendars in your device Calendar app, you need to go to [Settings](#) [Accounts & Passwords](#), choose the related e-mail accounts and switch off their associated [Calendars](#) before you can synchronize the service tickets successfully.

View Predefined KPIs

You can choose the [KPI](#) tab to view your performance data on a dashboard.

Configure Your Settings

You can choose  to get online help and configure your personal settings.

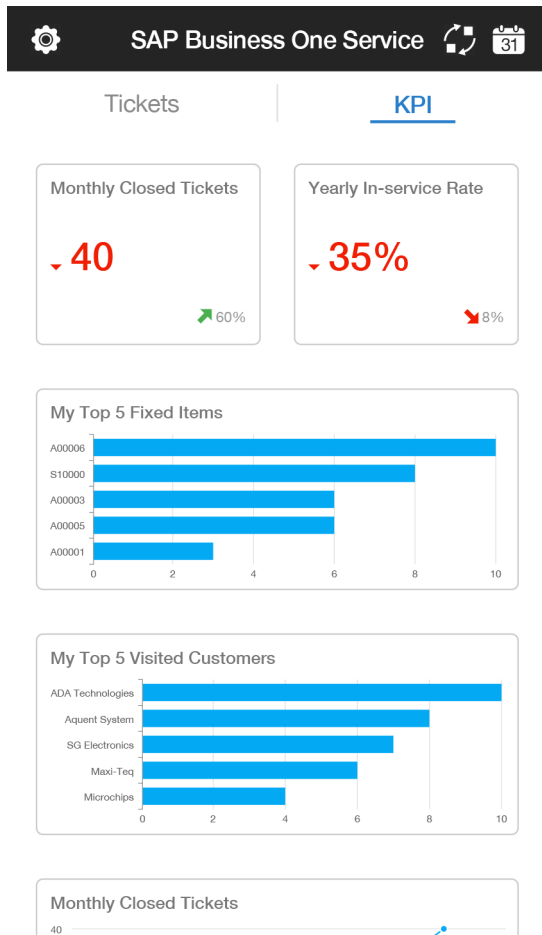
Related Information

[KPI Screen \(SAP HANA\) \[page 24\]](#)

[Configuring Settings \[page 25\]](#)

2.4 KPI Screen (SAP HANA)

The *KPI* (Key Performance Indicator) screen displays your performance data on a dashboard.



The predefined KPIs include the following:

Monthly Closed Tickets

The number of service tickets that you have closed this month.

You can tap the tile to view more data by month, quarter or year in a line chart.

The data is sourced from the end time of your closed service tickets. If the end time of a service ticket is null, the service ticket will not be included.

Yearly In-Service Rate

The percentage of your service tickets with valid service contracts over the last 12 months.

My Top 5 Fixed Items

The top five items that you have fixed.

You can tap the tile to view the chart in full screen.

The data is sourced from your closed service tickets.

My Top 5 Visited Customers

The top five customers that you have visited.





You can tap the tile to view the chart in full screen.

The data is sourced from your closed service tickets.

Note that the KPI screen is only available when the mobile app is used with SAP Business One, version for SAP HANA.

Customizing the KPI dashboard

If you are a system administrator (professional user) and you want to customize the KPI dashboard, perform the following steps:


1. In the SAP Business One client, version for SAP HANA, from the toolbar, choose .
Alternatively, in the SAP Business One client, version for SAP HANA, from the menu bar, choose  **Tools**  **Pervasive Analytics** .

Note

Only users with authorizations for the pervasive analytics designer can access the window.

2. Find the predefined advanced dashboard **Adv. Dashboard for SAP Business One Service App**. You can add new widgets, arrange the order of the widgets, or modify the widgets. But you cannot delete this predefined advanced dashboard. By default, the system displays the predefined dashboard. You can customize it and define your own settings according to your business needs.
To create a new dashboard, proceed as follows:
 1. Choose an existing dashboard that you have selected.
 2. Make your settings according to your business needs.
 3. Choose **Save as** to save the new dashboard.To use the new dashboard, proceed as follows:
 1. Go to the mobile service web page at `https://<Server Address of Mobile Service>:<Port Number>/mobileservice/`.
 2. Log in to the system with your account.
 3. Under the **Services App** tab, choose a predefined dashboard in the drill-down list of **KPI Template**.For more information, see *How to Work with Pervasive Analytics*.
3. Ask the SAP Business One Service mobile app users to log out and then log in. They will find the customized dashboard on the **KPI** tab.

2.5 Configuring Settings

On the home page, tap  to configure your personal settings.

<Company Name> + Displays your company name and user code.
<User Code>

Offline Settings Enables you to download service ticket data and manage service tickets edited offline. For more information, see [Working Offline \[page 48\]](#).

UDF Configuration Enables you to display and hide user-defined fields (UDFs).
By default, all UDFs are displayed. You can choose the UDFs that you want to hide on the [▶ Tickets ▶ Ticket Details ▶ UDF Configuration ▶ Ticket Details ▶](#) drill down page, and those that you want to hide on the [▶ Tickets ▶ Ticket Details ▶ ... ▶ Sales Order ▶ Sales Order ▶ UDF Configuration ▶ Sales Order ▶](#) detail page from the [▶ UDF Configuration ▶ Sales Order ▶](#) drill down page.

i Note

- You can't hide any mandatory UDFs.
- The changes made to the UDFs only apply to the current user on the current mobile device. If you log in with another account or to another device, you need to configure them again.

The UDFs available for configuration are preset by IT administrators under the following categories in the SAP Business One client:

- *Service Call*: defines the upper list of UDFs on the [▶ UDF Configuration ▶ Ticket Details ▶](#) page.
- *Scheduling*: defines the lower list of UDFs on the [▶ UDF Configuration ▶ Ticket Details ▶](#) page.
- *Sales Order*: defines the UDFs on the [▶ UDF Configuration ▶ Sales Order ▶](#) page.

All types of UDFs are supported except for the *General*.

For more information about how to create user-defined fields, see the [online help](#) for SAP Business One, version for SAP HANA.

Touch ID/Face ID Enables you to use your fingerprint or face to log in.

The availability of the login methods depends on your mobile device.

Online Help Opens the online help for the SAP Business One Service mobile app.

Log Out Enables you to log out of the mobile app.

3 Resolving a Service Ticket

This chapter will walk you through how to resolve a service ticket online.

Context

On the *Tickets* tab, open a service ticket to enter the *Ticket Details* page.

You can do the following from the *Ticket Details* page:

- View, edit, close, share, and print the service ticket
- Use favorite options to check in and out, call the customer, take photos, and view service history of the item in the service ticket
- Take quick actions to manage sales orders that are linked to the service call to which the service ticket belongs, add resolutions for the service ticket, view the service contract for the item in the service ticket, and view attachments of and add photos to the service call

3.1 Viewing and Editing Service Ticket Details

Take a look at what you can view and do on the scrollable *Ticket Details* page.

Ticket Details - Open Next

Service contract is valid. End Date: Feb 18, 2020

☆ Subject The brightness control button doesn't work.

Customer John Miller

Contact Person Roger Roberts

Service Call 2018FEB5361 High

Date / Time Start - Feb 21, 2018, 10:30
End - Feb 22, 2018, 10:30

Check In Phone Call Take Photo Service History

Address
Theobalds Rd, London, UK

Item No. 23765566

Item description
Motherboard MicroATX

Serial Number 46311475562

Mfr Serial No. 4353454

Information banner

The information banner on top of the page shows the validity of the service contract for the item in a service ticket.

If the service contract is valid, you can choose ⓘ to see more details.

Subject

The subject of a service ticket.

Customer

The name or customer code of the customer.

Contact Person

The name of the contact person of your customer.

Service Call

The service call number to which a service ticket belongs, followed by the priority of the service ticket (*High* in red, *Medium* in yellow or *Low* in blue).

Date/Time

Start and end time of the service ticket.

You can choose  to edit the start and end time for an open service ticket.

Favorite Options

The favorite options include *Check In (Out)*, *Phone Call*, *Take Photo*, and *Service History*.

For more information, see [Favorite Options \[page 32\]](#).

Address

The address of your customer.


If a valid address is provided, you can choose the address line to view it on a map.

Supplementary Code

It is only available in China and is not available until the next release.

Item Code

A code for the item in a service ticket, which is provided by system administrators or IT professionals.


If it is incorrect or not provided, you can choose  to scan for it or enter it manually when you are online. For more information, see [Identifying an Item \[page 31\]](#).



Item Description

A short description about the item in a service ticket, which is associated with its Item Code.

Serial Number


The Serial Number can be used to identify an item and is enabled and provided by system administrators or IT professionals.

If it is incorrect or not provided, you can choose  to scan for it or enter it manually to identify an item when you are online. For more information, see [Identifying an Item \[page 31\]](#).

To enable identifying an item by its Serial Number, system administrators or IT professionals need to select *Serial Number* for the *Unique Serial Numbers by* field in the SAP Business One client, version for SAP HANA ( [Administration](#) > [System Initialization](#) > [General Settings](#) > [Inventory](#) > [Items](#) .

Mfr Serial No.

The Manufacturer Serial Number can be used to identify an item and is enabled and provided by system administrators or IT professionals.

If it is incorrect or not provided, you can choose  to scan for it or enter it manually to identify an item when you are online. For more information, see [Identifying an Item \[page 31\]](#).

To enable identifying an item by its Manufacturer Serial Number, system administrators or IT professionals need to select *Mfr Serial No.* for the *Unique Serial Numbers by* field in the SAP Business One client, version for SAP HANA (▶ *Administration* ▶ *System Initialization* ▶ *General Settings* ▶ *Inventory* ▶ *Items* ▶).

Actual Duration

The span of your actual working time for a service ticket.

If it is enabled by system administrators or IT professionals, you can choose  to edit it.

i Note

To enable or disable *Actual Duration*, system administrators or IT professionals need to proceed as follows:

1. Go to `https://<Server Address of Mobile Service>:<Port Number>/mobileservice/`.
2. Log in with your credentials.
3. Under the *Service App* tab, select or deselect *Enable Actual Duration*.

Remarks

You can choose  to add a remark for a service ticket.

You can dictate text and enter text through the keyboard.

<User Defined Fields>

For more information, see *UDF Configuration* in [Configuring Settings \[page 25\]](#).

More Information

Further information about a service ticket, including the following fields: *Origin*, *Problem Type*, *Problem Subtype*, *Call Type*, *Handled By* or *Queue*, and *Remarks*.

Quick Actions

At the bottom of the screen, you can choose  to take quick actions for your service ticket.

Related Information

[Quick Actions \[page 34\]](#)



3.2 Identifying an Item

This topic details the steps for identifying an item by its Serial Number or Manufacturer Serial Number, or its Item Code.

Context

If you need to identify an item by yourself, proceed as follows.

Procedure


1. Find the Serial Number or the Manufacturer Serial Number for the item.
 - Go to the *Serial Number* field of the *Ticket Details* page, choose  to scan the bar code or QR code on the item for the Serial Number, or enter it manually.
 - Go to the *Mfr Serial No.* field of the *Ticket Details* page, choose  to scan the bar code or QR code on the item for the Manufacturer Serial Number, or enter it manually. Optionally, you can turn on a flashlight when scanning.
 - a. Confirm the Serial Number or Manufacturer Serial Number and choose *Done*.

i Note

You will need to select the right item if more than one item is found.

- b. Choose *Yes* when you are asked, (<Item Code: item description>) Item will be updated. Continue?

The *Serial Number* or *Mfr Serial Number*, *Item Code*, and *Item Description* will be updated, as will the *Service Contract* and *Service History* (if applicable).

2. If the Serial Number or Mfr Serial Number can't be found, please find the Item Code for the item.
 - a. On the *Item Code* field of the *Ticket Details* page, choose  to scan the bar code or QR code on the item for the Item Code, or enter it manually. Optionally, you can turn on a flashlight when scanning.
 - b. Choose *Done*.

i Note

You will need to select the right item if more than one item is found.

- c. Choose *Yes* when you are asked, (<Item Code: item description>) Item will be updated. Continue?

The *Item Code* and *Item Description* will be updated. The *Service Contract* and *Service History* won't be updated.

The old *Serial Number* or *Mfr Serial Number*, *Service Contract* and *Service History*, if provided, will be cleared.

3.3 Favorite Options

You can use favorite options to check in and out, call the customer, take photos, and view service history of the item in your service ticket.

On the upper part of the *Ticket Details* page, you have the following favorite options:

Check In (Out)

Enables you to check in and out in an open service ticket.

Phone Call

Enables you to call your customer.

Note that this option is unavailable if no valid phone number is provided.

Take Photo

Enables you to take photos for an open service ticket.

Service History

Enables you to view a list of all other service call records that contain the item in the current service ticket.

You can open a service call record for more information, including the subject, service call number, date of creation, remarks, resolution, and all of the service tickets contained in the service call and their details.

To enable *Service History*, IT administrators need to select either *Mfr Serial No.* or *Serial Number* for the *Unique Serial Numbers by* field in the SAP Business One client, version for SAP HANA (▮ *Administration* ▸ *System Initialization* ▸ *General Settings* ▸ *Inventory* ▸ *Items* ▸).

i Note

- The favorite options can't be customized for this release.
- The *Service History* option is unavailable if no Serial Number or Manufacturer Serial Number is provided.

Related Information

[Checking In and Out \[page 33\]](#)

[Taking Photos \[page 34\]](#)

3.3.1 Checking In and Out

This topic details the steps for checking in and out for an open service ticket.

Context


Checking in or out is optional. You can check in and out only once for an open service ticket. When an open service ticket is closed, you are not allowed to do so unless it is reopened by your system administrator.

Procedure

1. On the upper part of the *Ticket Details* page, choose *Check In*.
2. Choose *Yes* when you are asked, *Do you confirm this check in?*


Once you checked in, the *Check In* icon will be replaced with *Check Out*.

Your check-in status will be displayed in the *Address* field.

If you choose the address line, you can view your check-in time and address over the  icon on a map, as well as the customer address (if provided).

3. Choose *Check Out*.
4. Choose *Yes* when you are asked, *Do you confirm this check out?*

Your check-out status will be displayed in the *Address* field.

If you choose the address line, you can view your check-in and check-out time and address over the  icon in the map, as well as the customer address (if provided).

5. When you are asked, *Do you want to close this ticket?*, you can choose *Yes* to go on closing your ticket, or *No* to stay on the *Ticket Details* page.

Related Information

[Closing, Sharing and Printing a Service Ticket \[page 44\]](#)

3.3.2 Taking Photos

This topic shows you how to take photos for a service ticket.

Procedure

1. On the upper part of the *Ticket Details* page, choose *Take Photo*.
2. Choose the round button at the bottom of the screen to take a photo.
3. If you're satisfied with the photo, choose *Use Photo*; otherwise, choose *Retake* to take a new one.
4. Enter a name for the photo.
5. Choose *Done*.

Results

Tap  and choose *Attachment*, you will find your photo on the *Attachment* page.

Related Information


[Quick Actions \[page 34\]](#)

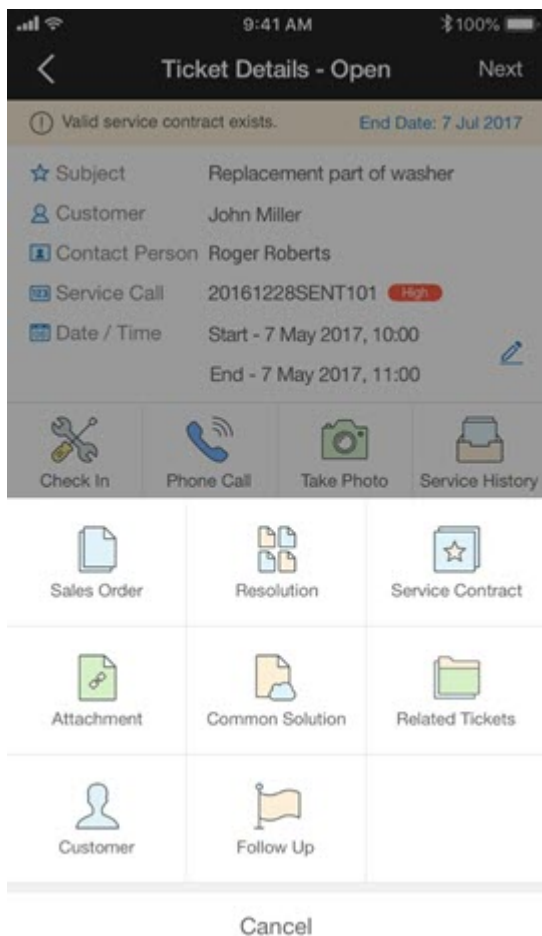
[Viewing and Adding an Attachment \[page 43\]](#)

3.4 Quick Actions

You can take Quick Actions to:

- Manage sales orders that are linked to a service call
- Add a resolution for a service ticket
- View the service contract for an item
- View attachments of and add photos to a service call
- View the solutions of the service ticket
- View other tickets that belong to the current service call
- View customer information of the ticket and contact them
- Create a follow-up ticket for the existing one

At the bottom of the *Ticket Details* screen, choose  to take the following quick actions:



Note

For a closed ticket or a ticket with dirty data, the *Follow Up* option is disabled and in gray.

Manage Sales Orders

The *Sales Order* option enables you to view, edit, create, duplicate, and cancel sales orders that are linked to a service call to which your current service ticket belongs.

Add Resolution

The *Resolution* option enables you to add your resolution for a service ticket.

You can dictate text and enter text through the keyboard.

View Service Contract

The *Service Contract* option enables you to do the following:

- View details of the service contract for the item in a service ticket
- Perform a fuzzy search on the *Contract Type* drill down page from the service contract detail page, if the *Contract Type* is set to *Serial Number* by your system administrator or IT professional.

Example

You can search **Serial** for the serial number or manufacturer serial number.

i Note

The [Service Contract](#) option is unavailable if no serial number is provided for an item.

Manage Attachments

The [Attachment](#) option enables you to view and download all attachments of the service call to which your current service ticket belongs, and add photos to the service call.

View Common Solution

The [Common Solution](#) option enables you to view the solutions of the service ticket. Do the following to view solution details:

1. After choosing [Common Solution](#), in the list of the solutions, choose a solution to see its detail.
2. To see the attachments of the solution, choose [Attachment](#).
3. To download an attachment, on the [Attachment](#) page, choose the file. You can open the file if you have installed the support application in mobile device.

View Related Tickets

The [Related Tickets](#) option enables you to view other tickets that belong to the current service call.

To see the details of another ticket, in the list view of [Related Tickets](#), choose the ticket that you want to view. If the ticket belongs to you (the current user), in the ticket page, choose [Details](#) on the upper right corner, you can edit the ticket by using the edit button.

i Note

If you have viewed solution information and related tickets offline, and later see it has been cleared when you work online, that is because SAP Business One Service is designed to automatically clear all data stored on your mobile device. For more information, see [Clearing Customer Personal Data \[page 53\]](#).

View Customer Information

The [Customer](#) option enables you to view customer information of the ticket and contact them.

When you choose the customer quick action button or the customer line at detail page, customer information is displayed. To contact the customer, you can do the following:

- Choose the telephone icon in the lines of [Mobile Phone](#) and [Telephone](#), app dials the phone number.
- Choose the SMS icon in the lines of [Mobile Phone](#) and [Telephone](#), app creates a message to the phone number.
- Choose the > icon in the lines of [Ship to](#) and [Bill to](#), app opens the map of the address.

i Note

Auto dial is only available if in SAP Business One system, the phone number is maintained for the customer. Otherwise the telephone icon and the SMS icon here are gray.

Create Follow-up Ticket

The *Follow Up* option enables you to create a follow-up ticket for the existing one. To create a follow-up ticket, do the following:

1. Choose the *Follow Up* quick action button.
2. In the message box, choose *Yes*.
3. Choose the ticket from the ticket list.
4. In the *Ticket Details* page, check the information. You can edit *Date/Time* if you are authorized in the configuration.

Note

To enable or disable the Follow Up quick action, the system administrator or IT professional needs to proceed as follows:

1. Go to `https://<Server Address of Mobile Service>:<Port Number>/mobileservice/`.
2. Log in with your credentials.
3. Under the *Service App* tab, select or deselect *Enable Follow Up*.

If you save a follow-up ticket in offline mode, app treats it as a ticket with dirty data, as same as that for an offline edited ticket.

3.4.1 Managing Sales Orders

3.4.1.1 Viewing Sales Orders

The *Sales Order* page displays the sales orders in the service call to which your current service ticket belongs.

Sales Order		
Open	All	Approval Status
● 357 - Earthsharker Corporation 2017/06/04	Open	\$2,600.00 >
● 356 - SG 2017/05/22	Open	\$220.00 >
● 355 - Microchips 2017/05/04	Open	\$600.00 >

Open

Displays a list of open sales orders that are linked to the service call. Each sales order has a document number, preceded by a blue dot.

You can pull down to refresh the list.

Open a sales order. The following tabs will be displayed:

- *Header*
Displays the details of the sales order, including the items, financial information, document number, customer information and attachments.
You can choose *Items* to go to the *Contents* tab to find all of the items in the sales order.
- *Contents*
Displays a list of all the items in the sales order. You can open an item to see more details.
- *Logistics*
Displays the shipping address, billing address and shipping type.
- *Accounting*
Displays payment terms, payment method and the name of the Business Partner project.

All

Displays a list of all the sales orders that are linked to the service call to which your current service ticket belongs.

Approval Status


On this tab, you can do the following:

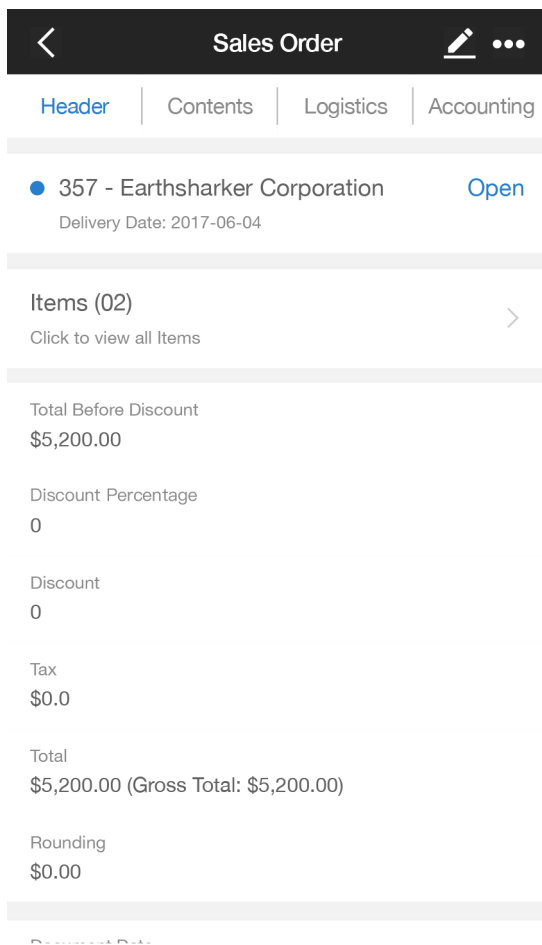
- Check the approval progress of edited sales orders which are pending approval by the manager
- Add approved sales orders to the relevant service calls


3.4.1.2 Editing an Existing Sales Order


This topic shows you how to edit an existing sales order for an open service ticket.

Procedure

1. In an open service ticket, tap  and choose *Sales Order*.
2. Open the sales order that you want to edit from the *Open* or *All* tab.




3. Choose  in the upper right corner.
4. On the *Edit Sales Order* page, make changes to the editable fields above the *Items* field.
You can dictate text and enter text through the keyboard.
5. Choose *Items* to go to the *Items* page.
 - Modify or delete the existing items.
 - Choose *Choose Items* to select new items that you want to add, choose *Done*, then specify their quantities.

As of SAP Business One 9.3 PL10, you can use the barcode scanning function to quickly add an item. To do it, tap  in the top-right hand corner.

Make changes to the editable fields below these items, then choose *Done*.

6. On the *Edit Sales Order* page, make changes to the editable fields below the *Items* field and choose *Save*.
 - If this sales order does not need approval by your supervisor or manager, you can refresh to view it with a new revision number under the *Open* tab and *All* tab, and select it later when you close the related service ticket.
 - If this sales order needs approval by your supervisor or manager, note the following:

- If you have edited any fields in the sales order that need approval, a new approval process will be triggered. In this case, proceed as follows:
 1. In the window *Approval Required – <Template Name>*, enter your remark (optional) and tap *OK*.
 <Template Name> is the name of an approval template used by system administrators or IT professionals to define fields in your sales order that need approval. If your sales order triggers multiple approval templates, you need to enter your remarks for each template and tap *OK*.
 2. The sales order appears as a revision with a new document number under the *Open* tab, *All* tab and *Approval Status* tab. Pull down to refresh to trace and view the status of the document from any of these tabs.
 - If your sales order is approved, go to the *Approval Status* tab, choose the sales order and then choose  to add it to the relevant service call.
 - If your sales order is rejected, you can make modifications and try again.
- If you have edited the *Remarks* field and other fields (if any) in the sales order that don't need approval, you will see the window *Approval Required – <Template Name>* again; however, an actual approval process will not be triggered.
 Tap *OK* in the *Approval Required* window. Your changes in the document will be saved, but your remarks in the *Approval Required* window won't.
 The sales order will appear as a revision with a new document number under the *Open* tab and *All* tab.

i Note

- The *Approval Status* tab displays the approval progress of all sales orders that you have edited for all service tickets.
- The following information in a sales document cannot be modified:
 - Customer code
 - Customer name
 - Currency
- The following information in an **approved** sales document cannot be modified:
 - Branch
 - Discount%
 - Total
 - Payment terms



Related Information

[Closing, Sharing and Printing a Service Ticket \[page 44\]](#)

3.4.1.3 Creating a New Sales Order

This topic shows you how to create a new sales order for an open service ticket.

Procedure


1. In an open service ticket, tap  and choose *Sales Order*.
2. Choose  in the upper right corner.
3. On the *Create Sales Order* page, make necessary changes to the editable fields above the *Items* field.

You can dictate text and enter text through the keyboard.

Cancel	Sales Order	Done
Series		>
Business Partner	Required	>
Contact Person		
Currency	Required	
Sales Employee		
Posting Date		>
Delivery Date		>
Document Date		>
Remarks		>
Customer Ref. No		>

4. Choose *Items* to select the items that you want to add, specify their quantities, make necessary changes to the editable fields below these items, then choose *Done*.

You can optionally choose *Choose Items* to add more items.

As of SAP Business One 9.3 PL10, you can use the barcode scanning function to quickly add an item. To do it, tap  in the top-right hand corner.

5. On the *Create Sales Order* page, make necessary changes to the editable fields below the *Items* field and choose *Done*.
 - If the sales order doesn't need approval, a new sales order will be created accordingly. You can refresh to view it from the *Open* or *All* tab, and select it later when you close the relevant service ticket.
 - If the sales order needs approval, no new sales order will be created. This type of sales orders needs to be created in the SAP Business One client.

Related Information

[Closing, Sharing and Printing a Service Ticket \[page 44\]](#)

3.4.1.4 Duplicating a Sales Order

This topic shows you how to duplicate an open sales order in an open service ticket.

Procedure

1. In an open service ticket, choose an open sales order from the *Open* or *All* tab on the *Sales Order* page.
2. Choose **▶ ... > Duplicate > Create** **▶**.
3. On the *Open* or *All* tab, pull down to refresh.

3.4.1.5 Canceling a Sales Order

This topic shows you how to cancel an open sales order in an open service ticket.

Procedure

1. In an open service ticket, choose an open sales order from the *Open* or *All* tab on the *Sales Order* page.
2. Choose **▶ ... > Cancel Order > Confirm** **▶**.

i Note

Once confirmed, the cancellation is irreversible.

3. On the *Open* or *All* tab, pull down to refresh.

3.4.2 Viewing and Adding an Attachment










You can view an attachment and add photos for an open service ticket from the [Attachment](#) page.

Prerequisites

Before adding an attachment, please ensure that it is virus-free.



Context

The [Attachment](#) page lists all of the attachments that are linked to the service call to which your current service ticket belongs. You can view an attachment and add photos for an open service ticket from this page.

<	Attachment	+
	20161228SENT101 2017/04/03	1.3M
	20161228SENT101 2017/04/03	1.3M
	20161228SENT101 2017/04/03	1.3M
	20161228SENT101 2017/04/03	1.3M
	20161228SENT101 2017/04/03	1.3M
	20161228SENT101 2017/04/03	1.3M
	20161228SENT101 2017/04/03	1.3M
	20161228SENT101 2017/04/03	1.3M
	20161228SENT101 2017/04/03	1.3M

Procedure

To add a photo to an open service ticket, proceed as follows:

1. In the service ticket, tap , choose *Attachment* and tap .
2. Choose *Take Photos* to take a photo, or *Choose Photos* to select a photo from your photo albums.
3. Enter a name for the photo.

You can dictate text and enter text through the keyboard.

4. Choose *Done*.

i Note

You can't edit or delete an added photo.

Once you choose an attachment, it'll be cached. The cached attachment stays as is in your mobile app even if it is modified later by system administrators in the SAP Business One client, version for SAP HANA.

Related Information

[Taking Photos \[page 34\]](#)

3.5 Closing, Sharing and Printing a Service Ticket

This topic shows you how to close an open service ticket, and share and print it.

Prerequisites

If you want to share a service ticket by e-mail, make sure you have configured an account in your e-mail app.

Procedure

1. On the *Ticket Details* page of an open service ticket, choose *Next* in the upper right corner.
2. A list of all of the sales orders for the current service call appears. Select the appropriate one and choose *Next*.

i Note

This step will be skipped if there is no sales order for the current service call.

3. The *Ticket Summary* page appears. Ask your customer to review and confirm the service ticket details.

Note that when two or more currencies are involved, the *Grand Total* field is blank.


- If a customer signature is needed, ask your customer to choose *Signature*, sign on your phone screen and choose *Done* to confirm the signature.

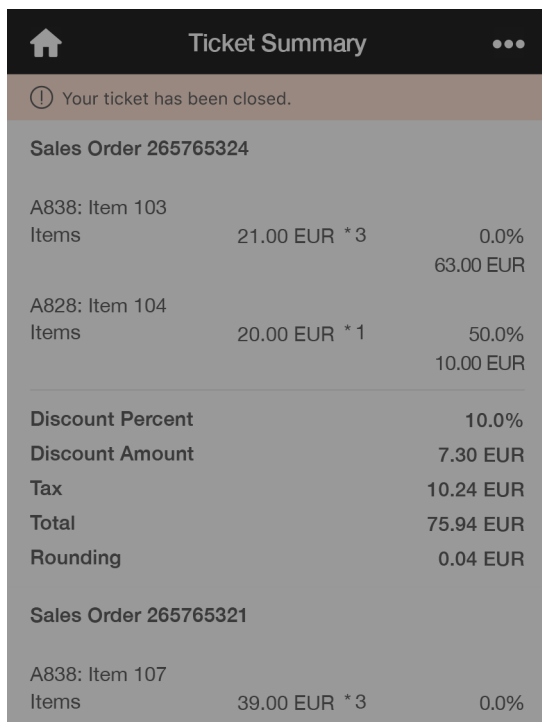


A handwritten signature in black ink, appearing to be 'C. Brown', is shown on a white background.

- If a customer signature is not needed, choose *Done*.

To enable or disable customer signatures, system administrators or IT professionals need to proceed as follows:


1. Go to `https://<Server Address of Mobile Service>:<Port Number>/mobileservice/`.
 2. Log in with your credentials.
 3. Under the *Service App* tab, select or deselect *Enable Signature*.
4. When you are asked, *This ticket will be closed. Continue?*, choose *Yes* and proceed as follows:
 - To print and share the service ticket immediately, go to the next step.
 - To return to the home page and print and share the service ticket later, choose . To print and share the service ticket from the home page, open the service ticket, choose *Report*, and go to the next step.
 5. Choose *...* in the upper right corner of the *Ticket Summary* page.



Generate Report (PDF)

Print Ticket Summary

Cancel

- To generate and share a report for your service ticket, proceed as follows:
 - Choose [Generate Report \(PDF\)](#) to generate a formal report in PDF format.
 - Choose  and then choose to share the PDF report through E-mail, Airdrop, or other apps.

i Note

The sharing options may vary depending on your device, operating system, and applications.

[System Report](#) is used as the default report template. To change the default setting, system administrators or IT professionals need to proceed as follows:

- Go to the mobile service web page at `https://<Server Address of System Landscape Directory>:<Port Number>/ControlCenter/`.
- On the [Service](#) tab, choose [Mobile Service](#).
- Log in to the system with your account.
- Under the [Services App](#) tab, you have the following options:
 - [Choose Report Template](#)
With this field, you can upload a Crystal Report with a file in the format of rpt, which will then be used to generate a report of the PDF format.

i Note

It is recommended that you customize your own rpt file based on the system report file. Make sure to keep the `ServiceCallId` and `Line` parameters. Please also click the [Save](#) button after a file is chosen.

- [Reset to System Report](#)
With this field, the default report template will be restored and used.
- [Export System Report](#)
With this field, you can download the system report file and export it to your system.
- To print the service ticket summary, choose [Print Ticket Summary](#), select a portable Bluetooth thermal printer and choose [Print](#).

i Note

The portable Bluetooth thermal printer must meet the following minimum requirements:

- It supports Bluetooth 4.0 or higher.
- It supports the language and the character set that you use for printing.
- It is capable of printing bar codes, QR codes, and images in JPG or PNG formats.

4 Working Offline

This chapter shows you how to use SAP Business One Service to work offline.

If you have no Internet access while working, you can download the latest service ticket data to your mobile device in advance, resolve the downloaded service tickets offline, and upload the edited service tickets when you are online again.

i Note

When you are offline, you will not be able to perform any actions that require Internet connection.

You will be charged by your carrier if you make phone calls, or send or receive data over a cellular network with your mobile device. For information about your service plan and fees, contact your carrier.

4.1 Downloading Service Ticket Data

This topic details the steps for downloading service ticket data to your mobile device.

Prerequisites

- Your mobile device has enough storage space for the download.
- Your mobile device is connected to a Wi-Fi or mobile network.

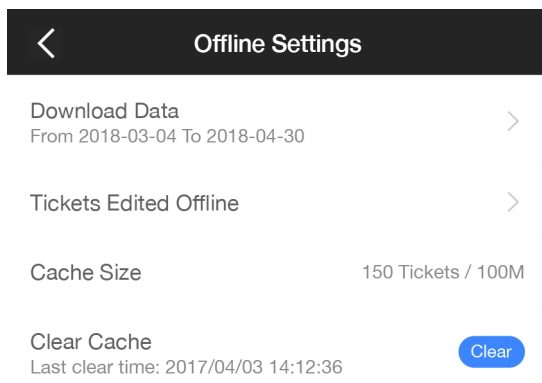
Context

Before you can view and resolve your service tickets in SAP Business One Service when you are offline, the service ticket data must be downloaded.

To download service ticket data, proceed as follows:

Procedure

1. From the home page, choose  > [Offline Settings](#) > [Download Data](#) .



2. Choose a time period (1 day, 3 days, 1 week, 2 weeks, 1 month, or 3 months, starting from today) for which you want to download your service tickets, or specify a date range no greater than 100 days.
3. Choose [Download](#). The download begins.

If necessary, you can choose [Stop](#) to stop the download. In this case, the downloaded data is saved and valid, but incomplete.

i Note

If the download stops unexpectedly, please follow the system instructions to proceed.

Results

- The following data of a service ticket is downloaded: ticket details, check in/out data, service history, sales orders, service contract, and attachment names (The attachments themselves will be loaded when you open them online).
You can view and resolve the downloaded service tickets from the [Tickets](#) tab of the home page later when you are offline.
- You can manage the downloaded data from the [Offline Settings](#) page.
 - You can find the number of the downloaded service tickets and their cache size in the [Cache Size](#) field.
 - If you want to delete all downloaded data, choose [Clear Cache](#), choose [Yes](#) when you are asked, *Are you sure you want to clear the cache?* and then choose [OK](#).

4.2 Resolving Service Tickets Offline

This topic describes how to resolve downloaded service tickets when you are offline.

Context

The way to resolve downloaded service tickets when you are offline is the same as when you are online, except that you will not be able to perform any actions that require Internet connection. The icons of such actions are greyed out.

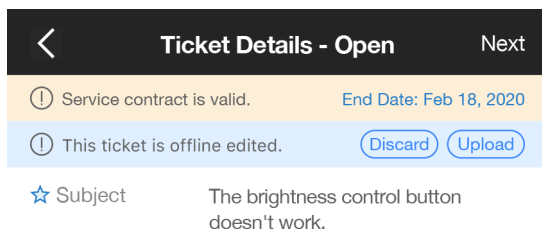
Here are some examples of what you are unable to do offline.


❖ Example

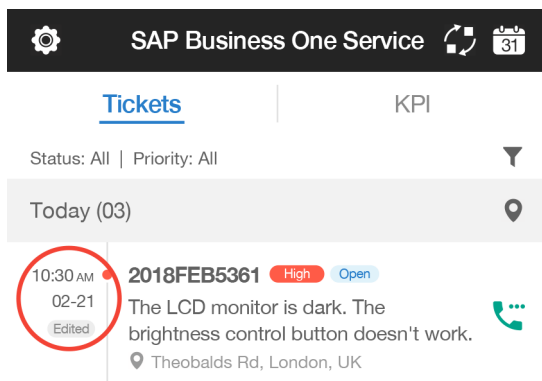
- You can't add a new item to a sales order, because the selection list of items can't be loaded without Internet connection.
- If a customer signs your service ticket, you can't view the service ticket report. You will get this message, `Customer signature is not available in offline mode; you cannot view the report.`
- If one of the sales orders for a closed service ticket is not cached or downloaded, you can't view the service ticket report. You will get this message, `Sales Order <Sales Order Number> is not available in offline mode; you cannot view the report.`

Results


- When your editing is done, you can [Discard](#) or [Upload](#) it from the [Ticket Details](#) page. To discard the changes made to the service ticket, choose [Discard](#). Otherwise, you can upload it later when you are online.



- If you choose  on the [Ticket Details](#) page, you will be directed to the [Tickets Edited Offline](#) page, where the service tickets that you have edited offline are listed. To discard the changes made offline to one or multiple service tickets, select the desired service tickets and choose [Discard](#). Otherwise, you can upload later when you are online.
- The service tickets are marked as [Edited](#) on the [Tickets](#) tab of the home page.



i Note

- The service tickets displayed on the home page may vary according to your filtering conditions.
- If you tap  and choose ► *Offline Settings* ► *Clear Cache* ► *Yes* ►, all downloaded and cached service ticket data, including the changes you have made offline, will be deleted.
- The edited service ticket data stay **offline** (even if you are online later) until you discard them or upload them successfully.

Related Information

[Resolving a Service Ticket \[page 27\]](#)

4.3 Uploading Service Tickets Edited Offline


This topic shows you how to upload service tickets edited offline to the back-end server.

Prerequisites

- Your mobile device is connected to a Wi-Fi or mobile network.
- You have service tickets edited offline in SAP Business One Service.

Procedure

1. Log in to SAP Business One Service.
2. The following message appears: You have tickets edited in offline mode. Do you want to view them now?

- To upload them immediately, choose [Yes](#) and proceed as follows:
 1. On the [Tickets Edited Offline](#) page, select the service tickets that you want to upload. Optionally, you can choose [Discard](#) to discard the changes made offline to your selected service tickets, including customer signatures (if any).
 2. Choose [Upload](#) and follow the system instructions to complete the upload.
- To upload the service tickets later, choose [No](#) to go to the home page. From the home page, you can upload the service tickets edited offline in the following ways:
 - To upload the service tickets one by one, open a service ticket on the [Tickets](#) tab to enter the [Ticket Details](#) page, then choose [Upload](#) and follow the system instructions to proceed.
 - To upload multiple or all service tickets edited offline in one time, tap  and choose [Offline Settings](#) > [Tickets Edited Offline](#) >, select multiple or all service tickets, choose [Upload](#) and follow the system instructions to proceed.

Optionally, you can choose [Discard](#) on the [Tickets Edited Offline](#) page to discard the changes made offline to your selected service tickets, including customer signatures (if any).
If necessary, you can choose [Stop](#) to stop the upload.

i Note



- The upload action applies to the service call level. If you choose to upload one service ticket of a service call, all of the other service tickets of the same service call will be selected and uploaded together.
- You must upload all of the service tickets edited offline, if any, before you can download any service ticket data to your mobile device.
- If the upload fails for unidentifiable reasons, for example, update failure due to network connectivity, please try again later or discard the changes made offline.

5 Clearing Customer Personal Data

Customer personal data can be cleared manually and is cleared automatically by SAP Business One Service in a specific scenario.

Procedure

To clear customer personal data manually, proceed as follows:

- To clear customer personal data contained in the changes that you have made offline for a service ticket, you need to discard all the changes in one of the following ways:
 - On the *Tickets* tab of the home page, open the service ticket to go to the *Ticket Details* page, and choose *Discard*.
 - Tap  and choose ► *Offline Settings* ► *Tickets Edited Offline* ► select the service ticket, and choose *Discard*.
You can also use this tab to discard the changes made offline to multiple service tickets, if they contain personal data of your customers.
- To clear customer personal data contained in the downloaded or cached data, you need to clear all data stored on your mobile device, including all the changes that you have made offline.
To do so, tap  and choose ► *Offline Settings* ► *Clear Cache* ► *Yes* ► *OK* ►.

In addition, in order to help protect personal data for your customers, SAP Business One Service is designed to automatically clear all data stored on your mobile device, including the attachments, item images and all the changes you have made offline, in the following scenario:

You have downloaded or cached some data and then been offline. → Your system administrator changes any personal data for your customers from the SAP Business One client as requested by the customers. → You open the mobile app when you are back online.

In this scenario, you will receive one of the following messages:

- To protect data privacy for your customers, all cached data, including the changes you have made offline, have been deleted. Please log in again to proceed. For more details or help, please contact your system administrator.
- To protect data privacy for your customers, all cached data, including the changes you have made offline, have been deleted. For more details or help, please contact your system administrator.

You need to choose *OK*, and then log in again to retrieve the latest data.

6 Configuring SAP Business One Solutions for SAP Business One Service Mobile App

This section includes the steps necessary for IT administrators to configure SAP Business One solutions to enable SAP Business One Service.

To customize SAP Business One Service after the configuration, please see the previous topics in this guide.

To create a new sales order that needs approval by the manager for a mobile app user, please see [Setting Up Approval Procedure for Sales Orders \[page 95\]](#)

6.1 Hardware and Software Requirements

This topic describes the hardware and software requirements for mobile devices and the requirements for SAP Business One solutions.

Requirements for Mobile Devices

SAP Business One Service requires:

- iPhone 5 and above
- iOS 8.0 and above

Requirements for SAP Business One

1. You have installed SAP Business One 10.0 FP2105 or higher, or SAP Business One, version for SAP HANA, 9.3 PL04 or higher.
2. In the server components installation or upgrade, you have selected the *Mobile Service* component. If the mobile app is used externally, you need to configure access from the mobile device to the Mobile Service, System Landscape Directory and Analytics Platform (available in the version for SAP HANA). For reference, see the sections *Prepare Certificates* and *Configure Nginx Reverse Proxy* in the guide [How to Deploy SAP Business One with Browser Access](#).

i Note

You need to deploy the [Service Layer](#), [Analytical Features](#) (available in the version for SAP HANA) and [App Framework](#) components in order for this mobile app to work successfully.

For further information about **installing and upgrading** SAP Business One and SAP Business One, version for SAP HANA, see the *Administrator's Guide* that is provided on the SAP Business One product DVD or in the download package.

Requirements for SAP Business One Cloud

- You have installed SAP Business One Cloud 1.1 patch level (PL) 09 or higher.
- You have installed SAP Business One 9.3 patch level (PL) 04, version for SAP HANA or higher.
- In the server components installation or upgrade, you have selected the *Mobile Service* component. After successfully installing the *Mobile Service*, in the Cloud Control Center, you can view the services from [► Landscape Management ► Mobile Services ►](#).
- If the mobile app is used externally, you need to register the mappings between the external addresses and the internal addresses of the Mobile Service, System Landscape Directory and Analytics Platform in the Cloud Control Center. For more information about the *Cloud Control Center* and *mapping internal and external URLs*, see the [Administrator's Guide for SAP Business One Cloud](#).

i Note

In the on-demand environment, domain users that are set up as Cloud Operators in the Cloud Control Center will be able to see all companies (including those to which the users don't belong) when logging into the following:

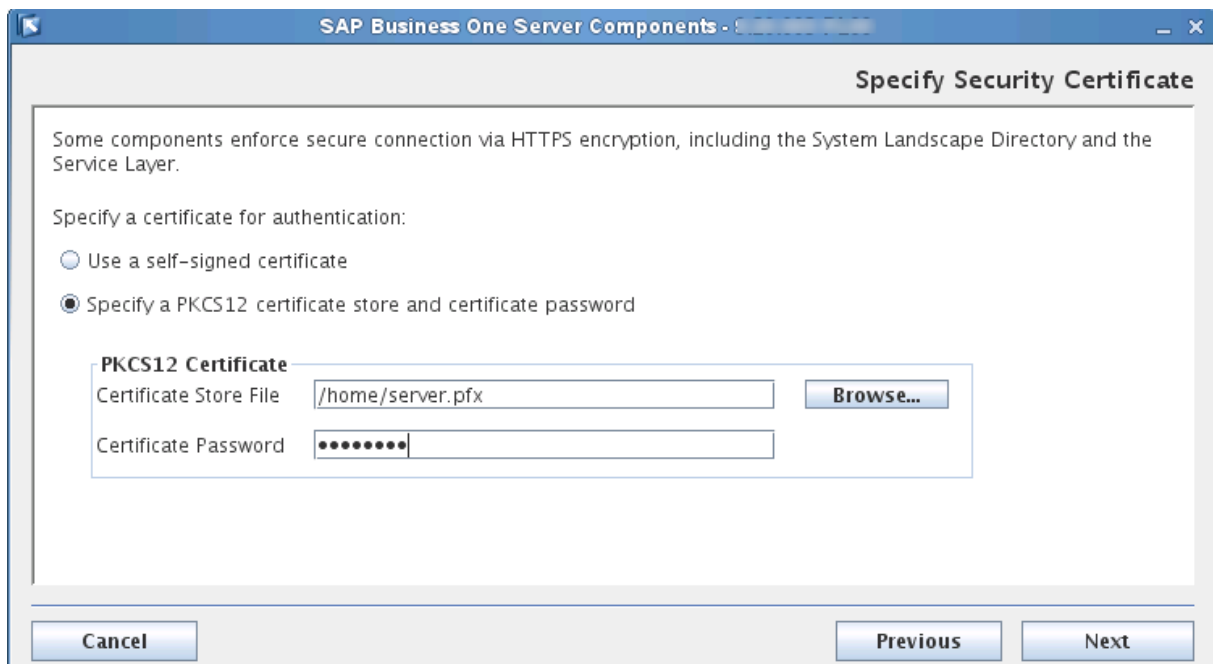
- SAP Business One Sales mobile app
- SAP Business One Service mobile app
- Cloud Control Center for SAP Business One

However, this will not happen in the SAP Business One client because of filtering functionality.

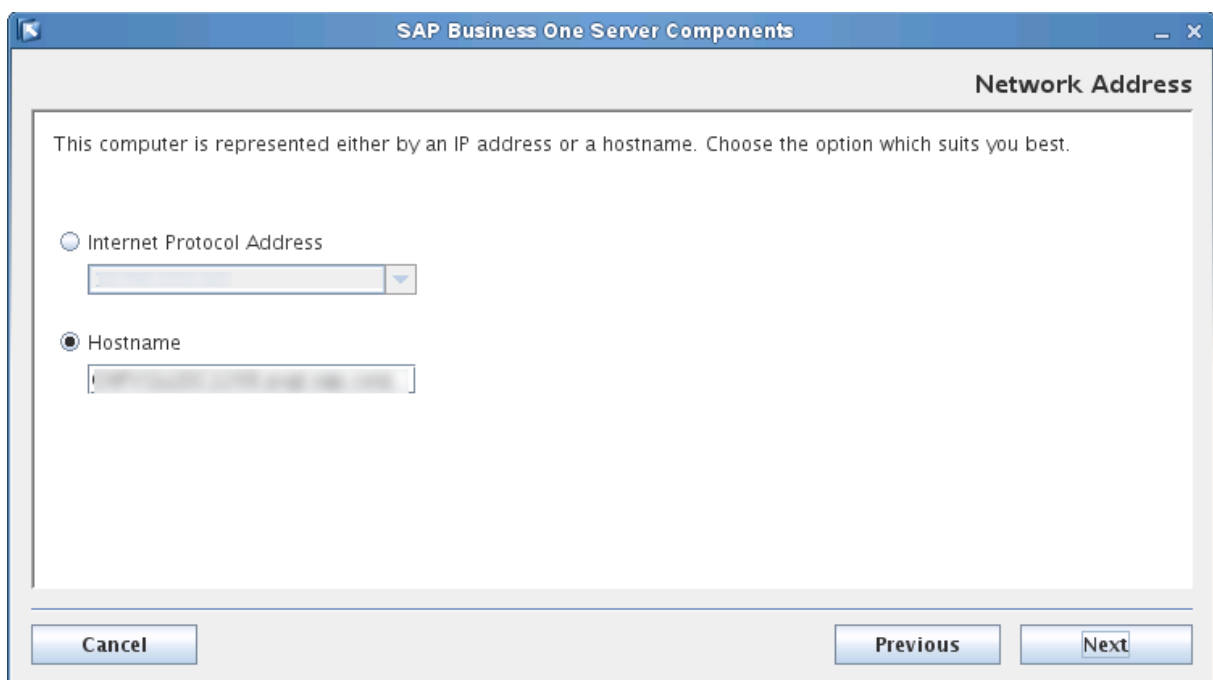
Security Certificates

During the installation, you can select to import a certificate store file (*Specify a PKCS12 certificate store and certificate password* option) or have the installer generate a self-signed certificate (*Use a self-signed certificate* option) for the System Landscape Directory, Analytics Platform and Mobile Service.

We recommend that you use a purchased certificate (for example, PKCS12 certificate).



If you choose the *Use a self-signed certificate* option, be sure to use the hostname rather than the IP address when specifying the server. The host name must be the Linux server hostname, which can be accessed by the mobile devices.



6.2 Required Licenses

The license required to use SAP Business One Service.

The SAP Business One Service mobile app is available for the following SAP Business One named user types with no additional license fee:

- Professional User
- Limited CRM User
- Mobile Service User

6.3 Creating Accounts and Changing Passwords for Mobile App Users

After you get a required license, you need to create a user account for an SAP Business One Service mobile app user in the SAP Business One client.

Procedure

1. From the SAP Business One *Main Menu*, choose **Administration > Setup > General > Users** to create a new user.

Note

Deselect both *Superuser* and *Mobile User*.

2. Import the license file, and assign the license type to this new user.
3. Grant authorizations to the user.
 1. From the SAP Business One *Main Menu*, choose **Administration > System Initialization > Authorizations > General Authorizations > Users**.
 2. Select the user and grant authorizations.

→ Recommendation

It is highly recommended that you grant the following authorizations to mobile app users.

You can use the *Copy Authorizations* option to copy the authorizations that you have set for one user to others.

Subject	Authorization	Effective Authorization
General	Various Authorizations	Various Authorizations
Send Message	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
Print Layout Designer	No Authorization	No Authorization
Change Default Report	Full Authorization	Full Authorization
Query Print Layout...	Full Authorization	Full Authorization
Document Settings	Full Authorization	Full Authorization
Edit Document Tables	Full Authorization	Full Authorization
Access to Confidential Accounts	Full Authorization	Full Authorization
Account Balances	Full Authorization	Full Authorization
BP Balances	Full Authorization	Full Authorization
Access to Masked Data	Full Authorization	Full Authorization
Employee ID No.	Full Authorization	Full Authorization
Employee Passport No.	Full Authorization	Full Authorization
BP ID No. 2	Full Authorization	Full Authorization
Unformatted Text	Full Authorization	Full Authorization
MS-EXCEL	Full Authorization	Full Authorization
MS-WORD	Full Authorization	Full Authorization
Period Status: Unlocked Except Sales	Full Authorization	Full Authorization
Period Status: Closing Period	Full Authorization	Full Authorization
Launch Application...	Full Authorization	Full Authorization
Drag & Relate	Full Authorization	Full Authorization
Sales - A/R	Full Authorization	Full Authorization
Purchasing - A/P	Full Authorization	Full Authorization
Business Partners	Full Authorization	Full Authorization
Inventory	Full Authorization	Full Authorization
Production	Full Authorization	Full Authorization
Financials	Full Authorization	Full Authorization
Service	Full Authorization	Full Authorization
Renaming Fields	Full Authorization	Full Authorization
Access Log	Full Authorization	Full Authorization
Change Log...	Full Authorization	Full Authorization
Edit Form UI...	No Authorization	No Authorization
Organize My Menu	Full Authorization	Full Authorization
Cancel Marketing Documents by Generating Cancellation Documents	Full Authorization	Full Authorization
Cancel Other Documents	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
Close Document	Full Authorization	Full Authorization
Change Field Labels	Full Authorization	Full Authorization
Document Manual Numbering	No Authorization	No Authorization
Relationship Map	Full Authorization	Full Authorization
Translations	Full Authorization	Full Authorization
Future Posting Date in Documents	Full Authorization	Full Authorization
Logger Settings	Full Authorization	Full Authorization
Electronic File Manager	Full Authorization	Full Authorization
SAP HANA Database Client Enablement	Full Authorization	Full Authorization
Apps for the version for SAP HANA	No Authorization	No Authorization
Disable DI API Permission Check	No Authorization	No Authorization
Customization Tools	Full Authorization	Full Authorization
User-Defined Values - Setup	Full Authorization	Full Authorization
User-Defined Fields - Management	Full Authorization	Full Authorization
Execute Commands	Full Authorization	Full Authorization
User-Defined Object Registration	Full Authorization	Full Authorization
Administration	Various Authorizations	Various Authorizations
Exchange Rates and Indexes	No Authorization	No Authorization
System Initialization	Various Authorizations	Various Authorizations
Company Details	No Authorization	No Authorization
Allow Stock Release Without Item Cost	No Authorization	No Authorization
Mask Credit Card Number	No Authorization	No Authorization
General Settings	No Authorization	No Authorization
Cash Flow	No Authorization	No Authorization
VAT Report Settings	No Authorization	No Authorization
Map Services	No Authorization	No Authorization
Posting Period	No Authorization	No Authorization
Change Period Status	No Authorization	No Authorization
Document Numbering	Read-Only	Read-Only
Document Settings	Full Authorization	Full Authorization
Max. Under/Over Payment	Full Authorization	Full Authorization
Allow Future Posting	Full Authorization	Full Authorization
Print Preferences	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Menu Alias for Searching	No Authorization	No Authorization
Menu Structure	No Authorization	No Authorization
Opening Balances	No Authorization	No Authorization
G/L Accounts Opening Balance	No Authorization	No Authorization
Business Partners Opening Balance	No Authorization	No Authorization
Numbering Series	Full Authorization	Full Authorization
Series Lock	Full Authorization	Full Authorization
Series - Group No. 1	Full Authorization	Full Authorization
Series - Group No. 2	Full Authorization	Full Authorization
Series - Group No. 3	Full Authorization	Full Authorization
Series - Group No. 4	Full Authorization	Full Authorization
Series - Group No. 5	Full Authorization	Full Authorization
Series - Group No. 6	Full Authorization	Full Authorization
Series - Group No. 7	Full Authorization	Full Authorization
Series - Group No. 8	Full Authorization	Full Authorization
Series - Group No. 9	Full Authorization	Full Authorization
Series - Group No. 10	Full Authorization	Full Authorization
Copy from Unauthorized Series Group	Full Authorization	Full Authorization
E-Mail Settings	Full Authorization	Full Authorization
Implementation Tasks	No Authorization	No Authorization
Implementation Tasks	No Authorization	No Authorization
Implementation Project	No Authorization	No Authorization
Tooltip Preview	No Authorization	No Authorization
Setup	Full Authorization	Full Authorization
General	Full Authorization	Full Authorization
Users	Full Authorization	Full Authorization
Change My Personal Settings	Full Authorization	Full Authorization
User Defaults	Full Authorization	Full Authorization
Microsoft Windows user account does not exist	Full Authorization	Full Authorization
Sales Employees/Buyers	Full Authorization	Full Authorization
Territories	Full Authorization	Full Authorization
Commission Groups	Full Authorization	Full Authorization
Predefined Text	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
Languages	Full Authorization	Full Authorization
Reference Field Links	Full Authorization	Full Authorization
Freight	Full Authorization	Full Authorization
Message Preferences	Full Authorization	Full Authorization
Report and Layout Manager	Full Authorization	Full Authorization
Dashboard Manager	Full Authorization	Full Authorization
Dashboard Parameters	Full Authorization	Full Authorization
Crystal Server Configuration	Full Authorization	Full Authorization
SAP Links	Full Authorization	Full Authorization
SAP HANA Model Management	Full Authorization	Full Authorization
Financials	Various Authorizations	Various Authorizations
Edit Chart of Accounts	No Authorization	No Authorization
G/L Account Determination	No Authorization	No Authorization
G/L Account Determination	No Authorization	No Authorization
Determination Criteria - Resources	No Authorization	No Authorization
Currencies	Read-Only	Read-Only
Indexes	No Authorization	No Authorization
Transaction Codes	No Authorization	No Authorization
Projects	Read-Only	Read-Only
Period Indicators	No Authorization	No Authorization
Doubtful Debts	No Authorization	No Authorization
Tax	Various Authorizations	Various Authorizations
Tax Code Determination	No Authorization	No Authorization
Sales Tax Jurisdiction Types	No Authorization	No Authorization
Sales Tax Jurisdictions	No Authorization	No Authorization
Sales Tax Codes	Read-Only	Read-Only
Fixed Assets	No Authorization	No Authorization
Account Determination	No Authorization	No Authorization
Depreciation Types	No Authorization	No Authorization
Depreciation Areas	No Authorization	No Authorization
Asset Classes	No Authorization	No Authorization
Attribute Groups	No Authorization	No Authorization
Cash Flow Line Items	No Authorization	No Authorization
Financial KPI Factors	No Authorization	No Authorization
Expense Types	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Opportunities	Full Authorization	Full Authorization
Opportunity Stages	Full Authorization	Full Authorization
Partners	Full Authorization	Full Authorization
Competitors	Full Authorization	Full Authorization
Relationships	Full Authorization	Full Authorization
Sales	Full Authorization	Full Authorization
ATP Checking Rule List	Full Authorization	Full Authorization
Purchasing	No Authorization	No Authorization
Landed Costs	No Authorization	No Authorization
Business Partners	Various Authorizations	Various Authorizations
Countries	Read-Only	Read-Only
Address Formats	No Authorization	No Authorization
Customer Groups	Read-Only	Read-Only
Vendor Groups	No Authorization	No Authorization
Business Partner Properties	No Authorization	No Authorization
Business Partner Priorities	No Authorization	No Authorization
Dunning Levels	No Authorization	No Authorization
Dunning Terms	No Authorization	No Authorization
Payment Terms	Full Authorization	Full Authorization
Cash Discount	Full Authorization	Full Authorization
Define Late Payments Fees	Full Authorization	Full Authorization
Payment Blocks	No Authorization	No Authorization
Target Group	No Authorization	No Authorization
Banking	No Authorization	No Authorization
Banks	No Authorization	No Authorization
House Bank Accounts	No Authorization	No Authorization
Credit Cards	No Authorization	No Authorization
Credit Card Payment	No Authorization	No Authorization
Credit Card Payment Methods	No Authorization	No Authorization
Credit Vendors	No Authorization	No Authorization
Bank Charges Allocation Codes	No Authorization	No Authorization
Payment Methods	No Authorization	No Authorization
Inventory	Various Authorizations	Various Authorizations
Item Groups	Full Authorization	Full Authorization
Item Properties	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Warehouses	Read-Only	Read-Only
Enable and Disable Bin Locations	No Authorization	No Authorization
Activate and Deactivate Warehouse	No Authorization	No Authorization
Units of Measure	Read-Only	Read-Only
Unit of Measure Groups	No Authorization	No Authorization
Length and Width	No Authorization	No Authorization
Weight	No Authorization	No Authorization
Customs Groups	No Authorization	No Authorization
Manufacturers	No Authorization	No Authorization
Shipping Types	Full Authorization	Full Authorization
Locations	No Authorization	No Authorization
Inventory Cycles	No Authorization	No Authorization
Cycle Count Determination	No Authorization	No Authorization
Package Types	No Authorization	No Authorization
Bin Locations	No Authorization	No Authorization
Bin Location Field Activation	No Authorization	No Authorization
Bin Location Attribute Codes	No Authorization	No Authorization
Warehouse Sublevel Codes	No Authorization	No Authorization
Warehouse Sublevel Code Management	No Authorization	No Authorization
Resources	No Authorization	No Authorization
Resource Groups	No Authorization	No Authorization
Resource Properties	No Authorization	No Authorization
Service	Full Authorization	Full Authorization
Contract Templates	Full Authorization	Full Authorization
Queues	Full Authorization	Full Authorization
Project Management	No Authorization	No Authorization
Stages - Setup	No Authorization	No Authorization
Activity Type - Setup	No Authorization	No Authorization
Production	No Authorization	No Authorization
Route Stages	No Authorization	No Authorization
Data Import/Export	No Authorization	No Authorization
Data Import	No Authorization	No Authorization
Import from Excel	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Import Transactions from SAP Business One	No Authorization	No Authorization
Import Fixed Asset Master Data from Microsoft Excel	No Authorization	No Authorization
Financial Template Import Wizard	No Authorization	No Authorization
Comprehensive Import	No Authorization	No Authorization
Data Export	No Authorization	No Authorization
Utilities	Various Authorizations	Various Authorizations
Period-End Closing	Full Authorization	Full Authorization
Update Control Report	No Authorization	No Authorization
Check Document Numbering - Selection Criteria	No Authorization	No Authorization
Data Archive Wizard	No Authorization	No Authorization
Data Archive Wizard Execution	No Authorization	No Authorization
Master Data Cleanup Wizard	No Authorization	No Authorization
Change Logs Cleanup	No Authorization	No Authorization
Execute Change Logs Cleanup	No Authorization	No Authorization
Manual Master Data Series Converter	No Authorization	No Authorization
Revalidate Manual Internal Reconciliations	No Authorization	No Authorization
Transfer Posting Correction Wizard	No Authorization	No Authorization
Restore	No Authorization	No Authorization
Restore G/L Account and Business Partner Balances	No Authorization	No Authorization
Restore Item Balances	No Authorization	No Authorization
Restore Numbering File	No Authorization	No Authorization
Restore System Reports	No Authorization	No Authorization
Restore Stored Procedures	No Authorization	No Authorization
UI Configuration Template	No Authorization	No Authorization
Approval Process	Various Authorizations	Various Authorizations
Approval Stages	Read-Only	Read-Only
Approval Templates	Read-Only	Read-Only
Approval Status Report	Full Authorization	Full Authorization
Approval Decision Report	Full Authorization	Full Authorization
Workflow	No Authorization	No Authorization
Workflow Instance	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Workflow Worklist	No Authorization	No Authorization
Workflow Manager	No Authorization	No Authorization
Workflow Tracking	No Authorization	No Authorization
Workflow Template	No Authorization	No Authorization
Alerts Management	No Authorization	No Authorization
BI OnDemand Integration Configuration	No Authorization	No Authorization
Financials	Various Authorizations	Various Authorizations
Chart of Accounts	No Authorization	No Authorization
Journal Entry	No Authorization	No Authorization
Update Posting Data	No Authorization	No Authorization
Confirm Entry with Multiple Currencies	No Authorization	No Authorization
Confirm Unbalanced FC Entry	No Authorization	No Authorization
Confirm Row Posting Date Editing	No Authorization	No Authorization
Allow Row Doc. Date Editing	No Authorization	No Authorization
Confirm SC Editing	No Authorization	No Authorization
Journal Vouchers	No Authorization	No Authorization
Posting Templates	No Authorization	No Authorization
Recurring Postings	No Authorization	No Authorization
Reverse Transactions	No Authorization	No Authorization
Exchange Rate Differences	No Authorization	No Authorization
Conversion Differences	No Authorization	No Authorization
Financial Report Templates	No Authorization	No Authorization
Process Checklist	No Authorization	No Authorization
Journal Voucher Report	No Authorization	No Authorization
Fixed Assets	No Authorization	No Authorization
Asset Master Data	No Authorization	No Authorization
Capitalization	No Authorization	No Authorization
Capitalization Credit Memo	No Authorization	No Authorization
Retirement	No Authorization	No Authorization
Transfer	No Authorization	No Authorization
Manual Depreciation	No Authorization	No Authorization
Depreciation Run	No Authorization	No Authorization
Asset Revaluation	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Fiscal Year Change	No Authorization	No Authorization
Fixed Asset Reports	No Authorization	No Authorization
Asset Depreciation Forecast Report	No Authorization	No Authorization
Asset History Sheet	No Authorization	No Authorization
Asset Status Report	No Authorization	No Authorization
Asset Transaction Report	No Authorization	No Authorization
Internal Reconciliations	No Authorization	No Authorization
Reconciliation	No Authorization	No Authorization
Budget Setup	No Authorization	No Authorization
Budget Scenarios - Setup	No Authorization	No Authorization
Import Budget Scenarios	No Authorization	No Authorization
Budget Distribution Methods - Setup	No Authorization	No Authorization
Budget	No Authorization	No Authorization
Confirm Budget Deviation	No Authorization	No Authorization
Cost Accounting	No Authorization	No Authorization
Dimensions	No Authorization	No Authorization
Cost Centers - Setup	No Authorization	No Authorization
Distribution Rules - Setup	No Authorization	No Authorization
Table of Cost Centers and Distribution Rules	No Authorization	No Authorization
Cost Center Report	No Authorization	No Authorization
Distribution Report	No Authorization	No Authorization
Cost Accounting Summary Report	No Authorization	No Authorization
Budget Versus Cost Accounting	No Authorization	No Authorization
Accrual Types	No Authorization	No Authorization
Cost Accounting Reconciliation Report	No Authorization	No Authorization
Journal Entry for Cost Accounting Adjustment	No Authorization	No Authorization
Cost Elements	No Authorization	No Authorization
Financial Reports	Various Authorizations	Various Authorizations
Electronic Reports	No Authorization	No Authorization
Accounting	Various Authorizations	Various Authorizations
G/L Accounts and Business Partners	No Authorization	No Authorization
General Ledger	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Aging	Various Authorizations	Various Authorizations
Customer Receivables Aging	Full Authorization	Full Authorization
Vendor Liabilities Aging	No Authorization	No Authorization
Transaction Journal Report	No Authorization	No Authorization
Transaction Report by Projects	No Authorization	No Authorization
Document Journal	No Authorization	No Authorization
Cash Flow Reference Report	No Authorization	No Authorization
Tax	No Authorization	No Authorization
Tax Report	No Authorization	No Authorization
EU Sales Report	No Authorization	No Authorization
Withholding Tax Report - Selection Criteria	No Authorization	No Authorization
Tax Reconciliation Report - Selection Criteria	No Authorization	No Authorization
Tax Declaration Box Report	No Authorization	No Authorization
Immediate Information Supply - Selection Criteria	No Authorization	No Authorization
Immediate Information Supply Annual - Selection Criteria	No Authorization	No Authorization
Customer Open Document List	No Authorization	No Authorization
Financial	No Authorization	No Authorization
Balance Sheet	No Authorization	No Authorization
Trial Balance	No Authorization	No Authorization
Profit and Loss Statement	No Authorization	No Authorization
Cash Flow	No Authorization	No Authorization
Include Projected Postings by Others	No Authorization	No Authorization
E-Balance Generation Wizard	No Authorization	No Authorization
Statement of Cash Flows	No Authorization	No Authorization
Cash Flow Forecast	No Authorization	No Authorization
Comparison	No Authorization	No Authorization
Balance Sheet Comparison	No Authorization	No Authorization
Trial Balance Comparison	No Authorization	No Authorization
Profit and Loss Statement Comparison	No Authorization	No Authorization
Budget Setup	No Authorization	No Authorization
Budget Report	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Balance Sheet Budget Report	No Authorization	No Authorization
Trial Balance Budget Report	No Authorization	No Authorization
Profit and Loss Statement Budget Report	No Authorization	No Authorization
Opportunities	Full Authorization	Full Authorization
Opportunity	Full Authorization	Full Authorization
Gross Profit	Full Authorization	Full Authorization
Special Opportunity Authorizations	Full Authorization	Full Authorization
Edit Closing Date	Full Authorization	Full Authorization
Opportunities Reports	Full Authorization	Full Authorization
Electronic Reports	Full Authorization	Full Authorization
Management Reports	Full Authorization	Full Authorization
General Reports	Full Authorization	Full Authorization
Status Reports	Full Authorization	Full Authorization
Opportunities Pipeline	Full Authorization	Full Authorization
Dynamic Opportunity Analysis	Full Authorization	Full Authorization
Opportunity List	Full Authorization	Full Authorization
Sales - A/R	Full Authorization	Full Authorization
Blanket Agreement	Full Authorization	Full Authorization
Blanket Agreement Status	Full Authorization	Full Authorization
Sales Quotation	Full Authorization	Full Authorization
Sales Order	Full Authorization	Full Authorization
Delivery	Full Authorization	Full Authorization
Return Request	Full Authorization	Full Authorization
Return	Full Authorization	Full Authorization
A/R Down Payment Request	Full Authorization	Full Authorization
A/R Down Payment Invoice	Full Authorization	Full Authorization
A/R Invoice	Full Authorization	Full Authorization
A/R Invoice + Payment	Full Authorization	Full Authorization
A/R Credit Memo	Full Authorization	Full Authorization
A/R Reserve Invoice	Full Authorization	Full Authorization
Recurring Transactions	Full Authorization	Full Authorization
Recurring Transactions Templates	Full Authorization	Full Authorization
Document Generation Wizard	Full Authorization	Full Authorization
Available-to-Promise Check	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
Delivery Schedule Management	Full Authorization	Full Authorization
Fixed Qty/Date	Full Authorization	Full Authorization
Document Draft	Full Authorization	Full Authorization
Document Drafts Report	Full Authorization	Full Authorization
Remove Document Drafts	Full Authorization	Full Authorization
Document Printing	Full Authorization	Full Authorization
Dunning Wizard	Full Authorization	Full Authorization
Execute a dunning run	Full Authorization	Full Authorization
Gross Profit Recalculation Wizard	Full Authorization	Full Authorization
Execute Gross Profit Recalculation Run	Full Authorization	Full Authorization
Sales Reports	Full Authorization	Full Authorization
Electronic Reports	Full Authorization	Full Authorization
Sales Analysis	Full Authorization	Full Authorization
Backorder - Selection Criteria	Full Authorization	Full Authorization
Blanket Agreement	Full Authorization	Full Authorization
Blanket Agreement Fulfillment Report	Full Authorization	Full Authorization
View Related Blanket Agreement from BP Master Data	Full Authorization	Full Authorization
Annual Sales Analysis (by Quarter)	Full Authorization	Full Authorization
Monthly Customer Status Report	Full Authorization	Full Authorization
Monthly Sales Analysis	Full Authorization	Full Authorization
Tax Only	Full Authorization	Full Authorization
Change Row Amounts	Full Authorization	Full Authorization
Change Sales Employee	Full Authorization	Full Authorization
Sales Employee Update	Full Authorization	Full Authorization
Confirm Credit Line Deviation	Full Authorization	Full Authorization
Confirm Debt Line Deviation	Full Authorization	Full Authorization
Confirm Stock Limit Deviation	Full Authorization	Full Authorization
Partial Delivery	Full Authorization	Full Authorization
Document Confirmation	Full Authorization	Full Authorization
Documents with Zero Amounts	Full Authorization	Full Authorization
Allow to Change Reconciliation Accounts	Full Authorization	Full Authorization
Gross Profit	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
Change Tax Rate	Full Authorization	Full Authorization
Modify Posted A/R Documents	Full Authorization	Full Authorization
Purchasing - A/P	Various Authorizations	Various Authorizations
Blanket Agreement	No Authorization	No Authorization
Blanket Agreement Status	No Authorization	No Authorization
Purchase Request	No Authorization	No Authorization
Requester Change	No Authorization	No Authorization
Purchase Quotation	No Authorization	No Authorization
Purchase Order	No Authorization	No Authorization
Split Purchase Order	No Authorization	No Authorization
Goods Receipt PO	No Authorization	No Authorization
Goods Return Request	No Authorization	No Authorization
Goods Return	No Authorization	No Authorization
A/P Down Payment Request	No Authorization	No Authorization
A/P Down Payment Invoice	No Authorization	No Authorization
A/P Invoice	No Authorization	No Authorization
A/P Credit Memo	No Authorization	No Authorization
A/P Reserve Invoice	No Authorization	No Authorization
Landed Costs	No Authorization	No Authorization
Procurement Confirmation Wizard	No Authorization	No Authorization
Purchase Quotation Generation Wizard	No Authorization	No Authorization
Tax Changes	No Authorization	No Authorization
Purchasing Reports	No Authorization	No Authorization
Electronic Reports	No Authorization	No Authorization
Purchase Analysis	No Authorization	No Authorization
Purchase Request Report	No Authorization	No Authorization
Quotation Comparison	No Authorization	No Authorization
Blanket Agreement	No Authorization	No Authorization
Blanket Agreement Fulfillment Report	No Authorization	No Authorization
View Related Blanket Agreement from BP Master Data	No Authorization	No Authorization
Tax Only	Full Authorization	Full Authorization
Modify Posted A/P Documents	Full Authorization	Full Authorization
Business Partners	Various Authorizations	Various Authorizations

Subject	Authorization	Effective Authorization
Adding Business Partner	Full Authorization	Full Authorization
Adding Customer/Vendor Master Data	Full Authorization	Full Authorization
Adding Lead BP	Full Authorization	Full Authorization
Business Partner Master Data	Full Authorization	Full Authorization
Sales Order Balance	Full Authorization	Full Authorization
Delivery Balance	Full Authorization	Full Authorization
Goods Receipt PO Balance	No Authorization	No Authorization
Purchase Order Balance	No Authorization	No Authorization
Change Sales Employee	Full Authorization	Full Authorization
Active	Full Authorization	Full Authorization
Inactive	Full Authorization	Full Authorization
Remove Business Partner	No Authorization	No Authorization
Campaign Generation Wizard	No Authorization	No Authorization
Execute Campaign	No Authorization	No Authorization
Campaign	No Authorization	No Authorization
Business Partner Type	Full Authorization	Full Authorization
Customers	Full Authorization	Full Authorization
Vendors	Full Authorization	Full Authorization
Leads	Full Authorization	Full Authorization
Activity	Full Authorization	Full Authorization
Delete Activity	Full Authorization	Full Authorization
Internal Reconciliations	No Authorization	No Authorization
Reconciliation	No Authorization	No Authorization
Manage Previous Reconciliations	No Authorization	No Authorization
Business Partner Reports	Various Authorizations	Various Authorizations
Electronic Reports	Read-Only	Read-Only
Activities Overview	Full Authorization	Full Authorization
Inactive Customers	No Authorization	No Authorization
Dunning History Report	No Authorization	No Authorization
Campaigns List	No Authorization	No Authorization
Sent Emails Report	No Authorization	No Authorization
Credit Limit by Customer	No Authorization	No Authorization
Banking	Various Authorizations	Various Authorizations
Incoming Payments	Various Authorizations	Various Authorizations

Subject	Authorization	Effective Authorization
Incoming Payments	Read-Only	Read-Only
Cash Receipt	No Authorization	No Authorization
Check Register	No Authorization	No Authorization
Credit Card Management	No Authorization	No Authorization
Credit Card Summary	No Authorization	No Authorization
Deposits	No Authorization	No Authorization
Deposit	No Authorization	No Authorization
Postdated Check Deposit	No Authorization	No Authorization
Postdated Credit Voucher Deposit	No Authorization	No Authorization
Outgoing Payments	No Authorization	No Authorization
Outgoing Payments	No Authorization	No Authorization
Payment Draft	No Authorization	No Authorization
Checks for Payment	No Authorization	No Authorization
Void Checks for Payment	No Authorization	No Authorization
Update Pay To	No Authorization	No Authorization
Create Check for Payment Without Journal Entry	No Authorization	No Authorization
Print Check for Payment	No Authorization	No Authorization
Print Check for Payment	No Authorization	No Authorization
Print Voided Checks for Payment	No Authorization	No Authorization
Reprint Checks for Previously Printed Payment	No Authorization	No Authorization
Payment Drafts Report	No Authorization	No Authorization
Remove Payment Drafts	No Authorization	No Authorization
Checks for Payment Draft	No Authorization	No Authorization
Checks for Payment Drafts Report	No Authorization	No Authorization
Remove Checks for Payment Drafts	No Authorization	No Authorization
Payment System	No Authorization	No Authorization
Payment Wizard	No Authorization	No Authorization
Executed	No Authorization	No Authorization
Payment Engine - Bank File Generation	No Authorization	No Authorization
Payment Orders	No Authorization	No Authorization
Bank Statements and External Reconciliations	No Authorization	No Authorization
Process External Bank Statement	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Reconciliation	No Authorization	No Authorization
Manage Previous External Reconciliations	No Authorization	No Authorization
Check and Restore Previous External Reconciliations	No Authorization	No Authorization
Check Number Confirmation	No Authorization	No Authorization
Electronic Reports	No Authorization	No Authorization
Payment Orders Report by Business Partner	No Authorization	No Authorization
Payment Orders Report by Payment Run	No Authorization	No Authorization
Inventory	Various Authorizations	Various Authorizations
Item Master Data	Read-Only	Read-Only
Active	No Authorization	No Authorization
Inactive	No Authorization	No Authorization
Valuation Method	Read-Only	Read-Only
Remove Item Master Data	No Authorization	No Authorization
Bar Codes	Full Authorization	Full Authorization
Bin Locations	No Authorization	No Authorization
Bin Location Master Data	No Authorization	No Authorization
Activate and Deactivate Bin Location	No Authorization	No Authorization
Transaction Restrictions	No Authorization	No Authorization
Bin Location Management	No Authorization	No Authorization
Bin Location Code Modification	No Authorization	No Authorization
Item Management	Various Authorizations	Various Authorizations
Item Serial Numbers	Full Authorization	Full Authorization
Serial Number Management	Full Authorization	Full Authorization
Serial Number Details	Full Authorization	Full Authorization
Batches	No Authorization	No Authorization
Batch Management	No Authorization	No Authorization
Batch Details	No Authorization	No Authorization
Alternative Items	No Authorization	No Authorization
Business Partner Catalog Numbers	No Authorization	No Authorization
Global Update to BP Catalog Numbers	No Authorization	No Authorization
Inventory Valuation Method	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Inventory Transactions	No Authorization	No Authorization
Goods Receipt	No Authorization	No Authorization
Goods Issue	No Authorization	No Authorization
Inventory Transfer Request	No Authorization	No Authorization
Inventory Transfer	No Authorization	No Authorization
Inventory Counting Transactions	No Authorization	No Authorization
Inventory Counting	No Authorization	No Authorization
Special Inventory Counting Authorizations	No Authorization	No Authorization
Modify Inventory Counting	No Authorization	No Authorization
Freeze Items	No Authorization	No Authorization
Inventory Posting	No Authorization	No Authorization
Inventory Opening Balance	No Authorization	No Authorization
Saved Queries - Group No. 21	No Authorization	No Authorization
Saved Queries - Group No. 22	No Authorization	No Authorization
Saved Queries - Group No. 23	No Authorization	No Authorization
Saved Queries - Group No. 24	No Authorization	No Authorization
Cycle Count Recommendations	No Authorization	No Authorization
Inventory Revaluation	No Authorization	No Authorization
Price Lists	Various Authorizations	Various Authorizations
Price Lists	Full Authorization	Full Authorization
Price List - Group No. 1	Full Authorization	Full Authorization
Price List - Group No. 2	Full Authorization	Full Authorization
Price List - Group No. 3	Full Authorization	Full Authorization
Price List - Group No. 4	Full Authorization	Full Authorization
Last Evaluated Price	Full Authorization	Full Authorization
Last Purchase Price	Full Authorization	Full Authorization
Item Cost	Full Authorization	Full Authorization
Production Std. Cost	No Authorization	No Authorization
Period and Volume Discounts	Full Authorization	Full Authorization
Special Prices	Full Authorization	Full Authorization
Special Prices for Business Partners	Full Authorization	Full Authorization
Copy Special Prices to Selection Criteria	Full Authorization	Full Authorization
Update Special Prices Globally	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
Discount Groups	Full Authorization	Full Authorization
Update Parent Item Prices Globally	Full Authorization	Full Authorization
Avg./Std and Srl/Btch Cost	Full Authorization	Full Authorization
Prices Update Wizard	No Authorization	No Authorization
Execute Prices Update	No Authorization	No Authorization
Pick and Pack	No Authorization	No Authorization
Pick Pack and Production Manager	No Authorization	No Authorization
Pick List	No Authorization	No Authorization
Inventory Reports	No Authorization	No Authorization
Electronic Reports	No Authorization	No Authorization
Items List	No Authorization	No Authorization
Last Prices Report	No Authorization	No Authorization
Inactive Items	No Authorization	No Authorization
Inventory Posting List	No Authorization	No Authorization
Inventory Status	No Authorization	No Authorization
Inventory in Warehouse Report	No Authorization	No Authorization
Inventory Audit Report	No Authorization	No Authorization
Batches and Serials Inventory Audit Report	No Authorization	No Authorization
Inventory Valuation Simulation Report	No Authorization	No Authorization
Batch Number Transactions Report	No Authorization	No Authorization
Serial Number Transactions Report	No Authorization	No Authorization
Bin Location List	No Authorization	No Authorization
Bin Location Content List	No Authorization	No Authorization
Price Report	No Authorization	No Authorization
Discount Group Report	No Authorization	No Authorization
Inventory Counting Transactions Report	No Authorization	No Authorization
Inventory Valuation Method Report	No Authorization	No Authorization
Inventory Turnover Analysis	No Authorization	No Authorization
Inventory Status	No Authorization	No Authorization
Resources	No Authorization	No Authorization
Resource Master Data	No Authorization	No Authorization
Resource Capacity	No Authorization	No Authorization
Set Daily Internal Capacities	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Production	No Authorization	No Authorization
Bill of Materials	No Authorization	No Authorization
Production Order	No Authorization	No Authorization
Receipt from Production	No Authorization	No Authorization
Issue for Production	No Authorization	No Authorization
Bill of Materials - Component Management	No Authorization	No Authorization
Production Std Cost Management	No Authorization	No Authorization
Production Std Cost Rollup	No Authorization	No Authorization
Production Std Cost Update	No Authorization	No Authorization
Production Cost Recalculation Wizard	No Authorization	No Authorization
Execute Production Cost Recalculation Run	No Authorization	No Authorization
Production Reports	No Authorization	No Authorization
Electronic Reports	No Authorization	No Authorization
Bill of Materials Report	No Authorization	No Authorization
MRP	No Authorization	No Authorization
Forecasts	No Authorization	No Authorization
MRP Wizard	No Authorization	No Authorization
Order Recommendation	No Authorization	No Authorization
MRP Reports	No Authorization	No Authorization
Electronic Reports	No Authorization	No Authorization
Service	Full Authorization	Full Authorization
Service Call	Full Authorization	Full Authorization
Special Service Call Authorizations	Full Authorization	Full Authorization
Change Status	Full Authorization	Full Authorization
Define Statuses	Full Authorization	Full Authorization
Reopen	Full Authorization	Full Authorization
Edit Created On/Closed On	Full Authorization	Full Authorization
Allow Service Without Contract	Full Authorization	Full Authorization
Allow Service Beyond Coverage Time	Full Authorization	Full Authorization
Allow Service Beyond Credit Limit	Full Authorization	Full Authorization
Equipment Card	Full Authorization	Full Authorization
Service Contract	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
Change Status	Full Authorization	Full Authorization
Solutions Knowledge Base	Full Authorization	Full Authorization
Special Solution Authorizations	Full Authorization	Full Authorization
Change Status	Full Authorization	Full Authorization
Service Reports	Full Authorization	Full Authorization
Electronic Reports	Full Authorization	Full Authorization
Service Calls	Full Authorization	Full Authorization
Service Calls by Queue - Selection Criteria	Full Authorization	Full Authorization
Response Time by Assigned to - Selection Criteria	Full Authorization	Full Authorization
Average Closure Time	Full Authorization	Full Authorization
Service Contracts	Full Authorization	Full Authorization
Equipment Card Report	Full Authorization	Full Authorization
Service Monitor	Full Authorization	Full Authorization
Service Call Backlog	Full Authorization	Full Authorization
Human Resources	Various Authorizations	Various Authorizations
Employee Master Data	Read-Only	Read-Only
Time Sheet	No Authorization	No Authorization
Human Resources Reports	No Authorization	No Authorization
Electronic Reports	No Authorization	No Authorization
Employee List	No Authorization	No Authorization
Absence Report	No Authorization	No Authorization
Phone Book	No Authorization	No Authorization
Project Management	No Authorization	No Authorization
Project	No Authorization	No Authorization
Project Reports	No Authorization	No Authorization
Stage Analysis - Selection Criteria	No Authorization	No Authorization
Open Issues - Selection Criteria	No Authorization	No Authorization
Resources - Selection Criteria	No Authorization	No Authorization
Time Sheet - Selection Criteria	No Authorization	No Authorization
Reports	Various Authorizations	Various Authorizations
Sales and Purchasing	Full Authorization	Full Authorization
Open Items List	Full Authorization	Full Authorization
Sales Quotations	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
Sales Orders	Full Authorization	Full Authorization
Deliveries	Full Authorization	Full Authorization
Return Requests	No Authorization	No Authorization
Returns	No Authorization	No Authorization
A/R Down Payments - Unpaid	Full Authorization	Full Authorization
A/R Down Payments - Not Yet Fully Applied	Full Authorization	Full Authorization
A/R Invoices	Full Authorization	Full Authorization
A/R Credit Memos	Full Authorization	Full Authorization
A/R Reserve Invoices - Unpaid	Full Authorization	Full Authorization
A/R Reserve Invoices - Not Yet Delivered	Full Authorization	Full Authorization
Purchase Quotations	No Authorization	No Authorization
Purchase Requests	No Authorization	No Authorization
Purchase Orders	No Authorization	No Authorization
Goods Receipt POs	No Authorization	No Authorization
Goods Return Requests	No Authorization	No Authorization
Goods Return	No Authorization	No Authorization
A/P Down Payments - Unpaid	No Authorization	No Authorization
A/P Down Payments - Not Yet Fully Applied	No Authorization	No Authorization
A/P Invoices	No Authorization	No Authorization
A/P Credit Memos	No Authorization	No Authorization
A/P Reserve Invoices - Unpaid	No Authorization	No Authorization
A/P Reserve Invoices - Not Yet Delivered	No Authorization	No Authorization
Inventory Transfer Requests	No Authorization	No Authorization
Production Orders	No Authorization	No Authorization
Missing Items	Full Authorization	Full Authorization
Query Generator	Various Authorizations	Various Authorizations
New Queries	No Authorization	No Authorization
Create/Edit Categories	No Authorization	No Authorization
Execute Non-select SQL Statement	Full Authorization	Full Authorization
Modify SQL Statement	No Authorization	No Authorization
Saved Queries - Group No.1	No Authorization	No Authorization
Saved Queries - Group No.2	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Saved Queries - Group No.3	Read-Only	Read-Only
Saved Queries - Group No.4	No Authorization	No Authorization
Saved Queries - Group No.5	No Authorization	No Authorization
Saved Queries - Group No.6	No Authorization	No Authorization
Saved Queries - Group No.7	No Authorization	No Authorization
Saved Queries - Group No.8	No Authorization	No Authorization
Saved Queries - Group No.9	No Authorization	No Authorization
Saved Queries - Group No.10	No Authorization	No Authorization
Saved Queries - Group No.11	No Authorization	No Authorization
Saved Queries - Group No.12	No Authorization	No Authorization
Saved Queries - Group No.13	No Authorization	No Authorization
Saved Queries - Group No.14	No Authorization	No Authorization
Saved Queries - Group No.15	Read-Only	Read-Only
Query Wizard	No Authorization	No Authorization
Query Manager	No Authorization	No Authorization
Report Scheduling	No Authorization	No Authorization
Scheduled Report Overview	No Authorization	No Authorization
Report Execution Scheduler	No Authorization	No Authorization
Cockpit & Widget	No Authorization	No Authorization
Cockpit Management	No Authorization	No Authorization
General Widgets	No Authorization	No Authorization
Common Functions	No Authorization	No Authorization
Open Documents	No Authorization	No Authorization
Messages and Alerts	No Authorization	No Authorization
Browser	No Authorization	No Authorization
Dashboard Widget	No Authorization	No Authorization
KPI Widget	No Authorization	No Authorization
Widget Content	No Authorization	No Authorization
Analytics	Various Authorizations	Various Authorizations
Excel Report and Interactive Analysis Designer	No Authorization	No Authorization
Excel Reports	No Authorization	No Authorization
Customer Relationship Management	No Authorization	No Authorization
Sales Opportunities Report	No Authorization	No Authorization
Financials	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Budget and Cost Accounting	No Authorization	No Authorization
Cost Center - Budget Versus Actual	No Authorization	No Authorization
Financial Accounting	No Authorization	No Authorization
Management Accounting	No Authorization	No Authorization
Financial Analysis-Transaction by Project	No Authorization	No Authorization
Inventory	No Authorization	No Authorization
Inventory by Item Group per Warehouse	No Authorization	No Authorization
Purchasing	No Authorization	No Authorization
Multi-Document Scenarios	No Authorization	No Authorization
Purchase Analysis Report	No Authorization	No Authorization
Single Document Transactions	No Authorization	No Authorization
Sales	No Authorization	No Authorization
Multi-Document Scenarios	No Authorization	No Authorization
Delivery Schedule	No Authorization	No Authorization
Sales Performance by Customer	No Authorization	No Authorization
Single Document Transactions	No Authorization	No Authorization
Semantic Layer	No Authorization	No Authorization
Purchasing	No Authorization	No Authorization
Multi-Document Scenarios	No Authorization	No Authorization
Average Purchasing Price Query	No Authorization	No Authorization
Statistics of on-time receipt	No Authorization	No Authorization
Purchase Order Fulfillment Cycle Time Query	No Authorization	No Authorization
On-time receipt analysis	No Authorization	No Authorization
Purchase return statistics	No Authorization	No Authorization
Vendor Balance Analysis Query	No Authorization	No Authorization
Single Document Transactions	No Authorization	No Authorization
A/P Correction Invoice and Reversal Details	No Authorization	No Authorization
A/P Correction Invoice and Reversal Header	No Authorization	No Authorization
A/P Credit Memo Details	No Authorization	No Authorization
A/P Credit Memo Header	No Authorization	No Authorization
A/P Invoice Details	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
A/P Invoice Header	No Authorization	No Authorization
A/P Reserve Invoice Details	No Authorization	No Authorization
A/P Reserve Invoice Header	No Authorization	No Authorization
Goods Receipt PO Details	No Authorization	No Authorization
Goods Receipt PO Header	No Authorization	No Authorization
Goods Return Details	No Authorization	No Authorization
Goods Return Header	No Authorization	No Authorization
Purchase Order Details	No Authorization	No Authorization
Purchase Order Header	No Authorization	No Authorization
Purchase Analysis by Document	No Authorization	No Authorization
Purchase Analysis	No Authorization	No Authorization
Vendor Payment Aging	No Authorization	No Authorization
Sales	No Authorization	No Authorization
Multi-Document Scenarios	No Authorization	No Authorization
Average Selling Price Query	No Authorization	No Authorization
Backorder Statistics	No Authorization	No Authorization
Customer Attrition Rate Prediction Query	No Authorization	No Authorization
Customer Open Balances And Credit Limit Comparison	No Authorization	No Authorization
Item Also Recommended Query	No Authorization	No Authorization
Item Recommendation Query	No Authorization	No Authorization
Statistics of on-time delivery	No Authorization	No Authorization
On-time delivery analysis	No Authorization	No Authorization
Sales order fulfillment cycle time analysis	No Authorization	No Authorization
Sales Return Statistics Query	No Authorization	No Authorization
Single Document Transactions	No Authorization	No Authorization
A/R Correction Invoice and Reversal Details	No Authorization	No Authorization
A/R Correction Invoice and Reversal Heade	No Authorization	No Authorization
A/R Credit Memo Details	No Authorization	No Authorization
A/R Credit Memo Header	No Authorization	No Authorization
A/R Invoice Details	No Authorization	No Authorization
A/R Invoice Header	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
A/R Reserve Invoice Details	No Authorization	No Authorization
A/R Reserve Invoice Header	No Authorization	No Authorization
Delivery Details	No Authorization	No Authorization
Delivery Header	No Authorization	No Authorization
Return Details	No Authorization	No Authorization
Return Header	No Authorization	No Authorization
Sales Order Details	No Authorization	No Authorization
Sales Order Header	No Authorization	No Authorization
Sales Quotation Details	No Authorization	No Authorization
Sales Quotation Header	No Authorization	No Authorization
Customer Receivables - Aging	No Authorization	No Authorization
Sales Analysis by Document	No Authorization	No Authorization
Profitability Analysis	No Authorization	No Authorization
Customer Relationship Management	No Authorization	No Authorization
Opportunities	No Authorization	No Authorization
Opportunity Win Rate Analysis	No Authorization	No Authorization
Financials	No Authorization	No Authorization
Budget and Cost Accounting	No Authorization	No Authorization
Budget Analysis Query	No Authorization	No Authorization
Cost Center Budget VS Actual Query	No Authorization	No Authorization
Financial Accounting	No Authorization	No Authorization
Balance Sheet Comparison Query	No Authorization	No Authorization
Balance Sheet Query	No Authorization	No Authorization
Cash Flow Statement Query	No Authorization	No Authorization
Profit And Loss Comparison Query	No Authorization	No Authorization
Profit And Loss Query	No Authorization	No Authorization
Management Accounting	No Authorization	No Authorization
Aging Query	No Authorization	No Authorization
G/L Account Period Amount Query	No Authorization	No Authorization
G/L Account Period Balance Query	No Authorization	No Authorization
General Ledger Account Query	No Authorization	No Authorization
General Ledger Business Partner Query	No Authorization	No Authorization
Sub Ledger Query	No Authorization	No Authorization
Tax Report Query	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Transactional Journal Query	No Authorization	No Authorization
VAT Report Query	No Authorization	No Authorization
KPI Balance Sheet Query	No Authorization	No Authorization
KPI Cash Flow Statement Query	No Authorization	No Authorization
KPI Profit And Loss Query	No Authorization	No Authorization
Budget Analysis	No Authorization	No Authorization
Cost Center Analysis	No Authorization	No Authorization
Cost Accounting Versus Financial Accounting	No Authorization	No Authorization
Financial Analysis	No Authorization	No Authorization
Inventory	No Authorization	No Authorization
Inventory Status	No Authorization	No Authorization
Inventory Transaction Documents	No Authorization	No Authorization
Pervasive Analytics Designer	No Authorization	No Authorization
Content	Various Authorizations	Various Authorizations
KPI	Various Authorizations	Various Authorizations
Total Assets	No Authorization	No Authorization
Total Liabilities	No Authorization	No Authorization
Total Equity	No Authorization	No Authorization
Net Sales Revenue	Full Authorization	Full Authorization
Net Cash Flow (Operating)	No Authorization	No Authorization
Net Cash Flow (Investment)	No Authorization	No Authorization
Net Cash Flow (Financial)	No Authorization	No Authorization
Cash	No Authorization	No Authorization
Accounts Receivable	Full Authorization	Full Authorization
Inventory	No Authorization	No Authorization
Accounts Payable	No Authorization	No Authorization
COGS	No Authorization	No Authorization
Total Current Assets	No Authorization	No Authorization
Total Current Liabilities	No Authorization	No Authorization
Working Capital	No Authorization	No Authorization
DSO	Full Authorization	Full Authorization
DPO	No Authorization	No Authorization
DIO	No Authorization	No Authorization
CCC	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
OC	No Authorization	No Authorization
Asset Turnover	No Authorization	No Authorization
Inventory Turnover	No Authorization	No Authorization
Gearing Ratio	No Authorization	No Authorization
Current Ratio	No Authorization	No Authorization
Quick Ratio	No Authorization	No Authorization
Debt Ratio	No Authorization	No Authorization
Cash Ratio (By Revenue)	No Authorization	No Authorization
Gross Profit	Full Authorization	Full Authorization
Gross Profit Margin	Full Authorization	Full Authorization
Operating Cost	No Authorization	No Authorization
Expense 1	No Authorization	No Authorization
Expense 2	No Authorization	No Authorization
Operating Income	No Authorization	No Authorization
Net Profit	No Authorization	No Authorization
Net Profit Margin	No Authorization	No Authorization
Operating Margin	No Authorization	No Authorization
Cash Ratio (By Profit)	No Authorization	No Authorization
ROE	No Authorization	No Authorization
Net Cash Flow	No Authorization	No Authorization
Receivables Overdue	No Authorization	No Authorization
Payables Overdue	No Authorization	No Authorization
Total Sales Amount	Full Authorization	Full Authorization
Sales Return Amount	Full Authorization	Full Authorization
Total Receivable Amount	Full Authorization	Full Authorization
Total Purchase Amount	No Authorization	No Authorization
Goods Return Amount	No Authorization	No Authorization
Total Payable Amount	No Authorization	No Authorization
GRPO Not Invoiced	No Authorization	No Authorization
Inventory Value	No Authorization	No Authorization
Inbound Inventory Value	No Authorization	No Authorization
Outbound Inventory Value	No Authorization	No Authorization
Inventory Turnover (Year)	No Authorization	No Authorization
Weighted Amount of All Open Opportunities (LC)	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Average Fulfillment Days for a Sales Order	No Authorization	No Authorization
Average Delivery Variance Days	No Authorization	No Authorization
Average Fulfillment Days for a Purchase Order	No Authorization	No Authorization
Average Receipt Variance Days	No Authorization	No Authorization
Open Amount of Deliveries for Customer	No Authorization	No Authorization
Customer Receivables	No Authorization	No Authorization
Potential Amount of My Open Opportunities	No Authorization	No Authorization
My Sales Amount (with Tax) for Current Month	No Authorization	No Authorization
Total Sales Amount (LTD)	No Authorization	No Authorization
Gross Profit (LTD)	No Authorization	No Authorization
Total Sales Amount (YTD)	No Authorization	No Authorization
Gross Profit (YTD)	No Authorization	No Authorization
Gross Profit Margin (YTD)	No Authorization	No Authorization
Number of Open Sales Quotations	No Authorization	No Authorization
Number of Open Sales Orders	No Authorization	No Authorization
On-Time Delivery Rate	No Authorization	No Authorization
Number of Open Deliveries	No Authorization	No Authorization
Open Amount of Deliveries	No Authorization	No Authorization
Sales Return Amount for This Year	No Authorization	No Authorization
Number of Open Service Calls	No Authorization	No Authorization
Credit Limit Deviation	No Authorization	No Authorization
Total Receivable Amount (LTD)	No Authorization	No Authorization
Potential Amt of Open Opportunities	No Authorization	No Authorization
Opportunity Win Rate (LTD)	No Authorization	No Authorization
Churn Probability	Full Authorization	Full Authorization
Monthly Closed Tickets	No Authorization	No Authorization
Yearly In-Service Rate	No Authorization	No Authorization
Dashboard	Various Authorizations	Various Authorizations
Aging of Receivables Overdue (10-Day Interval)	No Authorization	No Authorization
Aging of Payables Overdue (10-Day Interval)	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Top 5 Customers by Receivables Overdue	No Authorization	No Authorization
Top 5 Vendors by Payables Overdue	No Authorization	No Authorization
Top 5 Best Selling Items by Sales Amount	Full Authorization	Full Authorization
Top 5 Customers by Sales Amount	Full Authorization	Full Authorization
Revenue Versus Gross Profit for Last 6 Months	No Authorization	No Authorization
Top 5 Purchased Items by Purchase Amount	No Authorization	No Authorization
Top 5 Vendors by Purchase Amount	No Authorization	No Authorization
Total Purchase Versus Goods Return for Last Six Months	No Authorization	No Authorization
Top 5 Item Groups by Inventory Value	No Authorization	No Authorization
Inv. Turnover of Last 12 Months (6-Month Comp.)	No Authorization	No Authorization
Inventory Turnover (By Item Group)	No Authorization	No Authorization
Inventory Turnover (By Warehouse)	No Authorization	No Authorization
Top 5 Sales Employees by Sales Amount	No Authorization	No Authorization
Sales Order Amount by Months (LC)	No Authorization	No Authorization
Top 5 Best Selling Items by Sales Amount (Mobile)	No Authorization	No Authorization
Potential Amt of Open Oppty by Stages - Curr. User	No Authorization	No Authorization
Top 5 Customers by Sales Amount - Curr.User	No Authorization	No Authorization
Sales Order Amount by Mo./Qtr/Yr (LC) - Curr. User	No Authorization	No Authorization
Top 5 Best Selling Items by Sales Amt - Curr. User	No Authorization	No Authorization
Aging of Receivables Overdue (30-Day Interval)	No Authorization	No Authorization
On-Time Dely Rate by Number by Cust. (Last 6 Mo.)	No Authorization	No Authorization
Avg. Ord. Fulfillment Days by Cust. (Last 6 Mo.)	No Authorization	No Authorization
Revenue Versus Gross Profit for Last 6 Years	No Authorization	No Authorization

Subject	Authorization	Effective Authorization
Top 5 Best Selling Items by Sales Amt of This Year	No Authorization	No Authorization
Advanced Dashboard	Various Authorizations	Various Authorizations
Adv. Dashboard for SAP Business One Sales App - Curr. Sales EE (only available in the version for SAP HANA)	Full Authorization	Full Authorization
Adv. Dashboard for SAP Business One Sales App - Customer (only available in the version for SAP HANA)	Full Authorization	Full Authorization
Customer 360	No Authorization	No Authorization
Adv. Dashboard for SAP Business One Service App (only available in the version for SAP HANA)	Full Authorization	Full Authorization
Fiori-Style Cockpit Management	No Authorization	No Authorization
Cockpit Management	No Authorization	No Authorization
Cockpit Designers	No Authorization	No Authorization
Count Widget Setup	No Authorization	No Authorization
Browser Widget Setup	No Authorization	No Authorization
Cockpit Content	No Authorization	No Authorization
Count Widgets	Various Authorizations	Various Authorizations
My Sales Orders Not Delivered	Full Authorization	Full Authorization
My Open A/R Invoices	Full Authorization	Full Authorization
My Purchase Orders Not Received	No Authorization	No Authorization
My Open A/P Invoices	No Authorization	No Authorization
My Open Inv. Transfer Requests	No Authorization	No Authorization
Browser Widgets	Full Authorization	Full Authorization
Default Homepage	Full Authorization	Full Authorization
My Workbench	Various Authorizations	Various Authorizations
Sales Process	Full Authorization	Full Authorization
Purchasing Process	No Authorization	No Authorization
Inventory Management Process	No Authorization	No Authorization
Financial Process	No Authorization	No Authorization
Others	Full Authorization	Full Authorization
My Recent Updates	Full Authorization	Full Authorization
My Recent Updates	Full Authorization	Full Authorization
My Recent Updates	Full Authorization	Full Authorization

Subject	Authorization	Effective Authorization
My Recent Updates	Full Authorization	Full Authorization
My Recent Updates	Full Authorization	Full Authorization
Common Functions	Full Authorization	Full Authorization
Messages and Alerts	Full Authorization	Full Authorization
Crystal Dashboard	Various Authorizations	Various Authorizations
Service Call - SAP HANA	Full Authorization	Full Authorization
Sales Analysis - SAP HANA	Full Authorization	Full Authorization
Purchase Quotations - SAP HANA	No Authorization	No Authorization
Inventory Status - SAP HANA	No Authorization	No Authorization
Delivery Analysis - SAP HANA	No Authorization	No Authorization
Sales Employee Performance Target - SAP HANA	No Authorization	No Authorization
Payment Collection Analysis - SAP HANA	No Authorization	No Authorization
Cash Flow Forecast - SAP HANA	No Authorization	No Authorization
Inventory Counting Recommendation - SAP HANA	No Authorization	No Authorization
User Authorization	No Authorization	No Authorization

4. Create a new employee with the *Role* of *Technician*, and link the employee to the new user.
5. Go to **Document Settings > General** and select *Enable Multiple Scheduling for Service Calls*.

We recommend that you change the initial password for the mobile app user before the user uses SAP Business One Service. To change the password, from the SAP Business One client, choose **Administration > Setup > General > Security > Change Password**.

If you use the mobile app only, without the SAP Business One client (for example, you have a mobile sales license), you will not be able to change your password from the mobile app.

For information about how to perform the above steps, see the [online help](#) for SAP Business One, version for SAP HANA.

Results

A mobile user account is created. You need to provide the mobile app user with the user code and password.

6.4 Deploying Certificates

This topic describes how to deploy a certificate to your mobile device.

To ensure the highest security standard for your company and your business data, SAP introduced the exclusive use of valid SSL certificates. In SAP Business One, the System Landscape Directory and the Service Layer components enforce secure connection through HTTPS encryption. You need to ensure that your mobile device is also secured by the certificates.

- **Purchased certificate (Recommend):**
We recommend that you use a purchased certificate (for example, PKCS12 certificate).
To import certificate to SAP Business One, version for SAP HANA, follow instructions on the *Certificate* part of chapter *SAP Business One, version for SAP HANA* in SAP Note [2046101](#).
If you use a purchased certificate, you normally don't need to deploy the certificate to your mobile device. If you are asked to do so, please contact your certificate vendor.
- **Self-signed certificate (SAP Business One default certificate):**
If you use a self-signed certificate, you must first export the certificates that you used for System Landscape Directory, Mobile Service, and Analytics Platform, and then import them to your mobile device.
- **Self-signed certificate (Self-generated certificate):**
If you want to re-generate self-signed certificate for your server, refer to SAP Note [2298985](#).
If you are using external address mapping for mobile service, refer to *Prepare Certificate* and *Configure Nginx Reverse Proxy* sections in the guide *How to Deploy SAP Business One (Cloud) with Browser Access*.

i Note

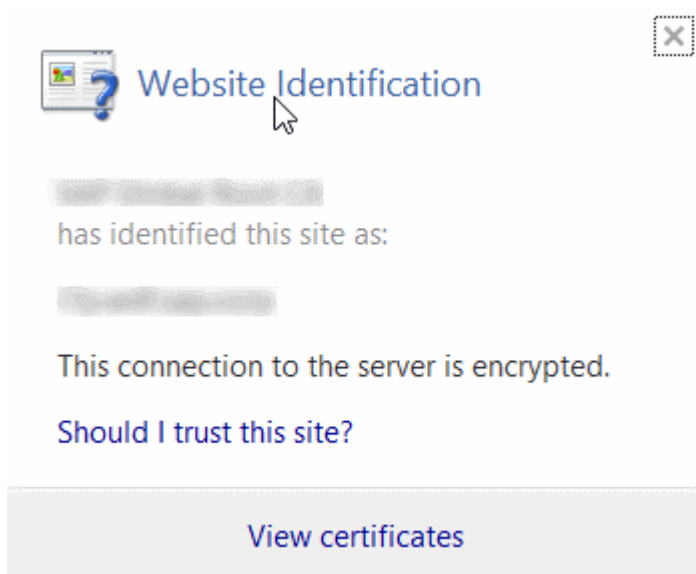
If you have used different certificates for these services, you must repeat the export and import procedures for each certificate.

To **export a certificate**, perform the following steps:

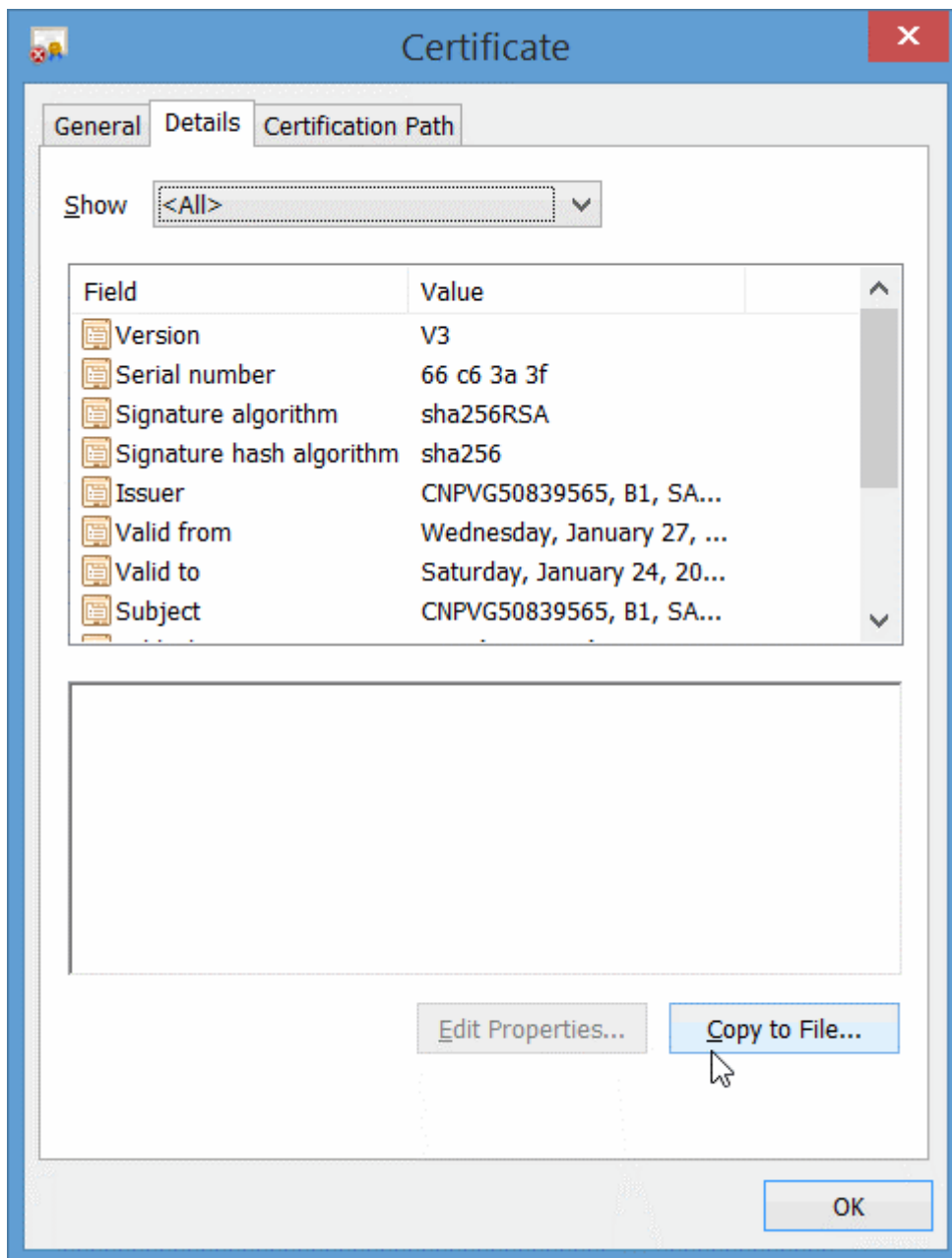
1. In a Web browser, enter the URL for the System Landscape Directory, Mobile Service or Analytics Platform and press **Enter**.
2. In the Web address bar, click the security report icon.



3. Click *View certificates*.



4. In the *Certificate* window, on the *Details* tab, choose *Copy to File*.



5. In the *Certificate Export Wizard* window, choose *Next*.
6. Select the *DER encoded binary X.509 (.CER)* format, and choose *Next*.
7. Enter a name for the file and the location (including the entire path), or click *Browse*, navigate to the location, and then enter the file name.
8. Click *Finish*.

To **import a certificate** to your mobile device, perform the following steps:

1. Send the certificate file to your iPhone by e-mail.
2. Click the e-mail attachment to install the certificate.

6.5 Configuring User Logins and Authentication

This topic shows you how to configure user logins and authentication for the SAP Business One Service mobile app users.

In the On-Premise Environment

If your mobile app is used with SAP Business One or SAP Business One, version for SAP HANA, app users can use one of the following options for logins and authentication:

- Single Sign-On (SSO): an authentication service for logins with Windows domain user accounts.
- Logins with SAP Business One user names and passwords.

Procedure

To configure a login method for SAP Business One Service, proceed as follows:

1. Log in to the System Landscape Directory.
2. Go to *Security & Logging*.
 - If you want the mobile app users to log in to SAP Business One Service with Windows domain user accounts, select both *Enable Single Sign-On (Log In Using Windows Domain Account)* and *Disable Logins with SAP Business One User Accounts*.
 - If you want the mobile app users to log in to SAP Business One Service with SAP Business One user account credentials, deselect both *Enable Single Sign-On (Log in Using Windows Domain Account)* and *Disable Logins with SAP Business One User Accounts*.

i Note

In the on-premise environment, you can't enable both of the authentication options. Even if you select *Enable Single Sign-On (Log In Using Windows Domain Account)* and deselect *Disable Logins with SAP Business One User Accounts*, only the SSO will take effect.

In an On-Demand Environment

If your mobile app is used with SAP Business One Cloud, the app user login method is restricted to Single Sign-On.

If your SAP Business One Cloud version is 1.1 PL 19 or higher, for which the SAP Business One version is 10.0 FP 2208 or later, you can configure two-factor authentication to further strengthen security. For more information, see SAP Note [2388843](#).

For information about how to configure users, logins, and authentication in an on-demand environment, see [SAP Business One Cloud Administrator's Guide](#).

6.6 Setting Up Attachment Folder

In the On-Premise Environment

You can set up a shared folder for attachments in either one of the following ways:

Method 1

1. From the Windows server:
 1. Create a shared folder with read and write permission.
 2. In the SAP Business One client, choose **Administration** > **System Initialization** > **General Settings** > **Path**. In the *Attachments Folder* field, enter the shared folder. Make sure that the folder path is a network path rather than a local path. For example, \\10.59.38.19\Attachments.
2. From the Linux server where the Mobile Service is installed:
 1. Create a folder (for example, /mnt/Attachments).
 2. Mount the Linux folder to the Windows folder by running the following command:

```
mount -t cifs -o domain=xxxxx,username=xxxxx,password=xxxxxx,file_mode=0777,dir_mode=0777 "//10.59.38.19/Attachments/" /mnt/Attachments
```

i Note

Please be noted that the path is case-sensitive.

3. Replace username and password with the username and password of the Windows server.

Method 2

Alternatively, you can use the system configuration file `/etc/fstab` to automatically mount the Linux folder to the Windows shared folder once the Linux server reboots. To do this, perform the following steps:

1. Log in as a root user to the Linux server where you install the Mobile Service, and create a credential file (for example, `/etc/mycifspass`) with the following content:

```
domainname=xxxxx
username=xxxxx
password=xxxxxx
file_mode=0777
dir_mode=0777
```
2. Open the system configuration file `/etc/fstab` and append one line as below:

```
//10.59.38.19/Attachments/ /mnt/Attachments cifs credentials=/etc/mycifspass 0 0
```

i Note

Please be noted that the path is case-sensitive.

3. Reboot the Linux server and you will find the Windows shared folder automatically mounted.

In the On-Demand Environment

1. In the Cloud Control Center for SAP Business One, choose ► [Landscape Management](#) ► [Service Units](#) ►.
2. Choose the appropriate service unit, and on the [Storage](#) tab, copy the path defined as a shared folder for the corresponding service unit (for example: \\server_hostname\SharedFolder\SU-XYZ).
3. Paste the path to a text editor and replace the backslash (\) with a forward slash (/). The folder path is then as follows: //server_hostname/SharedFolder/SU-XYZ.

i Note

As the application is case-sensitive, we recommend that you copy and paste the path rather than type it manually.

4. Create an empty folder on the Linux server on which the Job Service is installed, for example: /mnt/attachment.
Give permission to this folder with the command: `chmod 777 -R /mnt/attachment`.
5. Mount the folder path from Step 3 to the empty folder created in Step 4 (please copy the path) with the following command:

```
mount -t cifs -o
domain=<domain name>,username=saperviceblc,password=**password**,sec=<security
mode>,uid=<sid>adm,forceuid '//server_hostname/SharedFolder/SU-XYZ' /mnt/
attachment
```

Alternatively, open the `/etc/fstab` file and add the following text to automate the process of mounting partitions:

```
//server_hostname/SharedFolder/SU-XYZ /mnt/attachment cifs credentials=/
root/.cifs,domain=<domain name>,uid=<sid>adm,forceuid,sec=<security mode> 0 0
/root/.cifs:
username=saperviceblc
password=**password**
```

The default security mode in mainline kernel versions prior to v3.8 is `sec=ntlm`. In v3.8, the default security mode is changed to `sec=ntlmssp`.

To view a complete list of all parameters, please refer to the `mount.cifs(8)` manual page (for example, `man mount.cifs`).

6. After mounting the folder, use the `cp` command to test if the files in the folder are readable.

6.7 Setting Up Approval Procedure for Sales Orders

This topic details the steps for setting up an approval procedure for sales orders.

Context

To activate the approval procedure, from the SAP Business One client, choose **► Main Menu ► Administration ► System Initialization ► General Settings ► BP** tab and then select the checkboxes *Activate Approval Procedures*, and *Activate Approval Procedures in DI*.

For more information about the setup, see the section [Approval Process](#) in the online help for SAP Business One.

6.8 Setting Up Add-Ons to Run Within SAP Business One Service Mobile App

Context

As of SAP Business One 9.2 PL08, version for SAP HANA, you can set up your own Web applications within the SAP Business One Service mobile app.

For SAP Business One add-ons that run on mobile devices and are delivered by partners, make the settings described below.

i Note

Setting up add-ons for SAP Business One Service is supported in the **on-premise** environment only.

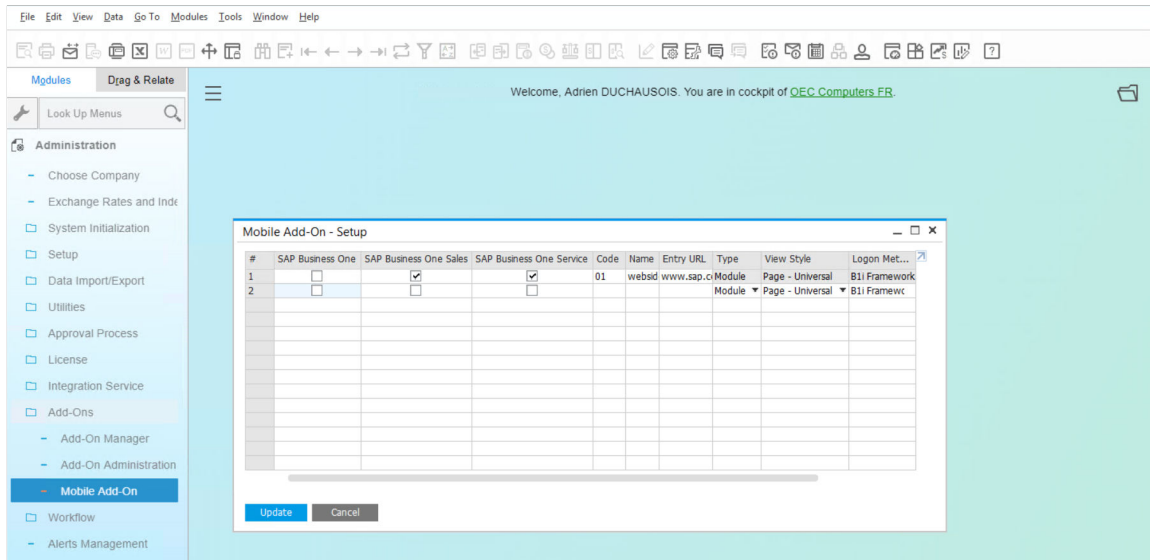
Procedure

1. From the SAP Business One *Main Menu*, choose **► Administration ► Add-Ons ► Mobile Add-On**.
2. In the *Mobile Add-On - Setup* window, select whether the add-on is for the SAP Business One Service mobile app, or the SAP Business One mobile app, or both.
3. For the SAP Business One Service mobile app, enter the relevant data for the add-on in the *Code*, *Name*, *Entry URL*, and *Provider* fields.

i Note


The *Type*, *View Style*, and *Logon Method* fields are for the SAP Business One mobile app only. They are not relevant for the SAP Business One Service mobile app.

4. Select the *Enable* checkbox.
5. To save your settings, choose *Update*.



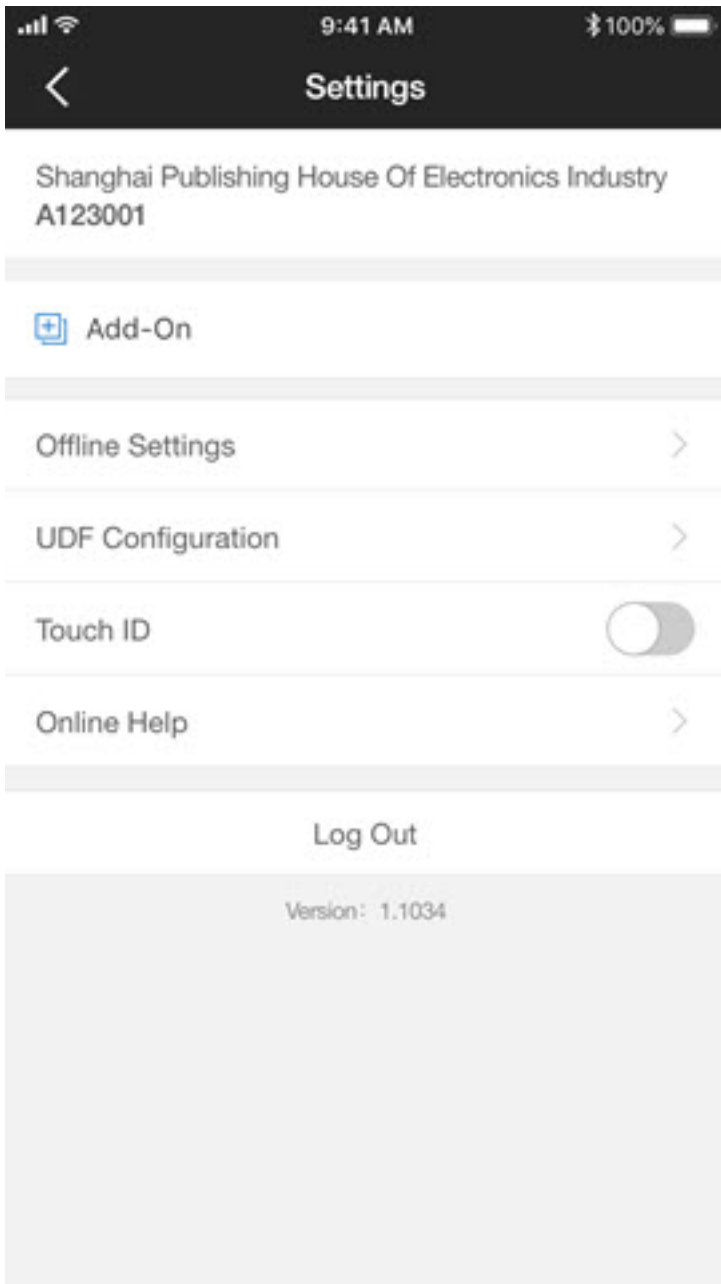
Next Steps

After you set up an add-on from SAP Business One, the add-on can be accessed from the SAP Business One Service mobile app main menu.

Tap the  icon in the top left hand corner of the home page; you can see the add-on appears at the bottom of the functions list.

i Note

Single sign on (SSO) is supported. If you have registered this add-on to the System Landscape Directory (SLD) of SAP Business One, you can open the add-on directly without entering credentials.



7 Document History

This section provides details about the changes made in each version of this document.



Version	Date	Description
1.0	April 27, 2018	First version.
1.1	September 28, 2018	Added approval procedure.
1.2	May 23, 2019	Added description about viewing common solutions, information of related tickets, and customer information, and about creating follow-up tickets.
1.3	September 09, 2019	Added KPI dashboard configuration settings. Added report template configuration settings.
1.4	October 14, 2022	Added different login procedures for different combinations of mobile app version and SAP Business One version.

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