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User Guide for SAP Business One, Web Client

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1 SAP Business One, Web Client

This document guides you through the available features and functions in SAP Business One, Web client.

Web client runs on both MS SQL Server database and SAP HANA database technology. It offers the SAP Business One core business logic and processes provided in a new user experience based on the SAP Fiori design concept.

For information about features and functions in SAP Business One, see SAP Business One 10.0.

For information about the installation and configuration of the Web client component, see the Administrator's Guide:

- SAP Business One Administrator's Guide, version for SAP HANA
- SAP Business One Administrator's Guide

1.1 Document History

The document history is a record of additions and major changes to the *User Guide for SAP Business One, Web Client*.

1.1.1 Change Log 10.0 SP 2411

Topic	Description	Links to Related Sections
Working with Best Practices for Intelligent Automation for SAP Business One	Updated the link to SAP Business Accelerator Hub.	Activity Creation for Business Partners

1.1.2 Change Log 10.0 SP 2408

Topic	Description	Links to Related Sections
All topics	No updates.	

1.1.3 Change Log 10.0 FP 2405

Topic	Description	Links to Related Sections
Home Page	The *SAP Business One Suggest* option in *Settings* (*Settings* > *Appearance* > *Display Settings*) allows you to enable or disable auto-suggest.	Appearance
Sales	• In the sales orders app, a description of the new field *Batch/Serial Numbers* is added. • In apps including deliveries, returns, A/R invoices, and A/R credit memos, descriptions about newly supported fields: *Batch/Serial Numbers*, *Bin Location Allocation*, and *Bin Locations* are added in relevant *Working with ...* topics. • A main topic about managing batches, serial numbers, and bin locations, together with three child topics are added. • A description about the *Copy To* field in relevant *Working with ...* topics is updated.	• Working with Sales Orders • Working with Deliveries • Managing Batches, Serial Numbers, and Bin Locations
Purchasing	• In apps including goods receipt POs, goods returns, A/P invoices, and A/P credit memos, descriptions about three new fields: *Batch/Serial Numbers*, *Bin Location Allocation*, and *Bin Locations* are added in relevant *Working with ...* topics. • A main topic about managing batches, serial numbers, and bin locations, together with three child topics are added . • A description about the *Copy To* field in relevant *Working with ...* topics is updated.	• Working with Goods Receipt POs • Managing Batches, Serial Numbers, and Bin Locations
Activities	A description about the *Attachments* tab is added in the *Working with Activities* and the *Creating Activities* topics.	• Working with Activities • Creating Activities
Business Partners	A topic about verifying VAT numbers for business partners is added.	Verifying VAT Numbers for Business Partners
Inventory Transactions	• Descriptions about three new fields: *Batch/Serial Numbers*, *Bin Location Allocation*, and *Bin Locations* are added in relevant *Working with ...* topics. • A main topic about managing batches, serial numbers, and bin locations, together with three child topics are added.	• Working with Goods Issues • Managing Batches, Serial Numbers, and Bin Locations

Topic	Description	Links to Related Sections
Configuration	Topics for the various settings, and additional object definitions for configuring are added in SAP Business One, Web client. The various topics for settings and definitions are organized according to the following menu structure: • General • Approval Process • CRM • Sales and Purchasing • Business Partners • Payments and Banking • Inventory • Accounting • Service	Configuration

1.1.4 Change Log 10.0 SP 2402

Topic	Description	Links to Related Sections
SAP Business One, Web Client	The links to the administrator's guides are changed.	SAP Business One, Web Client [page 5]

1.1.5 Change Log 10.0 SP 2311

Topic	Description	Links to Related Sections
Getting Started	• Added description of new feautres in the enterprise search and revised topic. • Updated the App Finder topic and added procedures. • Added description of new Horizon visual themes available in the *Settings* dialog box.	• Enterprise Search • App Finder • Appearance

1.1.6 Change Log 10.0 FP 2305

Topic	Description	Links to Related Sections
Getting Started	• Added description of read-only mode in **Access and Login** in the *SAP Business One Settings* topic. • Updated the following subtopics in the *Home Page* topic as a result of UI changes after the UI5 upgrade to version 1.96: *Notifications*, *User Actions Menu*, *Recent Activities & Frequently Used*, *App Finder*, *Settings*. • Added description of the *Optimized for Touch Input* option on the *Appearance* tab of *Settings*. • Added description of the *Content Security Policy* setting to the *General Settings* topic. • Updated description of the *Share* dropdown list for list views and added description of how to add a KPI on a tile in the *Header Tools* topic. • Updated description of the *Column* tab of the *View Settings* dialog box in the *Table Toolbar* topic. • Updated description of the *Share* dropdown list for detailed views in the *Header Area* topic. • Updated description of the *Settings* icon in detailed view tables in the *Editing Records* topic.	• SAP Business One Settings • Home Page • Appearance • General Settings • Header Tools • Table Toolbar • Header Area • Editing Records
Sales	Added descriptions of the *Type* field and the *Opening and Closing Remarks* fields in all *Working with...* Topics.	Working with Sales Orders
Purchasing	Added descriptions of the *Type* field and the *Opening and Closing Remarks* fields in all *Working with...* Topics.	Working with Purchase Orders
Business Partners	• Updated descriptions of the prerequisites in the *Scanning Business Cards* topic and steps in the *Creating Business Partners* topic. • Added a new topic *Creating Contact Persons*.	• Scanning Business Cards • Creating Business Partners • Creating Contact Persons
Inventory Transactions	• Updated descriptions of the *Counting* tab in the *Working with Inventory Counting Transactions* topic and steps in the *Creating Inventory Counting Transactions* topic. • Added a new topic *Counting Inventory by Units of Measure* .	• Working with Inventory Counting Transactions • Creating Inventory Counting Transactions • Counting Inventory by Units of Measure

Topic	Description	Links to Related Sections
Analytics	• Updated description of the *Category* dropdown list in the *Creating User-Defined Queries* topic. • Added description for a new field *Match Unique ID With* in the *Working with User-Defined Queries* topic. • Updated description of the sharing options in the *Managing Views* topic. • Added new subtopics to the *Linked List Views* topic: *Editing Linked List Views*, *Managing Public Linked List Views*, and *Personalizing Linked List Views*.	• Creating User-Defined Queries • Working with User-Defined Queries • Managing Views • Linked List Views

1.1.7 Change Log 10.0 FP 2208

Topic	Description	Link to Related Section
General	Modified the structure and content of the user guide for apps for managing records. App-specific features in list view are described in the *Managing [App Name]* section, while those for detailed view are described in the *Working with [App Name]* section. General concepts and generic features relevant throughout Web client are described in the *Apps* section of *Getting Started*.	
Getting Started	• Added a new topic *SAP Business One Settings* to *Getting Started*. • Added description of the settings in the SAP Business One client for the distribution rules feature. • Added description of the new *Horizon* theme to the *Home Page* topic. • Moved the *Relationship Map* topic to *Getting Started*. • Updated descriptions of the *Share* icon in the *Working with List Views* and *Working with Detailed Views* topics.	• SAP Business One Settings • Appearance • Header Tools Header Area
Sales	• Added four topics about return requests. • Updated descriptions of the *Attachments* tab in the *Working with [Sales App Name]* and *Creating [Sales App Name]* topics. • Removed the *Additional Sales Documents* topic.	• Return Requests • Working with Return Requests • Creating Return Requests

Topic	Description	Link to Related Section
Purchasing	• Added four topics about purchase requests. • Added four topics about A/P reserve invoices. • Added four topics about goods return requests. • Updated descriptions of the *Attachments* tab in the *Working with [Purchasing App Name]* and *Creating [Purchasing App Name]* topics. • Removed the *Additional Purchasing Documents* topic.	• Purchase Requests • A/P Reserve Invoices • Goods Return Requests
Business Partners	Added descriptions of the *Attachments* tab in the *Working with Business Partners* and *Creating Business Partners* topics.	• Working with Business Partners • Creating Business Partners
Inventory Transactions	Added new topics about goods receipts and inventory counting.	• Goods Receipts • Inventory Counting Transactions
Production	Added a new section about production with 14 child topics: • Four topics about bills of materials. • Two topics about production orders. • Four topics about receipts from production. • Four topics about issues for production.	Production
Accounting	• Updated descriptions of the *General* tab in the *Working with Journal Entries* topic. • Updated descriptions in the *Creating Journal Entries* topic.	• Working with Journal Entries • Creating Journal Entries
Service	Added four topics about service contracts.	Service Contracts
Analytics	• Added description for a new option that displays UDQs as homepage tiles. • Updated description of the Linked List Views functionality to include working with records in edit or create mode.	• Working with User-Defined Queries • Linked List Views
Microsoft Teams Integration	Updated supported Web client apps.	Supported View Names

1.1.8 Change Log 10.0 FP 2202

Topic	Description	Link to Related Section
Getting Started	• Added a description of the *About* icon in the user area. • Added a new topic in *Apps for Managing Records* about working with detailed views.	• User Area • Working with Detailed Views
Sales	• Added a description of the *Attachments* tab. • Updated the topic about linking paid down payment requests/invoices in A/R invoices. • Added a new topic about linking paid down payment requests/invoices in A/R credit memos.	• Creating Sales Orders • Linking Paid Down Payment Requests/Invoices • Linking Paid Down Payment Requests/Invoices
Purchasing	• Added a new topic about managing goods returns. • Added a new topic about managing A/P credit memos. • Added a description of the *Attachments* tab. • Removed "Managing Purchasing Documents" topic.	• Goods Returns • A/P Credit Memos • Creating Purchase Orders
Drafts and Document Approval Process	• Renamed the "Managing Sales & Purchasing Drafts" topic to "Managing Drafts". • Described additional document types that are supported in “Managing Drafts”. • Added a new topic about the *Approval Decisions* app.	• Managing Drafts • Approval Decisions
Payments	Updated the topics about payments.	• Payments • Managing Payments • Working with Payments • Creating Payments
Inventory Management	Added a new topic about managing alternative items.	Managing Alternative Items
Inventory Transactions	• Added a new topic about the *Inventory Transactions* group. • Added new topics about managing, creating, and working with goods issues.	Inventory Transactions
Accounting	Added and updated the topics about journal entries.	• Journal Entries • Managing Journal Entries • Working with Journal Entries • Creating Journal Entries
Service	• Added a new topic about managing equipment cards. • Updated the topics about service calls.	• Equipment Cards • Managing Service Calls
Human Resources	Updated the topics about human resources.	Human Resources

Topic	Description	Link to Related Section
Analytics	• Added a new topic about exporting and importing views. • Updated the topics about user-defined queries. • Added a new topic about the *Linked List Views* app.	• Export and Import Views • User-Defined Queries • Linked List Views
Administration	• Added a new topic about the *Administration* group. • Added a new topic about the *Configuration* app.	Administration

1.1.9 Change Log 10.0 FP 2111

Version	Change Date	Change

10.0 FP 2111	2021-12-03	• Home page: When editing the home page (*User Area* > *Edit Home Page*), a *Reset* button is now available in all predefined groups.
		• Filter Bar: Date filters now support date offset formulas for specific days of the week, specific months, and posting periods.
		• A new chapter about the Web client integration with MS Teams is added.
		• **Purchasing:** Goods receipt POs and A/P invoices are also supported in detailed view, for Edit and Create modes.
		• **Business Partners:**
		  • You can now create activities, opportunities, service calls and marketing documents for the current business partner by clicking the new *Create* dropdown list in the upper right corner of the business partner detailed view.
		  • A new section about scanning business cards is added.
		• General previewing of documents: the options *Preview* and *Choose Layout* are now available in both list and detailed views for sales and purchasing drafts.
		• With SAP Business One Microsoft 365 integration, you can now perform the following:
		  • Export sales documents to Microsoft OneDrive as Word files and view them online by clicking the *Share* menu and choosing the new *Export to Word* option.
		  • Send emails with sales documents as attachments by clicking the *Share* menu and choosing the new *Send by Email* option.
		• **Accounting:** a new section about the management of journal entries is added.
		• **Payments:** a new section about the management of incoming and outgoing payments is added.
		• **Service Calls:** minor updates in Managing Service Calls [page 325] and Working with Service Calls [page 327].
		• **Human Resources:** a new section about the management of time sheets is added.
		• **Analytics:** a new section about the management of user-defined queries (UDQs) is added.
		• **Sales:** A/R invoices show electronic document details.

1.1.10 Change Log 10.0 FP 2108

Version	Change Date	Change

10.0 FP 2108	2021-08-31	• Home page:
		  • The *Message Preferences* setting is now available in *Settings* in the user area.
		  • The checkbox *Remember my answer and do not show this message again* is displayed in warning and information messages in Web Client.
		• Apps:
		  • Working with List Views:
		  Views (new section)
		  Header Tools (new section)
		  Table Toolbar (new section)
		  • A new selector *Card View* is available in the table toolbar in list view.
		• General previewing of documents: the option *Choose Layout* under *Preview* is now also available for opportunities and activities.
		• General:
		  • When using SAP Business One, Web client on IOS devices such as iPads, you can now take a photo with the device camera and use it as the BP or item image.
		• **Sales:**
		  • You can copy, close and cancel returns in the list view.
		  • You can cancel A/R credit memos in the list view.
		  • Creating A/R credit memos is not available for the India localization.
		  • Linking paid down payment requests/invoices is not available for the Brazil and India localizations.
		• **Purchasing:** Purchase quotations and purchase orders are also supported in detailed view, for Edit and Create modes.
		• **Business Partners:**
		  • You can now view *Checks Balance* in the header of the business partner detailed view.
		  • A new section about the management of business partners catalog numbers is added
		• **Service:** a new section about the management of service calls and solutions is added.

1.1.11 Change Log 10.0 FP 2105

Version	Change Date	Change

1.5	2021-06-11	• General previewing of documents: Under *Preview*, you can use the new option *Choose Layout* to preview documents using different Crystal Reports layouts.
		• You can now work with SAP Business One Microsoft 365 integration in Web client.
		• **Home Page:** The description of *Contact Support* icon is added.
		• **Apps:** The tiles of external apps are adjusted.
		• **Opportunities:** a new section about management of sales and purchasing opportunities is added.
		• **Sales:**
		  • Enhancements for the Copy From and Copy To functions in sales documents.
		  • Returns and A/R credit memos are supported in both Edit and Create modes in the detailed view.
		  • A/R Reserve Invoices are supported in both list view and detailed view.
		  • Additional A/R document types are supported in *Documents in Approval Process* and *Sales & Purchasing Drafts*.
		  • The sub section *Other Documents* is removed and the new sub sections *Deliveries*, *Returns*, *A/R Invoices*, *A/R Credit Memos* and *A/R Reserve Invoices* are added.
		  • A new toolbar is added in the relationship map.
		  • Selection of Serial/Batch Numbers and Bin Locations are enabled.
		• **Items:**
		  • New *Tax* tab available.
		  • You can choose not to duplicate bar codes while duplicating items.
		• **Extensibility:** A new section about extensibility is added.
		• **Activities:** For an activity, with the new option *Multiple Recipients* in the *Assigned To* dropdown list, you can now assign the activity to a combination of users, employees or recipient lists.

Version	Change Date	Change

		> **Note**
		Recipient lists only appear when you have defined them in the SAP Business One client.
		• **Busines Partners:**
		  • You can view the following in the business partner detailed view: *Credit Limit Utilization* progress bar, *EDI Message* fields, business partner bank information and information related to the payment wizard run.
		  • You can display or hide inactive contact persons on the *Contact Persons* tab.
		  • You can now manage authorizations for the *Additional Data* tab.
		  • With the new *Connected Address* column on the *Contact Persons* tab, you can now link the business partner's existing addresses to the selected contact person.
		• **Analytics:**
		  • New data sources are available for selection in the card designer on the *General Overview* screen.
		  • The *General Overview* section is restructured. A new section *Predefined Views of General Overview* is added.

1.1.12 Change Log for Earlier Versions

Version	Change Date	Change	Link to PDF
1.0	2019-11-11	First version.	Web Client User Guide for SAP Business One 10.0 PL00

Version	Change Date	Change	Link to PDF

1.1	2020-01-02	• General editing and formatting: Use of new template to display chapter and section numbering for easier reading and searching
		• **Localization Support:** Support for these additional localizations: Argentina, Chile, China, Japan, South Korea, Mexico, Russia, Singapore, Ukraine
		• **Sales:** Terminology changes and other UI fine tuning performed on sales orders
		• **Managing Documents in Approval Process:** Support for browsing in Google Maps with address information
		• **Additional Sales Documents:** Operations enabled for originator to manage documents undergoing approval process
		• **Analytics:** The analytic charts have been extended to include Sales Quotations, which are supported as follows:
		  • Sales Quotation Header Overview and Charts
		  • Sales Quotation Detail Overview and Charts
		• **Exchange Rate Entry:** It is now possible to manually enter exchange rates in Web client
			Web Client User Guide for SAP Business One 10.0 PL01

Version	Change Date	Change	Link to PDF
1.2	2020-04-20	• **Localization Support:** Support for these additional localizations: India, Brazil; United Kingdom localization encompasses Great Britain and Northern Ireland • **Working with List Views:** List View screen adjustments • **Other Documents:** Cancel option for Invoice and Delivery • **Creating Sales Orders:** Freight support • **Managing Documents in Approval Process:** Support for approval process for originator • **Relationship Map:** Relationship Map added which lets you visualize the relations between a sales business object and its related sales documents • **Purchasing:** Initial support for A/P (Purchasing) documents – read-only list views • **Analytics:** A new General Overview screen can contain cards from all existing analytic cubes	Web Client User Guide for SAP Business One 10.0 PL02
1.2.1	2020-06-16	• **SAP Business One, Web client:** How to add the Training tile to the home page	Web Client User Guide for SAP Business One 10.0 PL02
1.3	2020-08-02	• **SAP Business One, Web client:** References to the Administrator's Guides • **Home Page Structure:** Sub sections order has changed • **Managing Documents in Approval Process:** Support notifications for approval process also for Sales Quotation, Delivery and A/R Invoice • **Relationship Map:** Label with base documents details in Relationship Map	Web Client User Guide for SAP Business One 10.0 FP 2008
1.4	2020-11-05	**Linking Paid Down Payment Requests/Invoices:** Linking paid down payment requests/invoices to A/R Invoice	Web Client User Guide for SAP Business One 10.0 FP 2111

1.2 Getting Started

Getting Started contains general information about the Web client localization support, glossary, access and login, home page structure, apps and so on.

1.2.1 Localization Support

Currently, the following localizations are supported:

Argentina, Australia, Austria, Belgium, Brazil, Canada, Chile, China, Costa Rica, Cyprus, Czech Republic, Denmark, Egypt, Finland, France, Germany, Greece, Guatemala, Hong Kong, Hungary, India, Ireland, Israel, Italy, Japan, Lebanon, Mexico, Netherlands, New Zealand, Norway, Oman, Panama, Poland, Portugal, Puerto Rico, Qatar, Russia, Saudi Arabia, Singapore, Slovakia, South Afrika, South Korea, Spain, Sweden, Switzerland, Turkey, Ukraine, United Arab Emirates, United Kingdom (Great Britain and Northern Ireland), and United States of America.

1.2.2 Glossary

Terminology	Description
Web client	Abbreviated name for SAP Business One, Web client. Available as follows: • On top of SAP Business One 10.0, version for SAP HANA; design based on SAP Fiori concept • On top of SAP Business One 10.0 using MS SQL Server
SAP Business One	SAP Business One client
Home Page	The screen that appears once you log in to Web client. Functions as the “desktop” of Web client and can be customized by the user.
Tile	A shortcut that opens an app. The appearance of a tile depends on the app it represents. For example, a tile that opens an app of type “List View” shows the number of open documents of the given object and can be refreshed by the user at any time. Tiles can open Web client functions and external assets such as “SAP Business One Product Road Map”. In addition, you can also define your own tiles as shortcuts to views, searches, or analytical content.
App	Main function. It enables you to perform a single task or multiple tasks related to a specific object, or to generate reports, for example, create a sales order, close several drafts and so on.

Terminology	Description
List View	An app that lists records of a specific object and encapsulates extensive capabilities for filtering, sorting, and grouping the displayed records, as well as applying certain actions to multiple records, for example, closing several sales orders.
View	A set of filtering, grouping and sorting parameters applied to records in a list view. Web client is provided with a set of predefined views for the various list views, for example "My Open Activities". You can save your own views based on your preferences and set these views as private or public.
Detailed View	A form that displays and enables you to create a single record of a given object, for example, a sales order or an item master data record.
Quick View	A dialog that opens when you click a golden arrow and shows summarized information related to a detail connected to the golden arrow – such as the "tooltip preview" in SAP Business One. For example, clicking the golden arrow next to a customer code displays information about the specific customer.
Overview Screen	A screen that provides multiple simultaneously filtered analytic views of business data where each analytic view is presented as an Analytic Card.
Analytic Card	A card that presents an analytic view. An Overview Screen comprises multiple Analytic Cards.
Analytic Chart	A screen that provides a chart presentation of a filtered analytic view of business data.

1.2.3 Access and Login

Access Web client from within SAP Business One by choosing the *Web Client* option under the *Administration* module in the *Main Menu*, or by choosing the Web client icon on the toolbar.

Alternatively, click the URL provided to you by your SAP Business One partner.

For an optimized user experience, launch Web client in either a desktop computer or tablet, using one of the following Web browsers:

- Google Chrome
- Mozilla Firefox
- Apple Safari (Mac and iPad)

In the login screen, choose your company database and enter your SAP Business One user name and password. You can log in to SAP Business One and to Web client in parallel.

> ⓘ Note
>
> The SAP Business One client provides an entry to Web client. However, as part of the login process to Web client, you have to choose the relevant company database in the login screen. If you switch to a different

company database in the SAP Business One client, it will not impact the company database you logged in to in Web client and vice-versa.

For information about installation, deployment, and upgrade of Web client, see the Administrator's Guide:

- SAP Business One Administrator's Guide, version for SAP HANA
- SAP Business One Administrator's Guide

1.2.4 SAP Business One Settings

This section describes features for which the settings in the SAP Business One client affect the functionality and behavior of Web client.

> **Note**
>
> When you modify settings in *General Settings*, *Document Settings*, and *Authorizations* in the SAP Business One client, the changes in Web client take effect after your next login or after refreshing Web client.

Login and Access

Read-Only Mode

The checkbox *Launch Web Client in Read-Only Mode* in the *Authorizations* window of the SAP Business One client (*Administration* > *System Initialization* > *General Authorizations*) allows superusers to set Web client to read-only access for all users in the company. When Web client is in read-only mode, users can access list views, detailed views, and Analytics apps, but cannot create or modify data. All generic functions unrelated to creating or modifying data remain enabled in read-only mode, such as filtering, saving new views, saving tiles, linked list views, sharing options, and enterprise search (in SAP Business One, version for SAP HANA, Web client).

Financials

Distribution Rules

If the *Use Multidimensions* checkbox is selected in the SAP Business One client (*Cost Accounting* tab of the *General Settings* window), the list view displays a column for each dimension (*Dimension 1*, *Dimension 2*, *Dimension 3*...). If you have not enabled multidimensions in SAP Business One client, a single field, *Distribution Rule*, is displayed in list view related to the single dimension.

If you have enabled multidimensions in SAP Business One client, the selection in the *Display Distribution Rules* field (*In a Unified Column* or *In Separate Columns* radio button) is not applied in Web client. In detailed view, distribution rules for multiple dimensions are displayed in one column.

For more information about working with cost accounting, see the online help for SAP Business One.

1.2.5 Home Page

The *Home* page, the first page that you see after logging in to Web client, displays sets of tiles that allow you to launch apps or content. You can personalize the home page by adding, removing, or grouping apps.

The tiles are bundled into predefined groups listed in the navigation bar at the top of the page (*My Home*, *Sales*, *Business Partners*, and so on). If you select a group header in the navigation bar, the page scrolls down to the selected group. The same group headers are displayed in the *Main Menu*.

To return to the home page after navigating away from the page, click the SAP Business One logo in the header.

1.2.5.1 My Home

My Home is the first group of tiles displayed in the navigation bar on the home page. *My Home* allows you to quickly access frequently used apps or content. It includes a number of default tiles, such as *Sales Quotations*, *Purchase Orders*, and *Business Partners*, depending on your authorizations. You can modify the tiles that are displayed in *My Home* and their order to reflect your needs. The personalization that you make to *My Home* is retained after performing an upgrade.

The particular tiles that are visible depend on your authorizations. For example, if you have read-only authorization for sales orders, the *Create Sales Order* tile will not be displayed. If your authorizations change, the relevant tiles will be displayed the next time you log in.

You can personalize the tiles that appear in *My Home* by dragging to rearrange tiles directly. You can also use edit mode to rearrange groups and add or remove tiles as needed. For more information about personalizing the home page, see Edit Home Page [page 32].

1.2.5.2 Main Menu

A menu with a structure similar to the SAP Business One *Main Menu* appears on the top left of the page. To open the main menu, choose ☰ *Main Menu*.

The structure of the menu reflects the predefined grouping of tiles on the home page. Clicking or expanding a menu item displays a list of objects related to the group; clicking the object name launches the particular app.

The search box at the top of the menu enables you to enter a search term and find the relevant entry in the menu.

To hide the menu, choose ☰ *Main Menu* again.

1.2.5.3 Enterprise Search

This function enables you to search for data across all apps and business objects.

> **Note**
>
> Enterprise search is only supported by the Web client version for SAP HANA.

Searching for Business Objects and Apps

To display the search bar, choose *Search* in the top right corner of the page. On larger screens, the search bar is automatically displayed in the center of the header and the *Search* icon appears within the search bar.

Using the dropdown list in the search bar, you can specify the category of object data that you want to search in. By default, *All* is displayed in the type selector, meaning that the search runs through the entire database. To restrict your search to only apps, choose *Apps* from the dropdown list. To restrict your search by business object, choose the business object from the dropdown list (for example, *Sales Order*).

> **Note**
>
> When you initiate the search from within an app, the search is applied to the given object by default. If needed, you can change the search scope manually.

Enter your search term and choose *Search* or press ENTER.

> **→ Tip**
>
> You can use operators such as an asterisk (*) to perform a wildcard search and **OR** to find results that contain either of two search terms.

Navigating the Results List

The search results are displayed in a list sorted by relevance. Apps are shown as tiles that you can directly launch. Business objects are displayed as summaries of the object and include the document number as link that navigates you to the detailed view of the object.

The tabs at the top of the results list allow you to narrow the results list by the search category (business object or apps). You can see all results on the *All* tab, and the search category with the greatest number of results on the next tab. To view the results of searh categories with fewer hits, select an option from the *More* menu.

> **Note**
>
> Tabs are only displayed at the top of the results list if you have not narrowed your search to a specific category and *Show filters* is not selected (in other words, the filter panel is hidden).
>
> If you have not narrowed down the results to a specific category but *Show filters* is selected, you can narrow your search in the *Search In* area of the left panel. For more information about the filter panel, see Filtering Search Results [page 24].

If the results are limited to a specific business object, several icons appear on the top right of the results list that allow you to work with the search results:

- Choose *Export results* to download your search results (up to 1000 results) as a comma-separated text file.
- Choose whether you want the results displayed as a list or as a table using *Display as List* and *Display as Table*.
- When *Display as Table* is selected, you can choose which columns to display and in what order by choosing *Select Columns*.

Filtering Search Results

You can further filter the results by choosing *Show filters* on the top left. A panel opens on the left of the results list that allows you to apply additional criteria to the filter for a specific business object. Once you have limited the results to a business object, you can:

- Apply additional filters in the *Filter By* area of the panel. The possible filters that are displayed are specific to the selected business object. For example, *Contact Person*, *BP Code*, *BP Name*, *Status*, and so on, are displayed for marketing objects.
- Choose whether to display the filters as a list (default) (*Filter display switch; display as: List*), or visualize them as a bar chart (*Filter display switch; display as: Bar Chart*) or pie chart (*Filter display switch; display as: Pie Chart*).
- For each filter, you can click the *Show More* option; this opens the *Filter Settings* dialog box, which enables you to further fine-tune the specific filter. The dialog box shows a list of all available filters on the left and the details of the selected filter on the right. The available options depend on the data type of the filter. For instance, the *Define Conditions* tab allows you to add one or more filter conditions by selecting *Equal to*, *Begins with*, *Ends with*, or *Contains* and entering numbers, letters or words, or a combination of both. For numbers and dates, you can add custom number and date ranges.

  > **Note**
  >
  > You can also access the *Filter Settings* dialog box by scrolling down to the bottom of the filter panel and choosing the *Show All Filters* button.

If you want to clear all filters that you have selected for the business object, choose *Reset Filters* in the upper right part of the filter panel.

1.2.5.4 Notifications

To view notifications, choose *Notifications* in the upper-right corner of the Web client pages. Here you can view a list of activity notifications, including approval process notifications for the originator, and dismiss any irrelevant notifications.

You can choose to sort the notifications using the tabs at the top of the notifications popover. The *By Date* tab shows the notifications grouped by date. The *By Priority* tab displays the notifications according to priority: high (red) first, followed by normal (yellow), and low (green) priority.

Clicking the notification opens the respective activity.

Choosing ✕ *Close* in the upper right corner of the notification dismisses the notification. Dismissing an activity removes it from the notification list but the respective activity may still need to be processed.

In addition, if you set reminders for activities, you can view them in the notification popover. To activate or disable this option, see Settings [page 28].

1.2.5.5 User Actions Menu

The user actions menu offers user-related options that allow you to personalize Web Client according to your business needs and preferences. You can also view recent activities and frequently used apps, display version information, and contact support.

To open the user actions menu, choose your user profile icon located in the top right corner of the header. The menu allows you to access the following features:

Feature	Description
 Recent Activities	Displays a history of the apps you have worked with recently. **Note** If you have disabled user activity tracking, this menu item is not shown. For more information, see Recent Activities & Frequently Used [page 26].
 Frequently Used	Displays a history of the apps you use most frequently. **Note** If you have disabled user activity tracking, this menu item is not shown. For more information, see Recent Activities & Frequently Used [page 26].
 App Finder	A convenient tool for searching for apps and adding them to your home page. For more information, see App Finder [page 26].
 Settings	A central area where you can view and maintain your personal preferences and settings. For more information, see Settings [page 28].

Feature	Description
 Edit Home Page	Enables you to access the home page in edit mode so that you can organize your home page to suit your daily tasks. For more information, see Edit Home Page [page 32].
 Contact Support	When you need to report an incident or search for an SAP Note, use this menu entry to quickly open the SAP Support Portal.
 About	Displays information about your version and feature package of SAP Business One or SAP Business One, version for SAP HANA.
 Sign Out	Use this option to end your session.

1.2.5.5.1 Recent Activities & Frequently Used

Web Client maintains a dynamic list of the 30 apps you have most recently used, and the 30 apps you most frequently use. The lists allow you to find your most used apps or open a recently used app.

To access the lists, choose *Recent Activity* or *Frequently Used* in the user actions menu. The Quick Access dialog box shows the tracking on two tabs. The most recent activities or most frequently displayed apps are displayed first in the list. You can navigate directly to any of these apps by clicking the entry.

> ⓘ Note
>
> You can stop tracking your user activity or clear the history at any time in the *Settings* dialog box.

1.2.5.5.2 App Finder

Context

The app finder is a convenient tool for finding apps and adding new apps to your home page. You can also remove apps you do not need from your home page and launch less-frequently used apps directly.

To access the app finder, choose *App Finder* in the user actions menu. The app finder lists all the apps that you may need in your daily work that are available for your user authorization. The app boxes with the *Edit assignment* icon are already added to at least one group on your home page. The *Add tile* icon indicates that the app has not been added to a group.

Apps are organized according to the grouping in the navigation bar and *Main Menu*.

- To browse all the apps, in the left side panel, choose *All*.
- To view apps by group, in the left side panel, choose the group name (for example, *Sales*).

You can also search for an app by manually entering the title or a keyword in the search box.

Adding Apps to the Home Page in the App Finder

Procedure

1. Choose *App Finder* in the user actions menu.
2. Find the app that you want to add to your home page using the groups listed in the left side panel or using the search option.
3. Choose *Edit assignment* or *Add tile* below the app.

   > ⓘ Note
   >
   > The *Edit assignment* icon is shown when the app is already assigned to a group. The *Add tile* icon is shown when the app has not yet been assigned to a group.

4. To add the app to one or more groups, in the *Add to Group* popover, select the checkboxes for the groups to which you want to add the app.

   > → Tip
   >
   > You can also remove an app from a group by deselecting the checkbox in the popover.
   >
   > To move an app to another group, select the checkbox for the desired group and deselect the selected one.

   > ⓘ Note
   >
   > You can also add apps directly from the home page by choosing *Edit Home Page* in the user actions menu. For more information, see Edit Home Page [page 32].

Creating New Groups for Apps in the App Finder

Procedure

1. Choose *App Finder* in the user actions menu.
2. Choose *Edit assignment* below the app for which you want to create a new group.
3. At the top of the *Add to Group* popover, choose the *New Group* option.
4. Enter a group name and choose *OK*.

Results

On the home page, the new group is added as the last group in the navigation bar. The app is displayed as a tile in the relevant group.

> **Note**
>
> You can also create new groups and add apps directly from the home page by choosing *Edit Home Page* in the user actions menu. For more information, see Edit Home Page [page 32].

1.2.5.5.3 Settings

Choose *Settings* in the user actions menu to open the *Settings* dialog box, a central area where you can view and manage your settings for Web client. You can change the visual appearance of the user interface, such as the theme and content display, define various settings such as the language display, access extensibility options, and maintain message and notification preferences.

You can find the following options in the *Settings* dialog box:

Feature	Description
 User Account	View your account information, such as name, email, and server address.
 Appearance	Change the visual theme and display settings. For more information, see Appearance [page 29].

Feature	Description
 Home Page	Choose whether to show the content of your groups all at once on the home page or to show only one group at a time. The setting also applies to detailed view pages. For more information, see Home Page [page 30].
 User Activities	Specify whether to track recent activities and frequently used apps. For more information, see Recent Activities & Frequently Used [page 26].
 Language & Region	Change the display language and view the date and time format. For more information, see Language & Region [page 31].
 General Settings	Choose whether to display quick views when you click › in front of an object. This tab also allows you to configure the Content Security Policy (CSP) setting, a browser security standard to protect your system from external vulnerabilities. For more information, see General Settings [page 31].
 Message Preferences	Manage the display and response options of messages for which you have selected the checkbox **Remember my answer and do not show this message again**. For more information, see Message Preferences [page 31].
 Notifications	Personalize settings related to notifications. You can choose whether to display activity reminders and define the number of days for which notifications are displayed. For more information, see Notifications [page 32].

1.2.5.5.3.1 Appearance

Use the *Appearance* tab of the *Settings* dialog box to change your theme, display settings, and predictive text settings.

Theme Tab

On this tab, you can set the visual theme for the user interface. Choose between the default *Belize Deep* (dark theme), *Belize* (light theme), or *Belize High Contrast Black* (high-contrast theme). For a fresh, modern

theme with round corners, you can choose *Morning Horizon* (light theme), *Evening Horizon* (dark theme), or the Horizon theme in high-contrast black or white styles.

Display Settings Tab

When using a hybrid device that combines touch and mouse events, you can enable the *Optimized for Touch Input* option, which increases the size and spacing of controls to better enable fingertip interaction.

By default, *SAP Business One Suggest* is enabled in Web client. When this option is on, Web client gives suggestions as you type in fields that have an option list, such as codes, names, and descriptions. If you primarily use the keyboard to enter values for option list fields, you can switch off this option to optimize for faster data entry.

1.2.5.5.3.2 Home Page

On the *Home Page* tab of the *Settings* dialog box, you can decide how content is displayed on the home page. The selected option also affects the navigation within detailed view pages.

Choose from one of the following options:

- *Show all content* (default) – all content is displayed on a single page with an anchor bar at the top. On the home page, tiles belonging to all groups are shown and the group names in the navigation bar serve as anchors that scroll you down to the selected group. In detailed view, the whole record is displayed so you can scroll the page or use the tabs as anchors to the desired section.
- *Show one group at a time* – the content of single groups is shown and is accessed using a tab bar. On the home page, each group of tiles is shown separately, and the group names serve as tabs. In detailed view, only the content of the header and current tab are displayed; you can access the content of other tabs by choosing the tab name.

1.2.5.5.3.3 User Activities

Web client automatically tracks recent activity and frequently used apps based on your activity. For more information, see Recent Activities & Frequently Used [page 26].

The *User Activities* tab of the *Settings* dialog box allows you to turn off this function. If tracking is switched off, the *Recent Activity* and *Frequently Used* options are not displayed in the user actions menu.

You can also clear your usage history in Web client by choosing the *Clear my history* button to empty these lists.

1.2.5.5.3.4 Language & Region

On the *Language & Region* tab of the *Settings* dialog box, you can view and change the display language of Web client. By default, the display language of Web client is identical to the display language in SAP Business One. Choosing a different language in Web client affects the display language in SAP Business One and vice versa.

The date format and time format displayed in Web client are taken from SAP Business One. If you modify the time or date format in SAP Business One, the date or time format in Web client is changed accordingly. However, you cannot change the date and time format directly in Web client.

1.2.5.5.3.5 General Settings

The *General Settings* tab of the *Settings* dialog box allows you to maintain the following settings:

Display Quick View

By default, when you click a golden arrow (›) in front of an object in list view or detailed view, a quick view containing a concise overview of the object details is displayed. The *Display Quick View* option allows you to turn on or off the display of quick views.

Content Security Policy

Enables you to configure the Content Security Policy (CSP) settings. A default CSP header is used. Superusers can override the default value to set a different response header in the field.

If you work with tile links and extensions in the Web client, you must first add your extension links in the CSP setting, otherwise the extensibility will be blocked. For more information about how to configure CSP settings and troubleshooting for your extensions, see the guide How to Develop Web Client Extensions.

> **Note**
>
> For users with no authorizations, this field is not displayed.

1.2.5.5.3.6 Message Preferences

While performing a specific business process, you can choose to avoid certain system messages, such as warning and information messages, from being displayed in the future by selecting the checkbox *Remember my answer and do not show this message again*. If you select this checkbox, the message will not be displayed again in the same situation, and your saved answer will be automatically performed. As a result, the message and your chosen response are listed in the *Message Preferences* form.

The *Message Preferences* tab of the *Settings* dialog box allows you to manage the display and response options of messages for which you have selected the checkbox *Remember my answer and do not show this message again*. In the *Message Preference* tabel area, messages are categorized according to functional area and app name. The *Display* field shows whether the message is currently displayed or not. To modify the display setting for a message, use the *Yes/No* switch in the *Display* field. The *Answer* field displays the saved answer to the

system message. You can modify the saved answer by using the dropdown in the *Answer* field. If the *Display* field is set to *Yes*, the *Answer* field shows the default option.

If you modify the message display settings in Web client, the settings will be applied to the corresponding messages in SAP Business One client, and vice versa.

> ✤ Example
>
> You perform an action in Web client that triggers a warning message. You select the checkbox *Remember my answer and do not show this message again* and then choose the *Yes* button to answer the system message. As a result, the message is displayed in *Message Preferences* in both Web client and SAP Business One client. In Web client, the switch in the *Display* field is set to *No* and the *Answer* field is set to *Yes*. Later, you want to continue hiding the message but want the answer to be set to *No*. In *Message Preferences*, you change the value in the *Answer* field for the particular message to *No*.

1.2.5.5.3.7 Notifications

On the *Notifications* tab of the *Settings* dialog box, you can set your preferences for notifications:

- Choose whether or not to display activity reminders using the *Show Activity Reminders* switch. This setting only applies to activities for which reminders are already set.
- Define the number of days for which notifications are displayed in the *Show Notifications for Last Number of Days* field (the default is 30 days).

For more information on notifications, see Notifications [page 24].

1.2.5.5.4 Edit Home Page

This function allows you to customize the home page by controlling the visibility and location of apps and groups.

To make changes to the home page, such as moving groups and removing tiles, you need to switch to edit mode. To switch to edit mode, choose *Edit Home Page* in the user actions menu.

In edit mode, you can perform the following:

Creating New Groups

To create a new group, choose the *Add Group* button that is displayed between groups.

Adding Tiles to Groups

To add more tiles to a group, choose + *Open App Finder* on an empty tile in a group to launch the app finder. For more information about the app finder, see App Finder [page 26].

Editing Groups

- To hide a group, on the top-right side of the relevant group, choose the *Hide* button. You can choose to display the group again later by choosing the *Show* button.
- To reset a predefined group to its original state, on the top-right side of the relevant group, choose the *Reset* button.
- To rename a custom group or predefined group, click the group name and modify the text in the text box.

  > ⓘ Note
  >
  > If you rename a predefined group, the original predefined group remains visible, but the tiles belonging to the predefined group appear under the new group. To reset the predefined group, choose the *Reset* button displayed in the original predefined group.

- To delete a custom (non-predefined) group, on the top-right side of the relevant group, choose the *Delete* button.

Moving and Removing Tiles

- To move a tile to a different group, click ••• in the lower-right corner of a tile, and then choose *Move*. Alternatively, you can drag tiles on the home page to place them in the desired location.

  > → Tip
  >
  > You can drag and drop tile and links without switching to edit mode.

- To remove a tile, choose ⊗ *Remove* in the upper-right corner of a tile.

Once you have completed your editing, exit edit mode by clicking *Close* at the bottom of the page or choosing **Exit Edit Mode** in the user actions menu.

> ⓘ Note
>
> After adding new extensions or upgrading SAP Business One, new extensions and apps are displayed as the last tile in the respective group even if you have customized your home page.

1.2.6 Apps

This topic provides information about how to access apps such as objects (for example, *Sales Orders*) and external apps (for example, the *User Guide*). Further, the related sections describe how to manage records, work with list views, and create new records. The following sections are included in this topic:

- External Apps [page 34]
- Apps for Managing Records [page 34]
- Apps for Creating Records [page 58]
- Analytic Apps [page 59]

1.2.6.1 External Apps

Clicking a tile that represents a web site or a document opens the respective asset. The following tiles are available:

- *Extensions*
  - *Extension Help*
    Use the *Extension Help* tile to open the launchpad for extension help in which you can access documentation on best practices, working with APIs that generate Web client views, service layer APIs help, and a video playlist on Web client extensibility.
- *Useful Links*
  - *User Guide*
  - *Upskill Yourself*
    Use the *Upskill Yourself* tile to open the *Learn SAP Business One Web Client* page where you can access up-to-date videos and resources.

1.2.6.2 Apps for Managing Records

Apps for managing records are named according to the business object, such as *Sales Orders* and *Items*, as well as user-defined objects.

The tiles for managing marketing documents display useful app content such as the number of open records in the app for the current user and when the app was last updated. Next to the *Refresh* icon, you can see the last time this KPI was refreshed. Choosing the *Refresh* icon on the bottom-left of the tile updates the app content displayed on the tile.

Related Information

Working with List Views [page 35]

Working with Detailed Views [page 53]

1.2.6.2.1 Working with List Views

When you click a tile of an app for managing records, it displays a list view of the existing records of the app's business object. To view the details of a specific record, click › *Details* on the row of the relevant record (or anywhere on the record's row).

The list view is divided into the following main areas:

Header area	• Views Views determine the type of content displayed in the table area. Each view consists of saved filter bar values and *View Settings* values set in the table toolbar. • Filter Bar The filter bar allows you to set filters to apply on the records to be displayed in the table area.
Content area	• Table Toolbar The table toolbar includes: table action buttons (to perform operations), the *View Settings* icon (which allows you to select columns, sort the data, apply additional filters, and group the data in the table area), the *Export to Microsoft Excel* icon, and table/chart/card view selectors. • Table Area The table area displays the records of the business object according to the settings in the header area (view and filter bar) and in the *View Settings* dialog. The data is listed as a table, or visualized as chart or card, depending on the view selected in the table toolbar.

Related Information

Header Area [page 35]
Views [page 36]
Filter Bar [page 36]
Header Tools [page 46]
Table Toolbar [page 48]

1.2.6.2.1.1 Header Area

The header area at the top of list view screens contains the following components:

- Views [page 36]
- Filter Bar [page 36]

- Header Tools [page 46]

1.2.6.2.1.1.1 Views

The views menu is displayed in the top-left corner of the header area above the filter bar. Views display records in the table area according to the filter bar setting in the header and table parameters set in *View Settings*. Clicking the dropdown arrow opens the list of available views for the business object.

Each business object has a number of predefined views (for example, *My Open Sales Orders*, *All Sales Orders*, *My Sales Orders*). You can change the default view that is displayed when you open the list view by choosing the dropdown arrow next to the view title and clicking *Manage*. In the *Manage Views* dialog, select the view you would like to set as the new default view. You can also set the view as public or private. Public views are available to all users who have access to the app.

> ⓘ Note
>
> Predefined views provided by SAP cannot be changed or removed.

If you change the parameters for the current view (for example, by adding filters or grouping), the view is marked with an asterisk (*) to indicate that there are unsaved changes to the view. To save the view, in the *My Views* dialog, choose *Save As*. In the *Save View* dialog, specify a name for the view and set the view as default or public, if desired.

You can save the currently selected view as a tile by clicking *Save as Tile* in the *Share* menu. For more information, see Header Tools [page 46].

> ⓘ Note
>
> The data displayed in views depends on user authorizations and data ownership rules. For example, if you do not have authorization for *BP Balance*, the *Account Balance* column is not displayed when you open the *Customers* view in the business partners list view. Or, when working with sales orders, in the *Open Sales Orders* view, you can only see the open sales orders related to those customers for which you have data ownership.

1.2.6.2.1.1.2 Filter Bar

The filter bar consists of horizontal filter fields in the header area. These filters allow you to control which records appear in the table area.

Basic Search	You can enter a keyword to filter the data currently displayed in the table.
Filter Fields	You can use the filter fields manually or with the help of a filter dialog box. • **Manual Entry** In the relevant filter field, manually enter one or more valid values. When entering multiple values in a filter field, you can use the following syntax:

- To enter a few specific values, such as multiple customer codes in the *Customer Code* filter field, type the first value, press the `Enter` key, and repeat for the next customer codes. For example, to filter by customer codes C20000, C30000, and C40000, type `C20000` and press `ENTER`, type `C30000` and press `ENTER`, type `C40000` and press `ENTER`.
- To enter a range of values, type the first and last values separated by two dots. For example, if you want to specify a range of BP codes from C20000 to C40000, enter `C20000..C40000`.
- To enter a range of values that are smaller/greater or earlier/later than a certain value, use the < and > signs. For example, to set a range of dates later than September 1, 2021, type `>09012021`.
- When setting filter dates and date ranges, you can manually enter date offset formulations. A date offset is a formula that adds or subtracts periods from the current system date to calculate the filter date. If a saved view contains filters with a date offset, the filter is valid every time the view is opened. Some basic examples of date offset formulas are as follows:
  - `Month: Begin`: The first day of the current month.
  - `Quarter 3: Begin`: The first day of quarter 3 of the current year.
  - `Year: End`: The last day of the current year.
  - `+12 Day`: 12 days from today's date.

  For more information, see Manually Entering Date Offset Formulas [page 39].

- **Filter Dialog**

  Choose the icon in a field to open its filter dialog box, where you can apply a filtering condition to the field's values.

  - For text type fields, in the dropdown field to the right of the field name, choose a condition such as *Equal to*, *In range*, *Less than*, or *Greater than*, then specify the value in the next field.
    Example:
    To filter the data for open opportunities with a potential amount (LC) greater than 2,500.00 $, in the *Potential Amount (LC)* dialog, choose *Greater than* from the dropdown list, then enter `2500.00` in the value field.
  - For date type fields, the condition is set to *Equal to*. Choose in the next field, and in the *Time Period* popover, select a value such as *Today*, *Last X days*, *This quarter*, *Next X years*, or *Last X posting periods*. If your selection includes a value ("X") or you selected *Date Range*, specify a positive integer or date range in the next field.
    Example:
    To filter the data for deliveries within the last 3 months, in the *Delivery Date* dialog, choose in the field next to *Equal to*, select *Last X months* in the *Time Period* field, and enter `3` in the *Month* field. The result is displayed in the filter field (in this example, 3 Month...Today (6/8/2021...9/8/2021)).
    For more information, see Using the Filter Dialog to Enter Date Offset Formulas [page 45].

  You can define additional conditions for the field by choosing + *Add* .
  The filters that you have applied to the fields are displayed in the *Selected Items* section at the bottom of the dialog. To set the filters, choose *OK*.
  To apply the filters to the data, in the header area, choose *Go*.

> **Note**
>
> To move quickly from one filter field to the next, use the `TAB` key.

Adapt Filters

The default filters displayed in the filter bar are a subset of the fields that can be used as filter fields for the current object. The *Adapt Filters* dialog allows you to personalize the filter bar. You can do the following:

- Add new filters and hide filters that you rarely use.
- Specify single or multiple values or define conditions for any of the fields.

Choosing the *Adapt Filters* button on the bottom right of the header opens the *Adapt Filters* dialog box, which lists all fields that can be used as filter fields for the current object.

- To search for a particular field, type the field name in the search bar at the top of the dialog.
- To add or remove filter fields, select or deselect the checkbox in the *Show on Filter Bar* column to the right of the particular field.
  Example:
  To display a specific year and quarter of a date type field, you can select the checkbox for its aggregated field: `<Date field>` *(Year and Quarter)*.
- To specify values for a field or apply conditions on a field, choose + in the field to open a filter dialog.

> **Note**
>
> You can set filters for a specific field without displaying the field in the filter bar.

To apply your settings, choose *Go*.

1.2.6.2.1.1.2.1 Working with Date Offset Filtering

A date offset is a formula that adds or subtracts periods from the current system date to calculate the filter date. You also can specify offset date ranges by including a prefix for the *From* date and a suffix for the *To* date (for example, to start 1 month before the current system date and end 3 months after the current system date). If a saved view contains filters with a date offset, the filter result is updated with respect to the current system date every time the view is opened.

When setting filters for date type fields, you can specify date offset formulations either manually in the filter field or with the help of the filter dialog.

Related Information

Manually Entering Date Offset Formulas [page 39]
Using the Filter Dialog to Enter Date Offset Formulas [page 45]

1.2.6.2.1.1.2.1.1 Manually Entering Date Offset Formulas

The basic formula parameters that can be manually entered in a date offset formula are as follows:

- **Current Date**
  `Today`
  The current system date.
- **Day**
  `<+/-> <X> Day`
  A positive (non-zero) integer (“X”) representing the number of days.

  > ⓘ Note
  >
  > This phrase must have the prefix “+/- integer” to indicate whether the result is to go forward or backward by the specified number of days.

  > Example
  >
  > **`+12 Day`**
  >
  > 12 days from today’s date.

- **Monday, Tuesday, Wednesday...**
  The name of a specific day of the week, such as “Monday”, “Tuesday”, “Wednesday”, “Thursday”. You can also use the 3-letter abbreviation ("Sun", "Mon", "Tue", "Wed", "Thu", "Fri", "Sat").
  `<+/-> <Name of the Day of the Week>`

  > ⓘ Note
  >
  > This phrase must have the prefix “+” or “-” to indicate whether the result is to go forward or backward to the specified day of the week.

  > Example
  >
  > **`+Tuesday`**
  >
  > The next Tuesday.

- **Week**
  A positive (non-zero) integer (“X”) representing the week.

  > ⓘ Note
  >
  > If this phrase does not have a prefix, it must specify the specific week (“Week X”) or have a suffix parameter.

  `Week <X>`
  The same day of the week in a specified week.

  > Example
  >
  > **`Week 38`**
  >
  > The same day of the week in week 38.

`Week:Begin`
The first day of the week.

> **Example**
>
> **`Week:Begin`**
>
> The first day of the current week.

`Week:End`
The last day of the week.

> **Example**
>
> **`Week:End`**
>
> The last day of the current week.

`<+/-> <X> Week`
The prefix "+/- integer" indicates whether the result is to go forward or backward by a specified number of weeks.

> **Example**
>
> **`+12 Week`**
>
> The same day of the week in week 12.

`<+/-><X> Week:Begin`
The prefix "+/- integer" indicates whether the result is to go forward or backward by a specified number of weeks, and then to the beginning of that week.

> **Example**
>
> **`-1 Week:Begin`**
>
> Backward 1 week to the beginning that week. For instance, if the current system date is December 15, 2018 and the week begins on a Monday, the filter result is December 3, 2018.

`<+/-> <X> Week:End`
The prefix "+/- integer" indicates whether the result is to go forward or backward by a specified number of weeks, and then to the end of that week.

> **Example**
>
> **`+2 Week:End`**
>
> Forward 2 weeks and then to the end of that week. For instance, if the current system date is December 15, 2018 and the week begins on a Monday, the filter result is December 30, 2018.

- **Month**
  A positive (non-zero) integer representing months.

> **Note**
>
> If this phrase has no prefix, it must specify the specific month ("Month X") or have a suffix parameter.

`Month <X>`
The same day in a specific month.

> Example
>
> **`Month:End`**
>
> The last day of the current month.

`Month:Begin`
The first day of the month.

> Example
>
> The first day of the current month.

`Month:End`
The last day of the month.

> Example
>
> **`Month:End`**
>
> The last day of the current month.

`<+/-> <X> Month`
The prefix "+/- integer" indicates whether the result is to go forward or backward by a specified number of months.

> Example
>
> **`+1 Month`**
>
> The same day of the month in the next month.

`<+/-> <X> Month:Begin`
The prefix "+/- integer" indicates whether the result is to go forward or backward by a specified number of months, and then to the beginning of that month.

> Example
>
> **`- 1 Month:Begin`**
>
> Back 1 month to the beginning of that month. For example, if the current system date is December 15, 2018, the filter result is November 1, 2018.

`<+/-> <X> Month:End`
The prefix "+/- integer" indicates whether the result is to go forward or backward by a specified number of months, and then to the end of that month.

> Example
>
> **`+2 Month:End`**
>
> Forward 2 months and to the end of that month. For instance, if the current system date is December 15, 2018, the filter result is February 28, 2019.

- **January, February, March ...**
  The name of a specific month, such as “January”, “February”, “March”, “April”. You can also use the 3-letter abbreviation ("Jan", "Feb", "Mar", "Apr", "May", "Jun", "Jul", "Aug", "Sep", "Oct", "Nov", "Dec").
  `<+/-> <Name of the Month>`

  > **Note**
  >
  > This phrase must have the prefix “+” or “-” to indicate whether the result is to go forward or backward to the specified month.

  > **Example**
  >
  > `+ October`
  >
  > From the current day of the month to the same day of the month next October.

  `<+/-> <Name of the Month> :<Suffix>`
  The suffix parameter “:Begin” or “:End” indicates whether the result is to go forward or backward to the specified month, and then to the beginning or end of the month.

  > **Example**
  >
  > `+ October:End`
  >
  > From the current day of the month to the next October 31.

- **Quarter**
  This phrase must have the suffix “:Begin” or “:End” to indicate whether the result is to go to the beginning or end of the quarter.
  `Quarter:Begin`
  The first day of the quarter.

  > **Example**
  >
  > `Quarter:Begin`
  >
  > The first day of the current quarter. If the current system date is December 15, 2018, the filter result is October 1, 2018.

  `Quarter:End`
  The last day of the quarter.

  > **Example**
  >
  > `Quarter:End`
  >
  > The last day of the current quarter. If the current system date is December 15, 2018, the filter result is December 31, 2018.

  `<+/-> <X> Quarter:<Suffix>`
  The prefix “+/- integer” indicates whether the result is to go forward or backward by a specified number of quarters.

  > **Note**
  >
  > If this is the first phrase in the formula, it must have a prefix.

> **Example**
>
> `-1 Quarter:End`
>
> Backward 1 quarter to the end of that quarter. For instance, the current system date is December 15, 2018, the filter result is September 30, 2018.

- **Year**
  The calendar year.

  > **Note**
  >
  > If this phrase does not have a prefix, it must either have a suffix parameter or specify the specific year (“Year X”).

  `<Year> <X>`
  The current day of the month and current month in a specific year.

  > **Example**
  >
  > `Year 2018`
  >
  > The current day and month in the year 2018.

  `Year:Begin`
  The first day of the year.

  > **Example**
  >
  > `Year:Begin`
  >
  > The first day of the current year.

  `Year:End`
  The last day of the year.

  > **Example**
  >
  > `Year:End`
  >
  > The last day of the current year.

  `<+/-> <X> <Year>`
  The prefix “+/- integer” indicates whether the result is to go forward or backward by a specified number of years. If this is not the first phrase in the formula, it must have a prefix parameter.

  > **Example**
  >
  > `-2 Year`
  >
  > Backward 2 years to the same day and month of that year.

  `<+/-> <X> Year:Begin`
  The prefix “+/- integer” indicates whether the result is to go forward or backward by a specified number of years, and then to the beginning of that year.

> **Example**
>
> **`+2 Year:Begin`**
>
> Forward 2 years and then back to the beginning of that year. For instance, if the current system date is December 15, 2018, the filter result is January 1, 2020.

`<+/-> <X> Year:End`
The prefix "+/- integer" indicates whether the result is to go forward or backward by a specified year, and then to end of that year.

> **Example**
>
> **`-1 Year:End`**
>
> Back 1 year to the last day of that year. For instance, if the current system date is December 15, 2018, the filter result is December 31, 2017.

- **Posting Period**
  The posting period defined in SAP Business One client (the sub-period listed on the *Posting Period* tab in the *General Settings* window).

> **Note**
>
> This phrase must have the suffix ":Begin" or ":End" to indicate whether the result is to go to the beginning or end of the posting period.

`PostingPeriod:Begin`
The first day of the posting period.

> **Example**
>
> **`PostingPeriod:Begin`**
>
> The first day of the current posting period.

`PostingPeriod:End`
The last day of the posting period.

> **Example**
>
> **`PostingPeriod:End`**
>
> The last day of the current posting period.

`<+/-> <X> PostingPeriod:<Suffix>`
The prefix "+/- integer" indicates whether the result is to go forward or backward by the specified number of posting periods.

> **Note**
>
> If this phrase does not have a prefix, or if it is not the first phrase in the formula, it must have a suffix parameter.

> Example
>
> `+2 PostingPeriod:Begin`
>
> Forward 2 posting periods and then back to the first day of that posting period. For instance, if the current system date is December 15 2018 and the current posting period is from April 1, 2018 to March 31, 2019, the filter result is April 1, 2020.

> Note
>
> When the date offset formula contains a posting period, Web client automatically displays the following warning below the input field: “Invalid posting period setup can lead to unexpected results”. This is a reminder to check that the calculated date falls within the defined posting period in SAP Business One client.

Related Information

Using the Filter Dialog to Enter Date Offset Formulas [page 45]

1.2.6.2.1.1.2.1.2 Using the Filter Dialog to Enter Date Offset Formulas

You can use the filter dialog to easily set a number of limited date offset formulas. In the filter dialog for date fields, the condition is set to *Equal to*. Choose + in the value field to the right of the condition field to set a date range or time period for the date offset. In the *Time Period* popover, you can select one of the following options:

- *Date Range*
  After selecting this option, you can either enter the *From* and *To* date manually or use the date range picker. The resulting formula is `MM/DD/YYYY… MM/DD/YYYY`.

  > Note
  >
  > The date format depends on your date format definition in SAP Business One client.

- *Today*
  The formula result is `Today` (today’s date).
- *Last X days*
  After selecting this option, in the *Day* field, enter a positive (non-zero) integer for the last number of days. The formula result is `-X Day…Today`.
- *Next X days*
  After selecting this option, in the *Day* field, enter a positive (non-zero) integer for the next number of days. The formula result is `Today…+X Day`.
- *This week*
  The formula result is `Week: Begin…Week: End`.

- *Last X weeks*
  After selecting this option, in the *Week* field, enter a positive (non-zero) integer for the last number of weeks.
  The formula result is `-X Week…Today`.
- *Next X weeks*
  After selecting this option, in the *Week* field, enter a positive (non-zero) integer for the next number of weeks.
  The formula result is `Today…+X Week`.
- *This month*
  The formula result is `Month: Begin…Month: End`.
- *Last X months*
  The formula result is `-X Month…Today`.
- *This quarter*
  The formula result is `Quarter: Begin…Quarter: End`.
- *This year*
  The formula result is `Year: Begin…Year: End`.
- *Last X years*
  After selecting this option, in the *Year* field, enter a positive (non-zero) integer for the last number of years.
  The formula result is `-X Year…Today`.
- *Next X years*
  The formula result is `Today…+X Year`.
- *Last X posting periods*
  After selecting this option, in the *Posting Period* field, enter a positive (non-zero) integer for the last number of posting periods.
  The formula result is `-X PostingPeriod:Begin…Today`.
- *Next X posting periods*
  After selecting this option, in the *Posting Period* field, enter a positive (non-zero) integer for the next number of posting periods.
  The formula result is `Today…+X PostingPeriod:End`.

> **Note**
>
> After selecting an option in the value field, you can still manually edit the resulting formula displayed in the filter, if necessary.

Related Information

Manually Entering Date Offset Formulas [page 39]

1.2.6.2.1.1.3 Header Tools

The *Share* menu in the top-right corner of list view screens provides you with various options for sharing content.

- **Send by Email** To share the URL of a list view with a colleague, from the *Share* menu, choose *Send by Email*. The *Send by Email* option is available in all list views, including user-defined objects and tables, and analytics views. The body of the email contains a link with the URL of the displayed view, and the subject line indicates the object and view names. Only recipients with relevant authorizations can access the data.

  If Microsoft 365 integration is not set up, the Web client will use the default email app of your operating system instead.

- **Choose Email Option** There are four options available in the *Email Options* window based on different conditions:
  - *Email with Microsoft Excel Attachment*: available for table view and chart view. Select this option to send an email with a Microsoft Excel attachment of all the records. Microsoft 365 integration must be set up.
    This option only appears for users who have authorizations for *MS-Excel* under *General* in the *Authorizations* window in the SAP Business One client (*Administration* > *System Initialization* > *Authorizations* > *General Authorizations*).
  - *Email with Hyperlink in Email Body*: available for table view, chart view, and card view. Select this option to send an email with the URL in the email body pointing to the list of records. This is the same as the *Send by Email* option mentioned above.
    If Microsoft 365 integration is not set up, Web client will use the default email app of your operating system instead.
  - *Email with PDF Attachment*: select this option to send an email with a PDF attachment of your selected records. Microsoft 365 integration must be set up. You can send emails with PDF attachments for all marketing documents and journal entries with a default Crystal Reports (CR) layout.
    This option only appears for users who have authorizations for *Document Printing* under *Sales* in the *Authorizations* window in the SAP Business One client.
  - *Multiple Emails with PDF Attachments*: select this option to send out multiple emails, each of which contains one PDF attachment for each of your selected records. Microsoft 365 integration must be set up. You can send out multiple emails with PDF attachments for all marketing documents and journal entries with a default Crystal Reports (CR) layout, for up to 20 records of marketing documents, and up to 20 journal entries.
    This option only appears for users who have authorizations for *Document Printing* under *Sales* in the *Authorizations* window in the SAP Business One client.
    After you send the emails for marketing documents, you can check the corresponding email log in the *E-mails Sent* window for the documents in the SAP Business One client.
    For the Web browser to create the email drafts successfully, add the Web Client root URL to be allowed to send pop-ups and use redirects. Please make sure that the root URL includes only one server address and one port number (if there is a port number).
    For example, in Google Chrome, follow the path *Settings* > *Privacy and security* > *Site Settings* > *Pop-ups and redirects* > *Allowed to send pop-ups and use redirects* > *Add*.

  > **Note**
  >
  > The above two options are available when you meet all the following criteria:
  > - You are in table view.
  > - You are in the list view of marketing documents or journal entries.

- You have selected single or multiple records.
- The marketing documents or journal entries have a Crystal Reports (CR) layout.

> **Note**
>
> To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration.

- **Save as Tile** To save a currently selected view as a tile on the home page, from the *Share* menu, choose *Save as Tile*. In the *Save as Tile* dialog box, enter a name for the tile and select the group in which you want the tile displayed. You can also choose to display a KPI on the tile by setting the *KPI* switch to *ON* and selecting a KPI value for the current object from the *KPI Value* dropdown list.

1.2.6.2.1.2 Table Area

The table area in list view contains the following features:

- Table Toolbar [page 48]
- Table View [page 50]
- Chart View [page 51]
- Card View [page 52]

1.2.6.2.1.2.1 Table Toolbar

The table toolbar contains the following features:

- **Action Buttons**
  Use the action buttons to perform various business operations that are available for a given object.

  > **Note**
  >
  > This section describes generic buttons that are displayed in the table toolbar of business objects. The existing buttons in the table toolbar vary depending on the business object type. For app-specific business actions, see the *Managing...* topic for the relevant business object.

  Create Creates a new object (document, draft, or record).

  Copy To Copies the data from the selected document to a target document. You can modify the data in the new record before adding it to the database.

  Close Sets the status of the record to closed.

  Remove Removes selected records from list view.

Cancel Cancels the selected record.

Preview Displays a preview of the selected documents in sequence, using the default Crystal Reports layout. You can then print the documents from within the browser.

To preview documents using a different Crystal Reports layout, select *Choose Layout* in the dropdown list.

- **View Settings**

  Click *View Settings* to open the *View Settings* dialog, which enables you to personalize the display of columns as well as sort, filter, and group data.

  - **Columns** Show or hide columns by selecting or deselecting the respective checkboxes. To display only the selected columns in the list, choose the *Show Selected* button. You can also change the order of a selected checkbox by clicking the row and choosing *Move Up* or *Move Down* and *Move to Top* or *Move to Bottom*.
  - **Sort** Sort the data according to one or more columns. Sorting columns can be removed or added using the *Remove Sort Criterion* and *Add Sort Criterion* icons, respectively.

    > **Note**
    >
    > Only columns that are already displayed in the table appear in the sort list.

  - **Filter** Filter the data displayed in the table. You can set one or more filter ranges to be included in the table or excluded from the data in the table.

    > **Note**
    >
    > The filters you define here are applied to the data filtered by the filter bar (in other words, this is a secondary filter).

  - **Group** Group the data displayed in the table as follows:
    - From the dropdown list, choose a field that you want to group the data by.
    - Click the *Remove Grouping Criterion* and *Add Grouping Criterion* icons to remove or add, respectively, a grouping field.

  To apply your changes, choose *OK*.

  > **Note**
  >
  > To see the grouping and filtering settings that are currently applied, click the link next to the record counter on the left side of the table toolbar. A popover displays the fields that the data is grouped and filtered by.

- **Export to Microsoft Excel**

  Click *Export to Microsoft Excel* to export all the records displayed in the table to a local Microsoft Excel file or to Microsoft OneDrive as an online Microsoft Excel file. Grouping and sorting done in the *View Settings* form is also applied to the Microsoft Excel file.
  In addition, you can export your ad-hoc selection of data subsets in the chart view of all list view screens, the *General Overview* screen, and the analytical chart and overview screens (only available in the version for SAP HANA) to Microsoft Excel.

To export to Microsoft Excel, proceed as follows:

1. Select a subset of data by clicking data points, lassoing a range, or selecting a column or legend value.
2. Choose *Details (<The_Number_of_Selected_Data_Entries>)*.
3. Choose *Export to Microsoft Excel*.

> **Note**
>
> To enable this function, full authorization for MS-EXCEL is required.

- **View Switch**
  The list view in Web Client provides you with multiple views of the same content: table view, chart view, and card view. To switch between views, use the *Table View*, *Chart View*, and *Card View* icons in the table toolbar.
  For more information about working with the views available in the table toolbar, see the related links.

Related Information

Table View [page 50]
Chart View [page 51]
Card View [page 52]

1.2.6.2.1.2.2 Table View

Table view ( ) displays a list of records for the business object. On the left side of the table toolbar above the table, a record counter displays the number of records selected and the total number of records for the business object.

The data in table view is displayed according to the filters set in the filter bar and the table parameters set in *View Settings*.

Table view allows you to:

- Easily view and act on a large number of records or search for a subset of records.
- Perform actions on records by selecting the checkbox next to one or more records. For more information on the action buttons in the table toolbar, see Table Toolbar [page 48].
- Display a quick view of an object by clicking the golden navigation arrow ( ) next to an object in a row. The popover contains a concise overview of the object.
- View a record's details by clicking the row or using the navigation arrow › *Details* at the end of the row.

You can personalize the table view by setting additional sorting and grouping options on column headers.

- - To sort the data in a column field in ascending or descending order, click the column header and choose › *Sort Ascending* or *Sort Descending*. The respective sort icon is displayed in the column header.
  - To display the total for a numerical column, click the column header and choose *Total*. The total value is displayed at the bottom of the column in bold text.

- To group the data by a non-numerical column, click the column header and choose *Group*.
- To access a context menu that allows you to modify the grouped columns, right-click any row in the relevant column. The following options are available:
  - **Show/Hide** Shows or hides the column in the table output.
  - **Ungroup** Removes the grouping in the relevant column. If the column was hidden, it is shown again as a separate column.
  - **Ungroup All** Removes all groupings. All columns are displayed again.
  - **Move Up** Moves the selected group one level higher in the group hierarchy.
  - **Move Down** Moves the selected group one level lower in the group hierarchy.
  - **Collapse Level** Collapses all groups on the corresponding grouping level.
  - **Collapse All** Collapses all groups.

1.2.6.2.1.2.3 Chart View

Chart view ( ) visualizes the data in list view as charts. As in table view, you can filter data by using the filter bar in the header. To apply your changes, choose the *Go* button. You can later save the changed filters as views and link to home page tiles to enable those views to be opened directly from the home page.

In chart view, you can do the following:

- Hover over a data element to view a tooltip with relevant information.
- Sort the data in the chart using the *Sort* icon.
- Switch between the following chart types by clicking on a chart icon: 
  - Line Chart
  - Column Chart
  - Bar Chart
  - Stacked Column Chart
  - Pie Chart
  - Donut Chart
  - Heat Map Chart
- Show or hide the legend using the *Legend* icon.
- Zoom in/out using the magnifying glass.
- View additional information about a specific data point by clicking the data point. To select multiple data points, press the `Ctrl` key and use the mouse to select additional data points. The total value of the selected data points is displayed to the left of the legend icon. Click *Details* to view a popover displaying the values of each data point and the option to export the data to Microsoft Excel. To deselect the selected data points, click a blank area of the chart.

1.2.6.2.1.2.4 Card View

Card view ( ) visualizes the data in list view as cards. As in table view, you can filter data by using the filter bar in the header. To apply your changes, choose the *Go* button. You can later save the changed filters as views and link to home page tiles to enable those views to be opened directly from the home page.

In card view, you can do the following:

- **Adding a Card**
  To add a card, choose *Edit* in the table toolbar and click in the table area. The *Add Card* dialog box opens with a card preview on the left and various display options on the right, such as sorting, measures and dimensions, and content type.

  Title and Subtitle Although not mandatory, we recommend specifying a title and subtitle for the new card.

  KPI Header The *KPI Header* switch enables the KPI header. If not enabled, no KPI value is shown at the top of the card.

  KPI Value The *KPI Value* field has a dropdown list box, allowing you to choose a single chart Measure field. The calculated KPI value is the total value of that selected Measure field for all records filtered by the header filter bars.

  Content Type Depending on the chart selected, the *Measure* and *Dimension* field values are as follows:

Chart Type	X-Axis	Y-Axis	Color	Segment
Line	Dimension	Measure	Dimension	
Column	Dimension	Measure	Dimension	
Bar Chart	Measure	Dimension	Dimension	
Stacked Column	Dimension	Measure	Dimension	
Stacked Bar	Measure	Dimension	Dimension	
Pie			Dimension	Dimension
Donut			Dimension	Dimension
Heat Map	Dimension	Dimension	Measure	

  Sort By The available sort options depend on the type of chart selected in the *Content Type* field.

  Sort Order Choose between *Ascending* (default) and *Descending*.

> **Note**
>
> If you select *Not Sorted* for *Sort By*, the sort order is set to *Ascending* and this field is read-only.

- **Editing a card**
  Choose *Edit* in the top-right corner of the card you want to change. The *Edit Card* dialog box opens, allowing you to adjust the display features. Choose *Save* to save your changes.
- **Duplicating a card**
  After editing a card, choose *Save As* to save the changes as a new card.
- **Reordering cards**
  Drag and drop a card to a new location on the screen.
- **Deleting a card**
  Choose *Remove* in the top-right corner of the card you want to delete.

1.2.6.2.2 Working with Detailed Views

From the list view of an app for managing records, you can navigate to a detailed view of a specific record by clicking *Details* on the row of the relevant record or clicking anywhere on the row.

By default, when you open an existing record, it appears in view mode.

The detailed view is divided into the following main areas:

Header area	• Displays key information about the business record • Allows you to switch to edit or create mode • Allows you to perform business actions using the header toolbar
Record Body	• Displays the record content structured in a series of navigation tabs • When in edit mode or create mode, the layout of the content area remains the same, but you can modify an existing record or create a new one from scratch.

Related Information

Header Area [page 54]
Record Body [page 57]

1.2.6.2.2.1 Header Area

The header area in detailed view contains the following components:

Viewing Key Record Information	The header provides you with key information about the business record. Next to the business object name and automatically generated record number, you can also find important data such as the status, key performance indicators (KPIs), and a progress or percentage indictor.
Navigating Records	You can use the navigation buttons *First Data Record* *Previous Data Record* *Next Data Record* *Last Data Record* to browse to the previous, next, first, or last record.
Collapsing the Header	In the bottom center of the header, choose *Collapse Header* to collapse the header area to leave more room for the record body.

Performing Business Actions

The toolbar on the right side of the header allows you to perform the following generic actions:

> **Note**
>
> This section describes generic options that are displayed in the header toolbar of business objects. The existing options in the header toolbar vary depending on the business object type. For app-specific business actions, see the **Working with...** topic for the relevant business object.

Edit	Switches to edit mode to enable you to make changes to an existing record. For more information, see Editing Records [page 57].
New	Opens an empty form for creating a new record.
Copy To	Copies the data from the current document to a target document. You can modify the data in the new record before adding it to the database.
Copy From	**Note** This button is only displayed in create mode. Copies the data from a target document to the current document. You can modify the data in the new record before adding it to the database.
Close	Sets the status of the selected record to *Closed*.
Cancel	Cancels the current record.
Reopen	Changes the status of the selected record from *Closed* to *Open*.
Remove	Deletes the selected record from the company database.

Duplicate Creates a new record with a copy of the data from the current record. You can modify the data in the new record before adding it to the database.

New Activity Creates a new activity record for the business partner specified in the current document. You can modify the data in the new record before adding it to the database.

Relationship Map Opens a new window displaying the relationships between the business object and its referenced documents. For more information, see Relationship Map [page 59].

Views To create a link in the detailed view of an object to a particular list view, click *Views* and choose *Define New*. In the *Linked List Views* screen, select a linkable object in the left pane, then click *Create New Link* to define the link settings. If a link to a list view exists, you can choose *Manage* to edit the link settings or create a new link. For more information, see Creating Linked List Views [page 374].

Share With this dropdown list, you can perform the following actions:

Preview To view the record in the default print layout, choose *Preview*.

> **Note**
>
> Only Crystal Reports layouts are supported.

Choose Preview Layouts To preview documents using different Crystal Reports layouts, choose *Choose Preview Layouts*.

Export to Microsoft Excel, Export to Microsoft Word After you enable Microsoft 365 integration, you can see the *Export to Microsoft Excel* and *Export to Microsoft Word* options under *Share*. After you set up Microsoft 365 integration, you can choose the two options to export sales documents to Microsoft OneDrive as Microsoft Excel or Word files and view them online. The standard templates, which are similar to the SAP Business One client, are used when exporting to Microsoft Excel or Word.

Send by Email You can choose *Send by Email* under *Share* to send the following for different documents. The set up of Microsoft 365 integration is required.

- For sales documents: send an email using the Microsoft Word template of the sales document as an attachment.
  This option only appears for users who have authorizations for *MS-Word* under *General* in the *Authorizations* window in the SAP Business One client (*Administration* > *System Initialization* > *Authorizations* > *General Authorizations*).
- For journal entries and payments: send an email containing the URL of the document in the email body.

Choose Email Option You can choose *Choose Email Option* under *Share* to send an email with the following different documents in different formats. The set up of Microsoft 365 integration is required. The option *Email with PDF Attachment* appears only when there is a Crystal Reports (CR) layout for the documents.

- For sales documents: the formats include an attachment as Microsoft Excel, Microsoft Word or PDF, or a hyperlink in the email body. After you send the email with an attachment, you can check the corresponding email log in the SAP Business One client. For more information about this feature, see SAP Note 3142946.
  The *Email with Microsoft Word Attachment* option only appears for users who have authorizations for *MS-Word* under *General* in the *Authorizations* window in the SAP Business One client.
  The *Email with Microsoft Excel Attachment* option only appears for users who have authorizations for *MS-Excel* under *General* in the *Authorizations* window in the SAP Business One client.
- For journal entries and payments: the formats include an attachment as PDF, or a hyperlink in the email body.

The *Email with PDF Attachment* option only appears for users who have authorizations for *Document Printing* under *Sales* in the *Authorizations* window in the SAP Business One client.

> **Note**
>
> The above four options, *Export to Microsoft Excel*, *Export to Microsoft Word*, *Send by Email*, and *Choose Email Option*, are available for the following documents:
>
> - Sales quotation
> - Sales order
> - Delivery
> - Return
> - A/R invoice
> - A/R reserve invoice
> - A/R credit memo
> - Return request
> - Journal entry: only the *Send by Email* and *Choose Email Option* options are available.
> - Incoming payment: only the *Send by Email* and *Choose Email Option* options are available.
> - Outgoing payment: only the *Send by Email* and *Choose Email Option* options are available.

Send Meeting Request

In the detailed view of an activity, choose *Send Meeting Request* under *Share* to send a meeting request containing the URL of the current activity. The set up of Microsoft 365 integration is required. The meeting request will be sent to the *Assigned To* users or employees. After you send the meeting request, you can check the corresponding email log in the database. For more information, see SAP Note 3317237.

> **Note**
>
> To enable Microsoft 365 integration, in the SAP Business One *Main Menu*, choose *Administration* > *System Initialization* > *General Settings*, and on the *Path* tab, in the *Export Word and Excel File To* section, select the *OneDrive* radio button.

To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration.

Overflow ••• If the screen size is too small to display all options in the header toolbar, an overflow button appears on the right side of the toolbar. Click ••• *More* to display a dropdown list with the additional toolbar options.

Related Information

Record Body [page 57]

1.2.6.2.2.2 Record Body

Navigation Tabs and Record Content

In detailed view, the area below the header is divided into navigation tabs linking to different sections of the record content. Clicking a tab navigates you to the respective section in the record. You can also scroll down the page to view the entire record content.

For information about the content in each business object, see the related **Working with...** section in this user guide.

1.2.6.2.2.3 Editing Records

After navigating to the detailed view of a business record, you can choose the *Edit* button to edit the record. The layout of the content area of the record remains the same, but you can modify the editable fields.

> **Note**
>
> If you encounter information that cannot be edited in Web client, please edit it in the SAP Business One client.

In edit mode, the editable fields in each section are outlined with frames for entering or updating the values. In addition to fields with manual entry or dropdown lists, more complex fields contain one of the following elements:

- If a value help icon is displayed in the field, choose the icon to open a dialog box with a list of related values.
- In fields with object data (for example, *Currencies*, *Languages*, *Customer Groups*), a *Define New* option is displayed in the dropdown list as the last value. Choosing *Define New* displays a definition screen for that field in which you can define and maintain entries for the object.

> **Note**
>
> Only users with full authorization for the given object can maintain the object data by selecting the *Define New* option.

- For fields with inline table data, an empty row is displayed at the bottom of the table for adding a new entry. You can also select one of the following options above the table:

> **Note**
>
> If a ⌄ icon exists next to the table field name, you can select a different option from the dropdown list. The table data is populated with the relevant fields.

Close	Closes the selected open item rows.
Duplicate	Duplicates the selected row. The duplicated rows are added after the last row of the table.
Copy, Paste	Copies selected rows and allows you to paste them in the current record or a different record. You can also copy and paste to and from Microsoft Excel. After choosing the *Copy* button, press `Ctrl+V` to paste the copied data.
Add Row Above, Row Below	Adds an empty row either above or below the existing selected row. If you select more than one row, the new row is added above the first row selected or below the last row selected.
Move Up, Move Down	Moves the selected rows up or down one row.
Delete	Deletes the selected rows from the table.
Settings	Opens a dialog box that allows you to personalize the display of the columns in the table. To show or hide columns, select or deselect the checkboxes of the respective columns. To display only the selected columns in the list, choose the *Show Selected* button in the header of the dialog box. You can also change the order of a selected checkbox by clicking the row and choosing ⌃ *Move Up* or ⌄ *Move Down* and ⌃⌃ *Move to Top* or ⌄⌄ *Move to Bottom*.

Related Information

Apps for Creating Records [page 58]

1.2.6.3 Apps for Creating Records

When creating new records, you can directly open the business object in create mode by clicking the **Create...** tile on the home page in the respective app group (for example, *Create Item*, *Create A/R Invoice*, *Create Activity*).

> **Note**
>
> For information about completing the required fields in various business objects, see the related **Working with...** section in this user guide

> **Note**
>
> When the user has no authorization for all the series groups under *Numbering Series* in the *Authorizations* window in the SAP Business One client (*Administration* > *System Initialization* > *General Authorizations*), and no authorization for *Document Manual Numbering*, the *Create...* tile is hidden.

After entering all relevant details, choose one of the following options in the footer toolbar to add the record:

Add & View Saves the record to the database and displays it on the screen for your review.

> **Note**
>
> The following two options can be accessed by selecting the dropdown list next to the *Add and View* button.

Add & New Saves the record to the database and displays an empty form in create mode to let you create another record.

Add & Back Saves the record to the database and returns to the previous screen you were using before initiating the creation of the new record.

1.2.6.4 Analytic Apps

See the Analytics [page 355] chapter.

1.2.7 Relationship Map

The relationship map is supported in all localizations according to the respective supported documents.

This feature displays as a flow chart that provides a comprehensive view of the connections between business objects and their relevant documents (base, target, and reference).

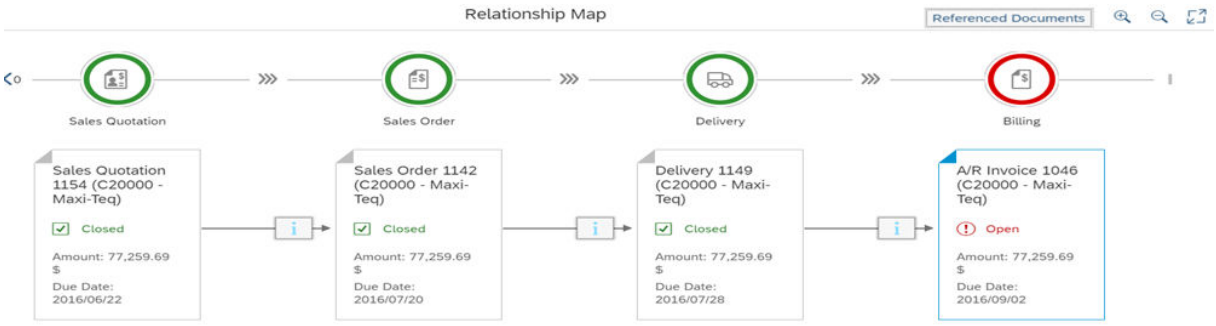
> **Example**
>
> Displaying the relationship map of a delivery object would illustrate the relationship between the delivery and its base sales order document and possibly its target documents.

- Choose *Relationship Map* from the actions bar of a business object to open the dialog with the relationship map in process flow view.
- All base, target and reference documents are presented, with their status and other relevant information.

- To see the base documents of a specific business object in a label, choose ⓘ located on the connection line itself. In the pop-up label the base documents details appear, such as document type, document number, BP code, and document status.
- To show or hide the referenced documents of the main object, choose *Referenced Documents*.

1.2.7.1 Layout Structure

The process flow has a layout structure; the default layout contains fixed sections that are filled with content.



Toolbar To show or hide the referenced documents of the main object, choose *Referenced Documents*.

To zoom in or out the relationship map, choose *Zoom In* or *Zoom Out*.

To enter the full screen mode, choose *Full Screen* .

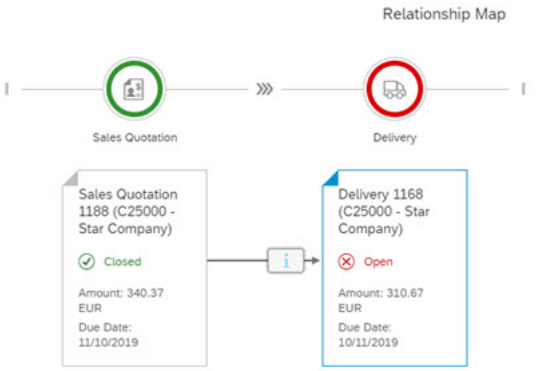
Header Appears below the bar, consists of multiple steps or categories, each of which is visualized by a circled icon. Each icon is surrounded by a circular chart to indicate the distribution of statuses per column.

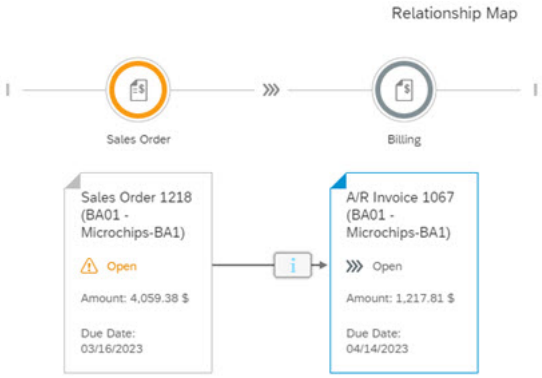
Categories with no document do not appear in the flow header

Flow map Lies beneath the header. The elements belonging to a certain step are vertically aligned beneath one another. Arrows point to the next (follow-up) element or multiple elements.

Element Each element represents a different section:

- Header (mandatory):
  - Document description and number, for example: *Sales Order 14*
  - Buseinss partner code and name, for example: *(C20000 - ABC)*
- Status: indicates by color and icon the state of the document, enabling you to decide how and when to deal with a particular document:
  Green: Canceled or closed document (nothing to do)
  Natural: Open document which is not due yet (any decision can wait)
  Yellow: Open document which is due in 2 days (timely reminder)
  Red: Open document that has passed its due date (deal with this first!)





Display

Specific colors identify objects in the process flow as follows:

- Main document: dark blue
- All documents in the flow: gray
- Referenced document: light blue, if it exists (references main document)

Authorization

Access to object details from within the process flow adheres to regular authorization rules.

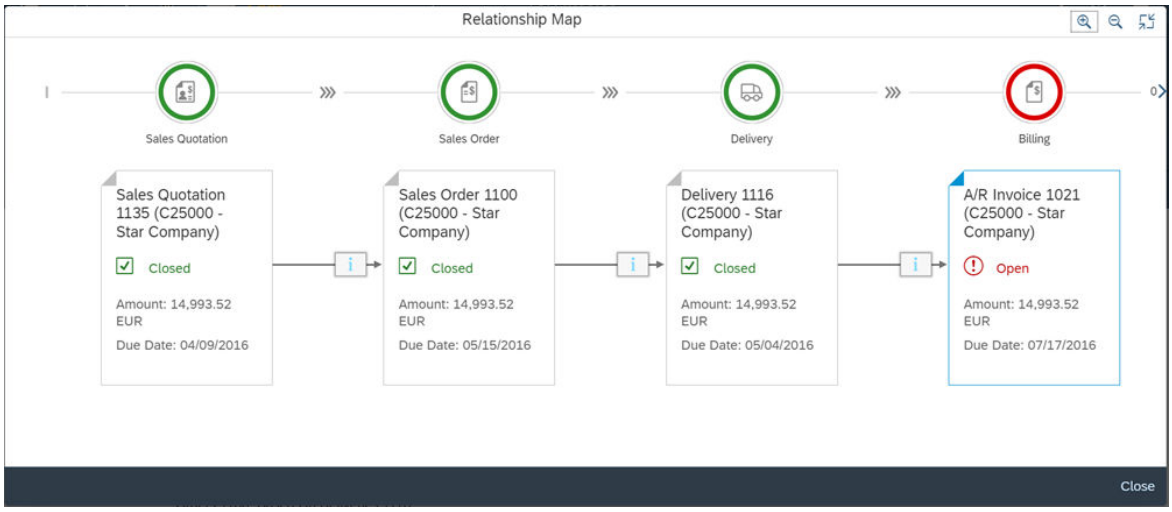
> **Example**
>
> If you have authorization for the Sales Order object but not for the Delivery object, when you choose *Relationship Map*, you can see only the sales order details but not the details of the delivery document based on that sales order.
>
> - A message on the object states, "`You are not authorized to view Deliveries.`"
> - If you nevertheless try to open the document, the same message appears as an alert. Choose *OK* to return to the flow view.

1.2.7.1.1 Zoom

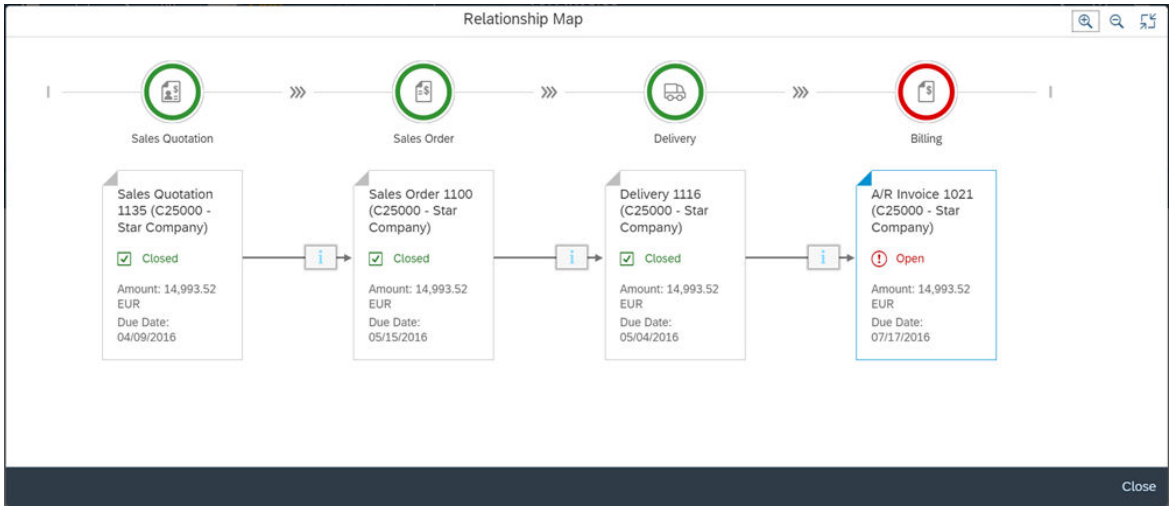
The process flow reacts to the size of the container into which it is put; detailed information is added or removed depending on the zoom level. Using the mouse wheel or choosing *Zoom In* or *Zoom Out* from the toolbar, you can zoom in or out to affect the amount of information displayed in the container.

Zoom levels:

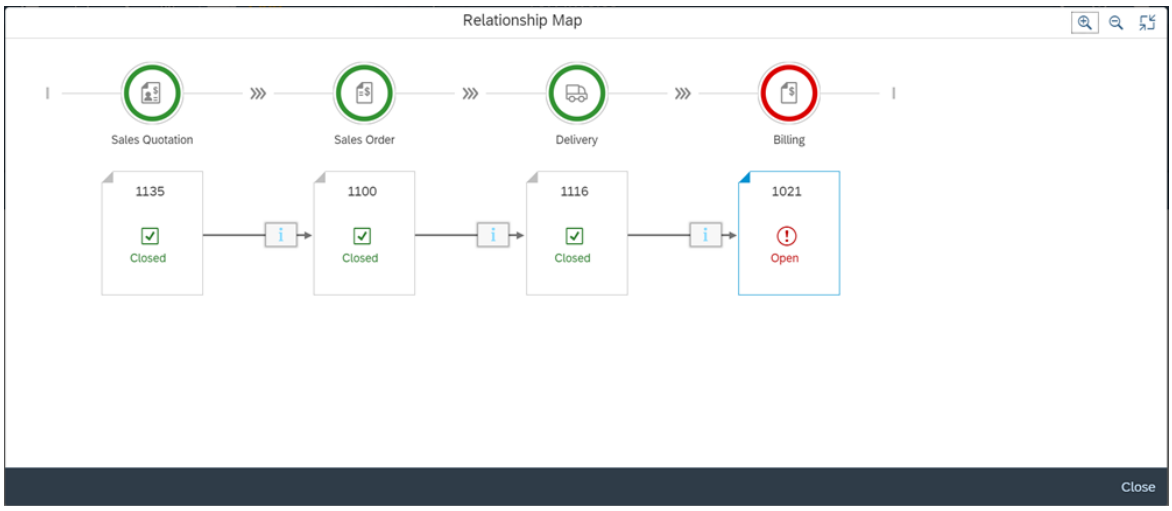
- Level 1: (largest) Larger elements provide the most space for textual information, however, fewer elements fit on the screen.



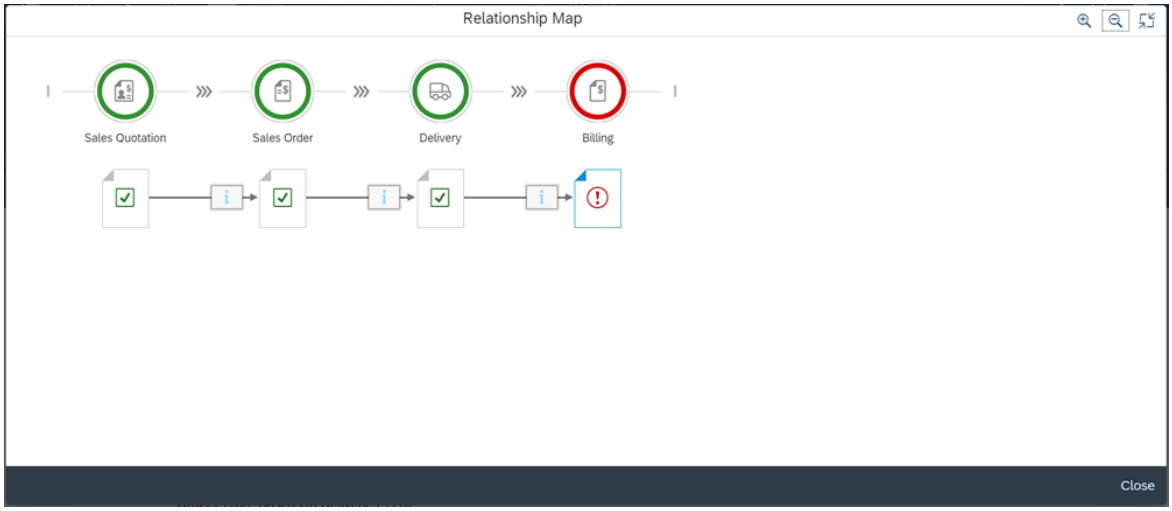
- Level 2: Standard size; provides the best combination of content information and overview.



- Level 3: Elements are reduced to header and status information to provide a better overview for large flows.



- Level 4: The smallest zoom level; provides a maximum overview of the flow while the information about each element is reduced to a status icon.



1.3 Opportunities

Apps

When working with sales and purchasing opportunities, you can find the following apps in the *CRM* group:

- *Opportunities*
- *Create Opportunity*

Tasks

You can carry out the following tasks with these apps:

- Search and filter sales and purchasing opportunities.
- View and manage different views of lists of opportunities.
- View, edit, and create opportunities.
- Set single or multiple opportunities as won or lost.
- Reopen and remove single or multiple opportunities.

Related Information

Managing Opportunities [page 64]
Working with Opportunities [page 66]
Creating Opportunities [page 69]

1.3.1 Managing Opportunities

To open the *Manage Opportunities* list view, click the *Opportunities* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for opportunities, see Working with Opportunities [page 66].

Selecting Views

The Web client list views provide you with multiple views of the dataset of opportunity records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Opportunities* displays a list of open sales and purchasing opportunities of the user who is currently logged in.
  This view is displayed by default.
- *All Open Opportunities* displays all opportunities with the status of *Open*.
- *All Opportunities* displays all sales and purchasing opportunities of the company.
- *My Opportunities* displays only the opportunities of the user who is logged in.

By default, the opportunities in the table of each predefined view are displayed by Opportunity Number in descending order. You can change the display order by clicking the respective column header.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Set as Won Select a single or multiple opportunities and choose this button to mark them all as *Won* and close them when the sales or purchasing processes succeed.

Set as Lost Select a single or multiple opportunities and choose this button to mark them all as *Lost* and close them when the sales or purchasing processes fail.

Reopen Select a single or multiple closed opportunities and choose this button to open them all again for further updates.

Remove Select a single or multiple opportunities and choose this button to remove them all.

Won or lost opportunities cannot be removed.

This option is only available to authorized users.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how

the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Opportunities [page 66]
Creating Opportunities [page 69]

1.3.2 Working with Opportunities

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the opportunity record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Opportunity `<Opportunity Number>`	A combination of "Opportunity" and a defined, automatically-generated sequential number that identifies the opportunity.
Opportunity Type	If the opportunity is created for a customer or sales lead, the *Opportunity Type* is *Sales*. If the opportunity is created for a vendor, the *Opportunity Type* is *Purchasing*.
Customer/Lead or *Vendor*	If the *Opportunity Type* is *Sales*, this field displays the business partner code and name of the customer or sales lead. If the *Opportunity Type* is *Purchasing*, this field displays the business partner code and name of the vendor. You can click the business partner code to view some basic information about the business partner in a popover. In the popover, you can choose *View More* to view the *Business Partner Master Data* in a new tab or in the current tab of your browser.

Sales Employee or *Buyer*	The sales employee or buyer assigned to the selected business partner and responsible for this opportunity. By default, this field displays the sales employee or buyer defined in the *Business Partner Master Data*. If the default sales employee or buyer is not defined, this field displays the sales employee or buyer defined in the *Sales Employees/Buyers - Setup* window.
Status	Status of the opportunity. The default status is *Open*. For closed sales opportunities, this field displays *Won* or *Lost*.
Closing %	Percentage value entered on the *Stages* tab for the last stage, indicating the progress of the opportunity.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Remove	Removes an open opportunity. A won or lost opportunity cannot be removed. This option is only available to authorized users.
New Activity	Opens a form to create a new activity for the business partner that appears in the opportunity, and to automatically link the opportunity to the activity. You can find the opportunity on the *Linked Document* tab in the *Activity* detailed view.

Working with the Record Content

General Tab

The fields on this tab provide basic information about the customer/lead or buyer and an opportunity, and about the classification of the opportunity according to the business partner channel and other factors.

Potential Tab

The fields on this tab provide estimated potential profit from an opportunity, and the duration of the process.

Stages Tab

The fields on this tab show various phases of a sales or purchasing activity. You can create a new phase, if necessary.

Partners Tab

The fields on this tab provide information about business partners (vendors and leads) with whom this opportunity is being jointly handled.

Competitors Tab

The fields on this tab provide information about any competitors of this opportunity.

Summary Tab

The fields on this tab show the status and related documents of this opportunity.

You can close an opportunity by setting it to either *Won* or *Lost*. To update any fields, you need to reopen the opportunity.

Opportunity Status	*Won* or *Lost*. The field value here is also reflected in the *Status* field in the header area.
Show Documents Related to the BP	This field is only relevant when the *Opportunity Status* is *Won*. If this field displays *Yes*, you can see documents that are linked to the opportunity and that are related to the current business partner through the below *Document Type* and *Document No.* fields, if any. If this field displays *No*, you can see all documents that are linked to the opportunity from all business partners, if any.
Document Type	By default, this field automatically displays the classification of the document linked to the last stage of an opportunity. When the opportunity status is *Won*, this field displays the type of the document that closed the opportunity.
Document No.	By default, this field automatically displays the number of the document linked to the last stage of an opportunity. When the opportunity status is *Won*, this field displays the number of the document that closed the opportunity.

User-Defined Fields Tab

This tab displays the user-defined fields (if any) for this opportunity from the SAP Business One client.

> **Note**
>
> If you need to edit certain information that cannot be edited through Web client, please edit it from the SAP Business One client.

Related Information

Managing Opportunities [page 64]
Creating Opportunities [page 69]

1.3.2.1 Creating Opportunities

Context

You can create a sales opportunity for a customer or sales lead, or create a purchasing opportunity for a vendor.

Procedure

1. Enter the *Opportunity* page in one of the following ways:
   - In the *Manage Opportunities* app, choose *Create*.
   - On the *Home* page, choose *Main Menu* > *CRM* > *Create Opportunity*.
   - On the *Home* page, choose the *Create Opportunity* tile in the *CRM* tile.
2. Select the *Opportunity Type*.
   - To create an opportunity for a customer or sales lead, choose *Sales*.
   - To create an opportunity for a vendor, choose *Purchasing*.
3. Specify the *Customer / Lead* or *Vendor*.

   You can enter a business partner code directly in the *Customer / Lead* or *Vendor* field. The Web client automatically suggests the best match.

   You can also search for and find a business partner by choosing the *Value Help* icon to open the *Business Partners* dialogue.

   Once a business partner is selected, all other relevant information will be filled in automatically.
4. Enter a descriptive name in the *Opportunity Name* field.

   Fill in the other fields with the related information.
5. Go to the *Potential* tab, enter the total amount expected for this opportunity in the *Potential Amount* field, for example, **100**.

   The *Weighted Amount* and the currency are filled in automatically.

   The Weighted Amount equals the Potential Amount multiplied by the closing percentage of the last stage.
6. If you are creating a sales opportunity, enter the expected profit from the final sale in the *Gross Profit %* field.

   When the *Gross Profit %* is entered, the *Gross Profit Total* is calculated automatically, and vice versa.

   Gross Profit is calculated from the last linked sales document.

> **Note**
>
> *Gross Profit %* and *Gross Profit Total* are editable and only visible to authorized users.

7. Specify the time span, in number of days, weeks, or months, until the expected close of the opportunity through the *Predicted Closing In* field.

   Fill in the other fields with the related information.

8. Go to the *Stages* tab and fill in the information for the first stage.

   - To add a new stage for the opportunity, for example, the first meeting, choose *Next Stage*.
   - To duplicate or delete the last stage, choose *Duplicate Last Stage* or *Delete Last Stage*, respectively.

   You can link a document to a specific stage through the *Document Type* and *Document No.* fields.

   If you select the *Show BPs Documents* checkbox, only documents related to the current business partner can be selected and linked to the stage; otherwise, all documents of all business partners are available for selection.

   The document linked to the last stage of the opportunity is displayed automatically in the *Document Type* and *Document No.* fields of the *Summary* tab.

9. Choose one of the following options:

   - *Add & View*: add and view the current opportunity.
   - *Add & New*: add the current opportunity and open a new *Opportunity* page.
   - *Add & Back*: add the current opportunity and go back to the *Manage Opportunities* page.

Related Information

Managing Opportunities [page 64]
Working with Opportunities [page 66]

1.4 Sales

The apps in the *Sales* group cover the entire sales process, from creating quotations for customers and interested parties, to invoicing, creating document drafts and printing.

The *Sales* group includes apps that allow you to work with the following sales documents: sales quotations, sales orders, deliveries, return requests, returns, A/R invoices, A/R credit memos, and A/R reserve invoices.

Related Information

Sales Quotations [page 71]
Sales Orders [page 79]

Deliveries [page 87]
Return Requests [page 97]
Returns [page 104]
A/R Invoices [page 113]
A/R Credit Memos [page 123]
A/R Reserve Invoices [page 133]

1.4.1 Sales Quotations

Apps

When working with sales quotations, you can find the following apps:

- *Sales Quotations*
- *Create Sales Quotation*

Tasks

You can carry out the following tasks with these apps:

- Search and filter sales quotations.
- View and manage different views of sales quotation lists.
- View, edit, and create sales quotations.
- Close and cancel single or multiple sales quotations.
- Copy single or multiple sales quotations to a sales order, delivery, A/R reserve invoice or A/R invoice.
- Create and process sales quotation drafts.

Related Information

Managing Sales Quotations [page 72]
Working with Sales Quotations [page 73]
Creating Sales Quotations [page 77]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.4.1.1 Managing Sales Quotations

To open the *Manage Sales Quotations* list view, click the *Sales Quotations* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for sales quotations, see Working with Sales Quotations [page 73].

Selecting Views

Web client list views provide you with multiple views of the dataset of sales quotation records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Sales Quotations* displays the open sales quotations created by the user who is currently logged in.
  This view is displayed by default.
- *All Sales Quotations* displays all sales quotations of the company.
- *My Sales Quotations* displays the sales quotations created by the user who is currently logged in.
- *Open Sales Quotations* displays all open sales quotations of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To
: Choose this button to copy one or more sales quotations to a sales order, delivery, A/R reserve invoice or A/R invoice.

  The default value from the related business partner master data is used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

  When selecting multiple sales quotations, you can only select documents with the same business partner, document type (*Service* type or *Item* type), and price mode (*Net* or *Gross* price mode).

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Sales Quotations List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the sales quotations with numbers against them.

> **Example**
>
> To filter out the sales quotations with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with Sales Quotations [page 73]
Creating Sales Quotations [page 77]
Working with List Views [page 35]

1.4.1.2 Working with Sales Quotations

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons,

while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the sales quotation record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Credit Limit Utilization Shows the current progress of credit limit utilization for the customer.

> **Note**
>
> The progress bar is only displayed if the *Credit Limit* checkbox is selected in *Administration* > *System Initialization* > *General Settings* > *BP* in the SAP Business One client.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose this button to copy the current sales quotation, or the lines you selected in the sales quotation, to a sales order, delivery, A/R invoice, or an A/R reserve invoice.

Working with the Record Content

General Tab

The fields on this tab provide general information about the sales quotation.

Valid Until The date until which the sales quotation is valid.

Contents Tab

The fields on this tab provide information about the items or services to be provided.

Item/ Service Type

Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details

From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight*, *Gross Profit* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu*

> *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Gross Profit

- For item type sales documents, you can choose the price list to be used for the gross profit calculation from the *Base Price By* field positioned on the left side above the table.
- For service type sales documents, you can set the default gross profit rate in the respective field above the table.

Volume and Weight

In item type sales documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For more information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks

You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Logistics Tab

You can view the ship-to and bill-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Sales Quotations [page 72]
Creating Sales Quotations [page 77]
Working with Detailed Views [page 53]

1.4.1.2.1 Creating Sales Quotations

Context

You create the sales quotation document as an offer or proposal that you send either to a customer or to a lead.

Procedure

1. To create a sales quotation, click the *Create Sales Quotation* tile.
2. On the *General* tab, specify the mandatory fields: *Customer* in which you can specify the code of a customer or a lead, and *Valid Until*. The document header is updated accordingly.

   > **Note**
   >
   > If you need to create a new customer, choose the icon in the *Customer* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Customer* field of the document.

3. On the *Contents* tab, select *Item* or *Service*, and fill in the other details.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and bill-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the sales document an address different to those addresses already defined for the business partner, or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current sales document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter the relevant details.
8. To add the new sales quotation to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> When you have selected the *E-Mail Document* checkbox in the *When Adding Document* section through *Administration* > *System Initialization* > *Print Preferences* > *Per Document* in the SAP Business One client and set up Microsoft 365 integration, an email draft will appear with the document as a Microsoft Word attachment after you add a new document, and you can check the corresponding email log in the SAP Business One client. To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration. For more information about this feature, see SAP Note 3143036.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Sales Quotations [page 72]
Working with Sales Quotations [page 73]
Apps for Creating Records [page 58]

1.4.2 Sales Orders

Apps

When working with sales orders, you can find the following apps:

- *Sales Orders*
- *Create Sales Order*

Tasks

You can carry out the following tasks with these apps:

- Search and filter sales orders.
- View and manage different views of sales order lists.
- View, edit, and create sales orders.
- Close and cancel single or multiple sales orders.
- Copy single or multiple sales orders to a delivery, A/R reserve invoice, or A/R invoice.
- Create and process sales order drafts.

Related Information

Managing Sales Orders [page 79]
Working with Sales Orders [page 81]
Creating Sales Orders [page 85]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.4.2.1 Managing Sales Orders

To open the *Manage Sales Orders* list view, click the *Sales Orders* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data

record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for sales orders, see Working with Sales Orders [page 81].

Selecting Views

Web client list views provide you with multiple views of the dataset of sales order records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Sales Orders* displays the open sales orders created by the user who is currently logged in. This view is displayed by default.
- *All Sales Orders* displays all sales orders of the company.
- *Backordered Sales Orders* displays all backordered sales orders of the company.
- *My Sales Orders* displays the sales orders created by the user who is currently logged in.
- *Open Sales Orders* displays all open sales orders of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To

Choose this button to copy one or more sales orders to a delivery, A/R reserve invoice, or A/R invoice.

The default value from the related business partner master data is used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple sales orders, you can only select documents with the same business partner, document type (*Service* type or *Item* type), and price mode (*Net* or *Gross* price mode).

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Sales Orders List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the sales orders with numbers against them.

> **Example**
>
> To filter out the sales orders with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with Sales Orders [page 81]
Creating Sales Orders [page 85]
Working with List Views [page 35]

1.4.2.2 Working with Sales Orders

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the sales order record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Credit Limit Utilization Shows the current progress of credit limit utilization for the customer.

> **Note**
>
> The progress bar is only displayed if the *Credit Limit* checkbox is selected in *Administration* > *System Initialization* > *General Settings* > *BP* in the SAP Business One client.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose this button to copy the current sales order, or the lines you selected in the sales order, to a delivery, A/R invoice, or A/R reserve invoice.

Working with the Record Content

General Tab

The fields on this tab provide general information about the sales order.

Delivery Date The date on which you deliver the goods or services, and create the delivery document.

Contents Tab

The fields on this tab provide information about the items or services to be sold.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight*, *Gross Profit* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax is included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Gross Profit

- For item type sales documents, you can choose the price list to be used for the gross profit calculation from the *Base Price By* field positioned on the left side above the table.
- For service type sales documents, you can set the default gross profit rate in the respective field above the table.

Volume and Weight In item type sales documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field enables you to select batches and serial numbers.

You can type batches or serial numbers directly in this field. As you type, a list of batch/serial numbers is displayed for you to choose from. For batch items, their available quantities are also displayed.

Alternatively, choose the value help icon to open a dialog box, where you can select batches or serial numbers, either manually or automatically.

After selection, batches or serial numbers are presented in this field.

For more information about the field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Logistics Tab

You can view the ship-to and bill-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Cancellation Date Specify the last date on which the customer accepts the goods. The default value is 30 days after the delivery date.

Required Date Specify the expected date on which the goods will be delivered to the customer. The default value is the delivery date.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Sales Orders [page 79]
Creating Sales Orders [page 85]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 144]

1.4.2.2.1 Creating Sales Orders

Context

The sales order is a commitment from a customer or lead to buy a product or service.

Procedure

1. To create a sales order, click the *Create Sales Order* tile.
2. On the *General* tab, specify the mandatory fields: *Customer* in which you can specify the code of a customer or a lead, and *Delivery Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to select from a list of all the sales quotations for this business partner and copy the data to the current sales order.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

   > **Note**
   >
   > If you need to create a new customer, choose the icon in the *Customer* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Customer* field of the document.

3. On the *Contents* tab, select *Item* or *Service*, and fill in the other details.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.

4. On the *Logistics* tab, you can specify the ship-to and bill-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the sales document an address different to those addresses already defined for the business partner, or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current sales document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant details.
8. To add the new sales order to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

   > **Note**
   >
   > When you have selected the *E-Mail Document* checkbox in the *When Adding Document* section through *Administration* > *System Initialization* > *Print Preferences* > *Per Document* in the SAP Business One client and set up Microsoft 365 integration, an email draft will appear with the document as a Microsoft Word attachment after you add a new document, and you can check the corresponding email log in the SAP Business One client. To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration. For more information about this feature, see SAP Note 3143036.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Sales Orders [page 79]
Working with Sales Orders [page 81]

1.4.3 Deliveries

Apps

When working with deliveries, you can find the following apps:

- *Deliveries*
- *Create Delivery*

Tasks

You can carry out the following tasks with these apps:

- Search and filter deliveries.
- View and manage different views of delivery lists.
- View, edit, and create deliveries.
- Close and cancel single or multiple deliveries.
- Copy single or multiple deliveries to a return request, A/R invoice or return.
- Create and process delivery drafts.

Related Information

Managing Deliveries [page 88]
Working with Deliveries [page 90]

Creating Deliveries [page 95]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.4.3.1 Managing Deliveries

To open the *Manage Deliveries* list view, click the *Deliveries* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for deliveries, see Working with Deliveries [page 90].

Selecting Views

Web client list views provide you with multiple views of the dataset of delivery records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. Select one of the following predefined views available in the views menu:

- *My Open Sales Deliveries* displays the open sales deliveries created by the user who is currently logged in. This view is displayed by default.
- *All Sales Deliveries* displays all sales deliveries of the company.
- *My Sales Deliveries* displays the sales deliveries created by the user who is currently logged in.
- *Open Sales Deliveries* displays all open sales deliveries of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To
: Choose this button to copy one or more deliveries to an A/R invoice, return or return request.

  The default value from the related business partner master data is used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

  When selecting multiple deliveries, you can only select documents with the same business partner, base type, document type (*Service* type or *Item* type), and price mode (*Net* or *Gross* price mode).

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Deliveries List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the deliveries with numbers against them.

> **Example**
>
> To filter out the deliveries with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with Deliveries [page 90]

Creating Deliveries [page 95]
Working with List Views [page 35]

1.4.3.2 Working with Deliveries

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the record number of the delivery, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Credit Limit Utilization Shows the current progress of credit limit utilization for the customer.

> **Note**
>
> The progress bar is only displayed if the *Credit Limit* checkbox is selected in *Administration* > *System Initialization* > *General Settings* > *BP* in the SAP Business One client.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose this button to copy the current delivery, or the lines you selected in the delivery, to an A/R invoice, return or return request.

Packing Slip Opens a dialog box to enter the packing details for items and to create and print packing slips.

> **Note**
>
> The button is only available for delivery and A/R invoice documents of item type.
>
> You require the necessary authorization to use this function.

In the *Existing Packages* section, you can do the following:

- + *Add Rows* allows you to to add more than one package to each delivery and A/R invoice document.
- — *Delete Rows* removes a package and the package content becomes available again.

After you have selected available quantities either manually or automatically, in the *Available Items* section, you can use the *Clear Allocations* option to remove the current package content.

The packing slips cannot be saved as drafts, but when you save the main documents as drafts, the packing slips are also saved with the documents.

> **Note**
>
> When you copy delivery documents with packing slips to A/R invoices, the packing slips are not copied.

After updating the relevant information, the packing slips are saved with the main documents.

In view mode, you can preview and print packing slips.

Working with the Record Content

General Tab

The fields on this tab provide general information about the delivery.

Delivery Date Specify the expected delivery date of the items or services. By default, this is the current date.

Contents Tab

The fields on this tab provide information about the items or services to be delivered.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight*, *Gross Profit* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Gross Profit

- For item type sales documents, you can choose the price list to be used for the gross profit calculation from the *Base Price By* field positioned on the left side above the table.
- For service type sales documents, you can set the default gross profit rate in the respective field above the table.

Volume and Weight

In item type sales documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will only affect the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For more information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks

You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

It enables you to select batches and serial numbers.

You can type batches or serial numbers directly in the field. As you type, a list of relevant batch/ serial numbers is displayed for you to choose from.

Alternatively, choose the value help icon to open a dialog box where you can manually or automatically select batches or serial numbers.

After selection, batches and serial numbers are presented in the field.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field allows you to select bin locations.

You can enter bin location codes directly in the field. As you type, a list of relevant bin locations is diaplayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, you can choose the value help icon to open a dialog box where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Logistics Tab

You can view the ship-to and bill-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Deliveries [page 88]
Creating Deliveries [page 95]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 144]

1.4.3.2.1 Creating Deliveries

Context

A delivery is a legally binding document indicating that the shipment of goods or the delivery of services has occurred. Without this document, goods can only be delivered if an invoice has already been created.

Procedure

1. To create a delivery, click the *Create Delivery* tile.
2. On the *General* tab, specify the mandatory fields: *Customer* and *Delivery Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to choose from a list of sales quotations, sales orders, A/R reserve invoices or returns for this business partner and copy the data to the current delivery.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

   > **Note**
   >
   > If you need to create a new customer, choose the icon in the *Customer* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Customer* field of the document.

3. On the *Contents* tab, select *Item* or *Service*, and fill in the other details.

The *Total* field in the header is updated according to the data entered on the *Contents* tab.

If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.

4. On the *Logistics* tab, you can specify the ship-to and bill-to addresses, and other settings under the *Preferences* section.
    1. You can assign to the sales document an address different to those addresses already defined for the business partner, or define a new address.
    2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current sales document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant details.
8. To add the new delivery record to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> When you have selected the *E-Mail Document* checkbox in the *When Adding Document* section through *Administration* > *System Initialization* > *Print Preferences* > *Per Document* in the SAP Business One client and set up Microsoft 365 integration, an email draft will appear with the document as a Microsoft Word attachment after you add a new document, and you can check the corresponding email log in the SAP Business One client. To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration. For more information about this feature, see SAP Note 3143036.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Deliveries [page 88]
Working with Deliveries [page 90]
Apps for Creating Records [page 58]

1.4.4 Return Requests

Apps

When working with return requests, you can find the following apps:

- *Return Requests*
- *Create Return Request*

Tasks

You can carry out the following tasks with these apps:

- Search and filter return requests.
- View and manage different views of return request lists.
- View, edit, and create return requests.
- Close and cancel single or multiple return requests.
- Copy single or multiple return requests to a return or A/R credit memo.
- Create and process return request drafts.

Related Information

Managing Return Requests [page 97]
Working with Return Requests [page 99]
Creating Return Requests [page 103]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.4.4.1 Managing Return Requests

To open the *Manage Return Requests* list view, click the *Return Requests* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data

record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for return requests, see Working with Return Requests [page 99].

Selecting Views

Web client list views provide you with multiple views of the dataset of return request records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. Select one of the following predefined views available in the views menu:

- *My Open Return Requests* displays the open return requests created by the user who is currently logged in. This view is displayed by default.
- *All Return Requests* displays all return requests of the company.
- *My Return Requests* displays all return requests created by the user who is currently logged in.
- *Open Return Requests* displays all open return requests of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To	Choose this button to copy one or more return requests to a return or A/R credit memo.

The default value from the related business partner master data will be used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple sales return requests, you can only select documents with the same business partner, base type, and price mode (*Net* or *Gross* price mode).

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Return Requests List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the return requests with numbers against them.

> **Example**
>
> To filter out the return requests with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with Return Requests [page 99]
Creating Return Requests [page 103]
Working with List Views [page 35]

1.4.4.2 Working with Return Requests

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the record number of the return request, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose this button to copy the current return request, or the lines you selected in the return request, to a return or A/R credit memo.

Working with the Record Content

General Tab

The fields on this tab provide general information about the return request.

Return Date The date on which the customer wants to return the items.

Contents Tab

The fields on this tab provide information about the items to be returned.

Item/Service Type Return requests are supported only on items type of documents.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight*, *Gross Profit* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items.

Return Action Specify which of the following actions the customer wants to take regarding the return: *Return*, *Repair*, *Replace*, or other options that are defined in the SAP Business One client. *Return* appears as the default value.

Return Reason Specify the reason why the customer wants to return the goods.

Without Qty Posting

Indicates that there is no inventory movement involved, that is, the return request does not affect the inventory quantity of the item. By default, this checkbox is not selected. After copying the return request to the return or credit memo, *Without Qty Posting* field will be disabled on the base return request.

For a standalone return request, selecting this checkbox or not affects the target document that could be created based on the return request.

If it is selected, you can only create a credit memo based on the return request, and if it is not selected, you can create a return or credit memo based on the return request.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Gross Profit

For item type sales documents, you can choose the price list to be used for the gross profit calculation from the *Base Price By* field positioned on the left side above the table.

Volume and Weight In item type sales documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items. For more information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks	You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Logistics Tab

You can view the ship-to and bill-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Return Requests [page 97]
Creating Return Requests [page 103]
Working with Detailed Views [page 53]

1.4.4.2.1 Creating Return Requests

Context

You create a return request as a prerequisite of the return document, to enter the agreed quantities, prices, and return reason before the goods are returned.

Procedure

1. To create a return request, click the *Create Return Request* tile.
2. On the *General* tab, specify the mandatory fields: *Customer* and *Return Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to select from a list of all the deliveries or A/R invoices for this business partner and copy the data to the current return request.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

   > ⓘ Note
   >
   > If you need to create a new customer, choose the icon in the *Customer* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Customer* field of the document.

3. On the *Contents* tab, fill in the details of the returned items.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.

   In the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and bill-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the sales document an address different to those addresses already defined for the business partner, or define a new address.

2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current sales document only.

5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant details.
8. To add the new return request to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Return Requests [page 97]
Working with Return Requests [page 99]
Apps for Creating Records [page 58]

1.4.5 Returns

Apps

When working with returns, you can find the following apps:

- *Returns*
- *Create Return*

Tasks

You can carry out the following tasks with these apps:

- Search and filter returns.
- View and manage different views of return lists.
- View, edit, and create returns.
- Close and cancel single or multiple returns.

- Copy single or multiple returns to a delivery or A/R credit memo.
- Create and process return drafts.

Related Information

Managing Returns [page 105]
Working with Returns [page 107]
Creating Returns [page 112]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.4.5.1 Managing Returns

To open the *Manage Returns* list view, click the *Returns* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for sales returns, see Working with Returns [page 107].

Selecting Views

Web client list views provide you with multiple views of the dataset of sales return records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. Select one of the following predefined views available in the views menu:

- *My Open Sales Returns* displays the open sales returns created by the user who is currently logged in. This view is displayed by default.
- *All Sales Returns* displays all sales returns of the company.
- *My Sales Returns* displays the sales returns created by the user who is currently logged in.
- *Open Sales Returns* displays all open sales returns of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> ### Note
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To

Choose this button to copy one or more sales returns to a delivery or A/R credit memo.

The default value from the related business partner master data is used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple return records, you can only select documents with the same business partner, base type, document type (*Service* type or *Item* type), and price mode (*Net* or *Gross* price mode).

> ### Note
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Returns List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the sales returns with numbers against them.

> ### Example
>
> To filter out the sales returns with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with Returns [page 107]
Creating Returns [page 112]
Working with List Views [page 35]

1.4.5.2 Working with Returns

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> ⓘ Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the record number of the return, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Credit Limit Utilization

Shows the current progress of credit limit utilization for the customer.

> ⓘ Note
>
> The progress bar is only displayed if the *Credit Limit* checkbox is selected in *Administration* > *System Initialization* > *General Settings* > *BP* in the SAP Business One client.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose this button to copy the current return, or the lines you selected in the return, to a delivery or A/R credit memo.

Working with the Record Content

General Tab

The fields on this tab provide general information about the return.

Due Date Expected due date of the items or services.

Contents Tab

The fields on this tab provide information about the items or services to be returned.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight*, *Gross Profit* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Return Action Specify which of the following actions the customer wants to take regarding the return: *Return*, *Repair*, *Replace*, or other options that are defined in the SAP Business One client. *Return* appears as the default value.

Return Reason Specify the reason why the customer wants to return the goods.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.

- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Gross Profit

- For item type sales documents, you can choose the price list to be used for the gross profit calculation from the *Base Price By* field positioned on the left side above the table.
- For service type sales documents, you can set the default gross profit rate in the respective field above the table.

Volume and Weight In item type sales documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For more information on how to work with inline table data, see Editing Records [page 57].

Opening and You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Closing Remarks

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field enables you to select and create batch/serial numbers.

To select or create batches or serial numbers, you can type directly in the field.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically select and create batches or serial numbers.

For more information about automatic creation of batches or serial numbers, see Automatically Creating Batches and Serial Numbers [page 148].

After selection or creation, batches or serial numbers are presented in the field.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field allows you to select bin locations.

You can enter bin location codes directly in the field. As you type, a list of relevant bin locations is displayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, you can choose the value help icon to open a dialog box, where you can select bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

Logistics Tab

You can view the ship-to and bill-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Returns [page 105]
Creating Returns [page 112]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 144]

1.4.5.2.1 Creating Returns

Context

You create a return document when the customer requests to return items or services.

Procedure

1. To create a return, click the *Create Return* tile.
2. On the *General* tab, specify the mandatory fields: *Customer* and *Due Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to select from a list of all the deliveries or return requests for this business partner and copy the data to the current documents.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

   > ⓘ Note
   >
   > If you need to create a new customer, choose the icon in the *Customer* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Customer* field of the document.

3. On the *Contents* tab, select *Item* or *Service*, and fill in the other details.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and bill-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the sales document an address different to those addresses already defined for the business partner, or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current sales document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant details.
8. To add the new return to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> When you have selected the *E-Mail Document* checkbox in the *When Adding Document* section through *Administration* > *System Initialization* > *Print Preferences* > *Per Document* in the SAP Business One client and set up Microsoft 365 integration, an email draft will appear with the document as a Microsoft Word attachment after you add a new document, and you can check the corresponding email log in the SAP Business One client. To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration. For more information about this feature, see SAP Note 3143036.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Returns [page 105]
Working with Returns [page 107]

1.4.6 A/R Invoices

Apps

When working with A/R invoices, you can find the following apps:

- *A/R Invoices*
- *Create A/R Invoice*

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/R invoices.
- View and manage different views of A/R invoice lists.
- View, edit, and create A/R invoices.
- Cancel single or multiple A/R invoices.

- Copy an A/R invoice to an A/R credit memo.
- Create and process A/R invoice drafts.

Related Information

Managing A/R Invoices [page 114]
Working with A/R Invoices [page 116]
Creating A/R Invoices [page 121]
Relationship Map [page 59]
Managing Documents in Approval Process [page 142]
Managing Drafts [page 141]
Approval Decisions [page 143]
Linking Paid Down Payment Requests/Invoices [page 132]

1.4.6.1 Managing A/R Invoices

To open the *Manage A/R Invoices* list view, click the *A/R Invoices* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for A/R invoices, see Working with A/R Invoices [page 116].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/R invoice records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. Select one of the following predefined views available in the views menu:

- *My Open Sales Invoices* displays the open A/R invoices created by the user who is currently logged in. This view is displayed by default.
- *All Sales Invoices* displays all A/R invoices of the company.
- *My Sales Invoices* displays the A/R invoices created by the user who is currently logged in.
- *Open Sales Invoices* displays all open A/R invoices of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> ### Note
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To	Choose this button to copy the selected A/R invoice to an A/R credit memo.
Create Payment	Choose this button to create a payment for the selected invoices. The invoices must be from the same business partner, or a consolidation relationship exists among the business partners.

> ### Note
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of A/R Invoices List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the A/R invoices with numbers against them.

> ### Example
>
> To filter out the A/R invoices with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter **`>100`** in the *Document Total* field.

Related Information

Working with A/R Invoices [page 116]
Creating A/R Invoices [page 121]
Working with List Views [page 35]

1.4.6.2 Working with A/R Invoices

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> ⓘ Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the record number of the A/R invoice, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Credit Limit Utilization

Shows the current progress of credit limit utilization for the customer.

> ⓘ Note
>
> The progress bar is only displayed if the *Credit Limit* checkbox is selected in *Administration* > *System Initialization* > *General Settings* > *BP* in the SAP Business One client.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose this button to copy the current A/R invoice, or the lines you selected in the A/R invoice, to a return request or A/R credit memo.

Pay Choose this button to open an incoming payments detailed view in which you can create an incoming payment for the A/R invoice. For more information, see Working with Payments [page 254].

Packing Slip Opens a dialog box to enter packing details for items and to create and print packing slips.

> **Note**
>
> The button is only available for delivery and A/R invoice documents of item type.
>
> You require the necessary authorization to use this function.

In the *Existing Packages* section, you can do the following:

- + *Add Rows* allows you to to add more than one package to each delivery and A/R invoice document.
- — *Delete Rows* removes a package and the package content becomes available again.

After you have selected available quantities either manually or automatically, in the *Available Items* section, you can use the *Clear Allocations* option to remove the current package content.

The packing slips cannot be saved as drafts, but when you save the main documents as drafts, the packing slips are also saved with the documents.

> **Note**
>
> When you copy delivery documents with packing slips to A/R invoices, the packing slips are not copied.

After updating relevant information, the packing slips are saved with the main documents.

In view mode, you can preview and print packing slips.

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/R invoice.

Due Date Expected due date of the items or services.

The default date is 30 days after the posting date. You can change it manually, or choose a different payment term in the *Payment Terms* field.

Transaction No. Displays the record number of the relevant journal entry. You can click the link arrow to see more details.

Contents Tab

The fields on this tab provide information about the items or services.

Item/ Service Type

Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details

From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight*, *Gross Profit* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Gross Profit

- For item type sales documents, you can choose the price list to be used for the gross profit calculation from the *Base Price By* field positioned on the left side above the table.
- For service type sales documents, you can set the default gross profit rate in the respective field above the table.

Volume and Weight

In item type sales documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will only affect the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For more information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks

You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

It enables you to select batches and serial numbers.

You can type batches or serial numbers directly in the field. As you type, a list of relevant batch/ serial numbers is displayed for you to choose from.

Alternatively, choose the value help icon to open a dialog box where you can manually or automatically select batches or serial numbers.

After selection, batches and serial numbers are presented in the field.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field allows you to select bin locations.

You can enter bin location codes directly in the field. As you type, a list of relevant bin locations is displayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, you can choose the value help icon to open a dialog box where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Logistics Tab

You can view the ship-to and bill-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing A/R Invoices [page 114]
Creating A/R Invoices [page 121]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 144]

1.4.6.2.1 Creating A/R Invoices

Context

The invoice is a legally binding document. When an invoice is received, the posting is made to the related customer accounts in the accounting system.

Procedure

1. To create an A/R invoice, click the *Create A/R Invoice* tile.
2. On the *General* tab, specify the mandatory fields: *Customer* and *Due Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to select from a list of all the sales quotations, sales orders, or deliveries for this business partner and copy the data to the current A/R invoice.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

   > **Note**
   >
   > If you need to create a new customer, choose the icon in the *Customer* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Customer* field of the document.

3. On the *Contents* tab, select *Item* or *Service*, and fill in the other details.

The *Total* field in the header is updated according to the data entered on the *Contents* tab.

If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.

4. On the *Logistics* tab, you can specify the ship-to and bill-to addresses, and other settings under the *Preferences* section.
    1. You can assign to the sales document an address different to those addresses already defined for the business partner, or define a new address.
    2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current sales document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant details.
8. To add the new A/R invoice to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> When you have selected the *E-Mail Document* checkbox in the *When Adding Document* section through *Administration* > *System Initialization* > *Print Preferences* > *Per Document* in the SAP Business One client and set up Microsoft 365 integration, an email draft will appear with the document as a Microsoft Word attachment after you add a new document, and you can check the corresponding email log in the SAP Business One client. To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration. For more information about this feature, see SAP Note 3143036.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing A/R Invoices [page 114]
Working with A/R Invoices [page 116]

1.4.6.3 Linking Paid Down Payment Requests/Invoices

Context

When creating an A/R invoice, you can link paid down payment requests/invoices.

Procedure

1. Create an A/R invoice and specify the required fields.
2. On the *Contents* tab, in the *Total Summary* area, click the *Total Down Payment* field.

   The *Down Payments to Draw* screen displays all the business partner's paid down payment requests/invoices.
3. In the *Down Payments to Draw* table, select the required down payments and specify the values in the *Net Amount to Draw* and *Gross Amount to Draw* feilds.
4. Choose the *Update* button.

   > **Note**
   >
   > When you select the down payment and then deselect it, the document total may be incorrect. As a result, adding the document may fail. You need to exit the document and create it again.

   For more information about down payments, see the online help for SAP Business One.

1.4.7 A/R Credit Memos

Apps

When working with A/R credit memos, you can find the following apps:

- *A/R Credit Memos*
- *Create A/R Credit Memo*

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/R credit memos.
- View and manage different views of A/R credit memo lists.
- View, edit, and create A/R credit memos.
- Cancel single or multiple A/R credit memos.
- Create and process drafts of A/R credit memo.

Related Information

Managing A/R Credit Memos [page 124]
Working with A/R Credit Memos [page 126]
Creating A/R Credit Memos [page 131]
Linking Paid Down Payment Requests/Invoices [page 132]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.4.7.1 Managing A/R Credit Memos

To open the *Manage A/R Credit Memos* list view, click the *A/R Credit Memos* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for A/R credit memos, see Working with A/R Credit Memos [page 126].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/R credit memo records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine

which records are displayed in the list view. Select one of the following predefined views available in the views menu:

- *My Open Sales Credit Memos* displays the open A/R credit memos created by the user who is currently logged in.
  This view is displayed by default.
- *All Sales Credit Memos* displays all A/R credit memos of the company.
- *My Sales Credit Memos* displays all A/R credit memos created by the user who is currently logged in.
- *Open Sales Credit Memos* displays all open A/R credit memos of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to create an A/R credit memo, cancel existing A/R credit memos, or perform other actions.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of A/R Credit Memos List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the A/R credit memos with numbers against them.

> Example
>
> To filter out the A/R credit memos with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter **`>100`** in the *Document Total* field.

Related Information

Working with A/R Credit Memos [page 126]
Creating A/R Credit Memos [page 131]
Working with List Views [page 35]

1.4.7.2 Working with A/R Credit Memos

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the record number of the A/R credit memo, the header displays key information about the business record.

> Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Credit Limit Utilization	Shows the current progress of credit limit utilization for the customer.

> **Note**
>
> The progress bar is only displayed if the *Credit Limit* checkbox is selected in *Administration* > *System Initialization* > *General Settings* > *BP* in the SAP Business One client.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Pay Choose this button to open an incoming payments detailed view in which you can create an incoming payment for the A/R credit memo. For more information, see Working with Payments [page 254].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/R credit memo.

Due Date Expected due date of the items or services.

Transaction No. Displays the record number of the relevant journal entry. You can click the link arrow to see more details.

Contents Tab

The fields on this tab provide information about the items or services.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight*, *Gross Profit* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Gross Profit

- For item type sales documents, you can choose the price list to be used for the gross profit calculation from the *Base Price By* field positioned on the left side above the table.
- For service type sales documents, you can set the default gross profit rate in the respective field above the table.

Volume and Weight In item type sales documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.

If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For more information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks

You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field enables you to select and create batch/serial numbers.

To select or create batches or serial numbers, you can type directly in the field.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically select and create batches or serial numbers.

For more information about automatic creation of batches or serial numbers, see Automatically Creating Batches and Serial Numbers [page 148].

After selection or creation, batches or serial numbers are presented in the field.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field allows you to select bin locations.

You can enter bin location codes directly in the field. As you type, a list of relevant bin locations is displayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, you can choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

Logistics Tab

You can view the ship-to and bill-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing A/R Credit Memos [page 124]
Creating A/R Credit Memos [page 131]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 144]

1.4.7.2.1 Creating A/R Credit Memos

Context

The credit memo is the clearing document for the invoice and returns.

Procedure

1. To create an A/R credit memo, click the *Create A/R Credit Memo* tile.
2. On the *General* tab, specify the mandatory fields: *Customer* and *Due Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to select from a list of all the A/R invoices, returns, or return requests for this business partner and copy the data to the current A/R credit memo.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

   > ⓘ Note
   >
   > If you need to create a new customer, choose the icon in the *Customer* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Customer* field of the document.

3. On the *Contents* tab, select *Item* or *Service*, and fill in the other details.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and bill-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the sales document an address different to those addresses already defined for the business partner, or define a new address.

2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current sales document only.

5. On the *Accounting* tab, specify relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant details.
8. To add the new A/R credit memo to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> When you have selected the *E-Mail Document* checkbox in the *When Adding Document* section through *Administration* > *System Initialization* > *Print Preferences* > *Per Document* in the SAP Business One client and set up Microsoft 365 integration, an email draft will appear with the document as a Microsoft Word attachment after you add a new document, and you can check the corresponding email log in the SAP Business One client. To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration. For more information about this feature, see SAP Note 3143036.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing A/R Credit Memos [page 124]
Working with A/R Credit Memos [page 126]

1.4.7.3 Linking Paid Down Payment Requests/Invoices

Context

When creating an A/R credit memo based on an A/R invoice, you can view and edit the linked paid down payment requests/invoices copied from the A/R invoice.

Procedure

1. Create an A/R credit memo and specify the required fields.
2. On the *Contents* tab, in the *Total Summary* area, click the *Total Down Payment* field.

   The *Down Payments to Draw* screen displays all the business partner's paid down payment requests/ invoices.
3. In the *Down Payments to Draw* table, select the required down payments and specify values in the *Net Amount to Draw* and the *Gross Amount to Draw* fields.
4. Choose the *Update* button.

   > **Note**
   >
   > When you select the down payment and then deselect it, the document total may be incorrect. As a result, adding the document may fail. You need to exit the document and create it again.

   For more information about down payments, see the online help for SAP Business One.

1.4.8 A/R Reserve Invoices

Apps

When working with A/R reserve invoices, you can find the following apps:

- *A/R Reserve Invoices*
- *Create A/R Reserve Invoice*

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/R reserve invoices.
- View and manage different views of A/R reserve invoice lists.
- View, edit, and create A/R reserve invoices.
- Cancel single or multiple A/R reserve invoices.
- Copy single or multiple A/R reserve invoices to a delivery; copy single A/R reserve invoice to an A/R credit memo.
- Create and process drafts of A/R reserve invoice.

Related Information

Managing A/R Reserve Invoices [page 134]
Working with A/R Reserve Invoices [page 136]
Creating A/R Reserve Invoices [page 139]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.4.8.1 Managing A/R Reserve Invoices

To open the *Manage A/R Reserve Invoices* list view, click the *A/R Reserve Invoices* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for A/R reserve invoices, see Working with A/R Reserve Invoices [page 136].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/R reserve invoices records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. Select one of the following predefined views available in the views menu:

- *My Open A/R Reserve Invoices* displays the open A/R reserve invoices created by the user who is currently logged in.
  This view is displayed by default.
- *All A/R Reserve Invoices* displays all A/R reserve invoices of the company.
- *Backordered A/R Reserve Invoices* displays all backordered A/R reserve invoices of the company.
- *My A/R Reserve Invoices* displays the A/R reserve invoices created by the user who is currently logged in.
- *Open A/R Reserve Invoices* displays all open A/R reserve invoices of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> ### Note
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To

Choose this button to copy one or more A/R reserve invoices to a delivery, or copy one A/R reserve invoice to an A/R credit memo.

The default value from the related business partner master data is used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple A/R reserve invoices, you can only select documents with the same business partner, base type, and price mode (*Net* or *Gross* price mode).

> ### Note
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of A/R Reserve Invoices List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the A/R reserve invoices with numbers against them.

> ### Example
>
> To filter out the A/R reserve invoices with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with A/R Reserve Invoices [page 136]
Creating A/R Reserve Invoices [page 139]
Working with List Views [page 35]

1.4.8.2 Working with A/R Reserve Invoices

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the record number of the A/R reserve invoice, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Credit Limit Utilization

Shows the current progress of credit limit utilization for the customer.

> **Note**
>
> The progress bar is only displayed if the *Credit Limit* checkbox is selected in *Administration* > *System Initialization* > *General Settings* > *BP* in the SAP Business One client.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose this button to copy the current A/R reserve invoice, or the lines you selected in the A/R reserve invoice, to a delivery or A/R credit memo.

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/R reserve invoice.

Due Date Expected due date of the items.

The default date is 30 days after the posting date. To change it, choose a different payment term in the dropdown list for the *Payment Terms* field in the A/R reserve invoice. Alternatively, change the due date manually.

Contents Tab

The fields on this tab provide information about the items.

Item/Service Type A/R reserve invoices are supported only on item type of documents.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight*, *Gross Profit* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.

Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.

Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Gross Profit — For item type sales documents, you can choose the price list to be used for the gross profit calculation from the *Base Price By* field positioned on the left side above the table.

Volume and Weight — In item type sales documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items. For more information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks — You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Logistics Tab

You can view the ship-to and bill-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing A/R Reserve Invoices [page 134]
Creating A/R Reserve Invoices [page 139]
Working with Detailed Views [page 53]

1.4.8.2.1 Creating A/R Reserve Invoices

Context

The A/R reserve invoice allows you to issue invoices for warehouse items without deducting the items from the inventory.

Procedure

1. To create an A/R reserve invoice, click the *Create A/R Reserve Invoice* tile.
2. On the *General* tab, specify the mandatory fields: *Customer* and *Due Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to select from a list of all the sales quotations or sales orders for this business partner and copy the data to the current A/R reserve invoice.

   You can choose to keep the existing rows when copying from base documents.

The default value from the related business partner master data will be used when you copy a sales document from multiple base documents and a discrepancy exists in the header data.

> **Note**
>
> If you need to create a new customer, choose the icon in the *Customer* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Customer* field of the document.

3. On the *Contents* tab, fill in the details about the items.

   The *Total* field in the header is updated according to the data entered on the *Contents* tab.

   In the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and bill-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the sales document an address different to those addresses already defined for the business partner, or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current sales document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant details.
8. To add the new A/R reserve invoice to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> When you have selected the *E-Mail Document* checkbox in the *When Adding Document* section through *Administration* > *System Initialization* > *Print Preferences* > *Per Document* in the SAP Business One client and set up Microsoft 365 integration, an email draft will appear with the document as a Microsoft Word attachment after you add a new document, and you can check the corresponding email log in the SAP Business One client. To set up Microsoft 365 integration, see How to Work with SAP Business One Microsoft 365 Integration. For more information about this feature, see SAP Note 3143036.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing A/R Reserve Invoices [page 134]
Working with A/R Reserve Invoices [page 136]

1.4.9 Managing Drafts

You can create and process draft documents of sales documents, purchasing documents, payments documents, and inventory documents.

To create a draft document, click the *Create...* tile of the relevant object, for example, *Create A/R Invoice* or *Create Purchase Quotation*, or *Create Outgoing Payment for Business Partner*, enter all relevant details and then choose one of the following options in the multi-choice button:

Save as Draft & New	Adds the draft document and opens the document detailed view in Create mode for creating another document in sequence.
Save as Draft & View	Adds the draft document and has it displayed for further review.

In the *Manage Sales & Purchasing Drafts* list view, or the *Manage Incoming & Outgoing Payments Drafts* list view, or the *Manage Inventory Transactions Drafts* list view, you can perform the following tasks for single or multiple drafts:

Remove	Removes the selected drafts from the database.
Close	Sets the status of the drafts as *Closed*.
Reopen	Opens closed drafts and changes the status of open drafts to *Closed*, as in list view.
Add	Adds the drafts as official sales orders.
Add and Remove	Adds the drafts as official sales orders and removes them from the database.
Preview	Preview one or more drafts in the default or other different Crystal Reports layouts

By default, the list view shows drafts created by the current user.

To view a certain draft, choose its row. The header displays the status *Draft* for all drafts, whether open or closed. The following actions are available:

Remove	Choose this button to delete the draft.
Reopen / Close	Changes the draft status from *Closed* to *Open* for closed drafts or from *Open* to *Closed* for open drafts.
New Activity	Creates an activity for the business partner that appears in the draft. The draft is automatically added to the *Linked Document* section of the activity.
Related Activities	Opens a list view showing the activities created for the given draft.
Preview	Preview the draft in the default or other different Crystal Reports layouts

As with other documents, when you open a draft with draft status *Open*, it appears in View mode. You need to choose *Edit* in order to switch to the Create mode.

After editing the draft, you can save it as an official sales order, or as a draft, the same as when creating a new sales order.

> **Note**
>
> Sales documents are created in SAP Business One, Web client with a generation type of Not Relevant that is only visible on the *Electronic Documents* tab in the SAP Business One client. To process documents created in SAP Business One, Web client as electronic documents, you must manually adjust the generation type in the SAP Business One client. For more information about working with electronic documents, see the online help for SAP Business One.

1.4.10 Managing Documents in Approval Process

When trying to add or update a document that triggers an approval process, you see that this document is saved as a draft. After the authorizers approve the draft in the *Manage Approval Decisions* list view, you can continue adding or updating the draft.

Prerequisites

The approval process is enabled in the SAP Business One client.

Context

This function supports sales orders, sales quotations, A/R reserve invoices, deliveries, A/R invoices, returns, A/R credit memos, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods returns, A/P invoices, A/P credit memos, goods issues, and outgoing payments.

Procedure

1. When creating or updating a document in Web client, you are notified by the system that an approval is required.
2. You become the originator of the approval process and a draft is created.
3. The authorizers review the draft and either approve or reject the request in the *Manage Approval Decisions* list view.
4. The originator receives a notification that the document was approved/rejected by the authorizer.
5. To view the approval status and proceed with the process, click the *Docs in Approval Process* tile; the *Manage Docs in Approval Process* list view opens. (Alternatively, you can access the draft from the notification as well.)

   > **Note**
   >
   > For the outgoing payments approval process, there is a separate list view: *Manage Outgoing Payments in Approval Process*.

In the list view you can:

- Filter, sort, group, and access the relevant drafts
- Add approved drafts
- Cancel approval processes for selected drafts
- Restore approval processes for selected drafts

6. Depending on the approval status, you can either generate a document (choose *Edit* > *Add & View*) or update the draft (choose *Edit*) to trigger a new approval process.

Related Information

Approval Decisions [page 143]

1.4.11 Approval Decisions

When a user triggers an approval process, as the authorizer, you can see all the draft documents for approval in the *Approval Decisions* list view and decide what to do with those requests.

Prerequisites

The approval process is enabled in the SAP Business One client.

Context

This function supports sales quotations, sales orders, A/R reserve invoices, deliveries, A/R invoices, return requests, returns, A/R credit memos, purchase requests, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods return requests, goods returns, A/P invoices, A/P credit memos, goods issues and goods receipt.

Procedure

1. When a user that is creating or updating a document triggers an approval process, you as an authorizer are notified by the system that your approval is required.
2. You become the authorizer of the approval process for the draft that was created.
3. To review the requests for approval, click the *Approval Decisions* tile; the *Manage Approval Decisions* list view opens. The requests for approval that match the selected view are displayed. The default view is *My Pending Requests for Approval*.

4. You can perform the following actions:
    - Choose another view or apply different filters and view settings to fine tune the displayed list.
    - Select one or more requests for approval and apply the relevant action. You can choose to approve or reject the request.
5. The originator receives a notification that the document was approved/rejected by the authorizer and can proceed with the process. See Managing Documents in Approval Process [page 142]

1.4.12 Managing Batches, Serial Numbers, and Bin Locations

You can work with batches, serial numbers and bin locations in relevant marketing documents and inventory documents.

In this case, both outgoing and incoming batches, serial numbers and bin locations are available.

There are two scenarios where you work on the outgoing side:

- Inventory issue documents, for example, deliveries.
- Inventory issue lines, which means a negative quantity on the line of an incoming document. For example, on a line of a goods receipt PO, the quantity is minus 100.

For more information, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Likewise, there are two scenarios where you work on the incoming side:

- Inventory receipt documents, for example, A/P invoices.
- Inventory receipt lines, which means a negative quantity on the line of an outgoing document. For example, on a line of an A/R invoice, the quantity is minus 50.

For more information, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

1.4.12.1 Outgoing Batches, Serial Numbers, and Bin Locations

You can select batches, serial numbers and bin locations in outgoing marketing and inventory documents that are relevant to batch/serial numbers and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field allows you to select batches and serial numbers.

You can type batch/serial numbers directly in the field. As you type, a list of batch/serial numbers is displayed for you to choose from. For batch items, their available quantities are also displayed.

Alternatively, choose the value help icon to open a dialog box where you can select batches or serial numbers, manually or automatically.

In the dialog box, you can:

- Manually allocate batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your selection, choose the *OK* button in the dialog box. After selection, the field displays the selected batches or serial numbers.

If several batches or serial numbers are selected, the number of batches or serial numbers is shown. According to the column width, the content is shown in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected batch/serial numbers from the list.

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin Locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field displays the quantities that are already allocated.

This field is read-only, but you can choose the value help icon to open the same dialog box as that in the *Bin Locations* field.

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin Locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field enables you to select bin locations.

You can type bin location codes directly in the field. As you type, a list of relevant bin locations is displayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, click the value help icon to open a dialog box where you can select bin locations.

In the dialog box, you can:

- Manually allocate batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your selection, choose the *OK* button in the dialog box. After selection, the field displays the selected bin locations.

If several bin locations are selected, the number of selected bin locations are shown. According to the column width, the content is displayed in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected bin locations from the list.

The value help icon in this column leads to the same dialog box as that in the *Batch/Serial Numbers* and *Bin Location Allocation* fields.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.4.12.2 Incoming Batches, Serial Numbers, and Bin Locations

You can create batch/serial numbers and select bin locations in incoming marketing and inventory documents that are relevant to batches, serial numbers, and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Batch/Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field allows you to create batches and serial numbers.

To create a single batch or serial number, type directly in the field.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically create one or more batch/serial numbers. For more information about automatic creation of batch/serial numbers, see Automatically Creating Batches and Serial Numbers [page 148].

In the dialog box, you can:

- Manually allocate newly created batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your creation, choose the *OK* button in the dialog box. After creation, the field displays the newly created batch/serial numbers.

If several batches or serial numbers are created, the number of batches or serial numbers is displayed. According to the column width, the content is displayed in different details. Clicking the content shows a list of your creations, and it's possible to remove the created batches or serial numbers from the list.

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field displays the quantities that are already allocated.

This field is read-only, but you can choose the value help icon to open the same dialog box as that in the *Bin Locations* field.

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field enables you to select bin locations.

You can choose the value help icon to open a dialog box, where you can assign bin locations.

In the dialog box, you can:

- Manually allocate newly created batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

After selection, the field displays the selected bin locations.

If several bin locations are selected, the number of selected bin locations is shown in the field. According to the column width, the content is shown in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected bin locations from the list.

The value help icon in this column leads to the same dialog box as that in the *Batch/Serial Numbers* and *Bin Location Allocation* fields.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.4.12.2.1 Automatically Creating Batches and Serial Numbers

When you need to create a large amount of batches or serial numbers, you can use the automatic creation function. For inventory counting transactions, the newly created batch/serial numbers are stored in the system as drafts.

Prerequisites

You are working with items managed by batches or serial numbers.

Context

To access the *Automatic Creation* button, you can do either of the following:

- On the *Contents* tab of the detailed view in relevant documents (except inventory counting transactions), choose the value help icon in the *Batch/Serial Numbers* field.
- On the *Counting* tab of the detailed view in inventory counting transactions, choose the value help icon in the *Counted Qty* field.

> **Note**
>
> - For A/R returns and A/R credit memos, you first need to choose the value help icon in the *Batch/Serial Numbers* field, and then in the center right of the opened dialog box, select the *Create* button.
> If bin location-enabled warehouses are selected on the line, you can also choose the value help icons in the *Bin Location Allocation* and *Bin Locations* fields.
> - For inventory counting transactions, you first need to choose the value help icon in the *Counted Qty* field, and then in the center right of the dialog box, select the *Create* button.

When you work with team counters, the dialog box is also accessible through the value help icon in the *Team Total Counted Qty* field.

Procedure

1. Click the *Automatic Creation* button. A dialog box opens up.
2. (Optional) In the *Bin Location* field, specify the bin location to store your batches or serial numbers.
3. For batch items, in the field *No. of Batches*, specify how many batches you want to create.
4. In the *Batch* or *Serial Number* field, choose the value help icon. The dialog box *Automatic String Creation* opens up.
5. Input strings for batches or serial numbers.
6. In the *Type* column, choose *String* or *Number*.
7. If you choose the *Number* type, in the *Operations* column, you can define one of the following operations for the numbers: *No Operations*, *Increase*, and *Decrease*. The operations are performed during the automatic creation process. If you choose the *String* type, the column isn't editable. The format is displayed in the *Final String* field.
8. To save your actions, choose *OK*.
9. To start the automatic creation, choose *Create*.

Results

The newly created batch/serial numbers are displayed in the dialog box. You can review and update relevant information. To save all data and close the dialog box, choose *OK*.

1.5 Purchasing

The apps in the purchasing group covers the entire purchasing process, from requesting purchase quotations from your vendors, through the processing of the A/P invoices, save document drafts, and printing.

The *Purchasing* group includes apps that allows you to work with the following purchasing documents: purchase requests, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods return requests, goods returns, A/P invoices, and A/P credit memos.

Related Information

Purchase Requests [page 150]
Purchase Quotations [page 157]

Purchase Orders [page 166]
A/P Reserve Invoices [page 174]
Goods Receipt POs [page 181]
Goods Return Requests [page 189]
Goods Returns [page 197]
A/P Invoices [page 206]
A/P Credit Memos [page 216]

1.5.1 Purchase Requests

Apps

When working with purchase requests, you can find the following apps:

- *Purchase Requests*
- *Create Purchase Request*

Tasks

You can perform the following tasks with these apps:

- Search and filter purchase requests.
- View and manage different views of purchase request lists.
- View, edit, and create purchase requests.
- Close and cancel single or multiple purchase requests.
- Copy single or multiple purchase requests to a purchase quotation or purchase order.
- Create and process purchase request drafts.

Related Information

Managing Purchase Requests [page 151]
Working with Purchase Requests [page 152]
Creating Purchase Requests [page 156]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.5.1.1 Managing Purchase Requests

To open the *Manage Purchase Requests* list view, click the *Purchase Requests* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for purchase requests, see Working with Purchase Requests [page 152].

Selecting Views

Web client list views provide you with multiple views of the dataset of purchase request records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Purchase Requests* displays the still open purchase requests created by the user who is currently logged in.
  This view is displayed by default.
- *All Purchase Requests* displays all the purchase request records of the company.
- *My Purchase Requests* displays all the purchase requests created by the user who is currently logged in.
- *Open Purchase Requests* displays the still open purchase requests of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform various actions. For more information, see Table Toolbar [page 48].

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Purchase Requests List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the purchase requests with numbers against them.

> **Example**
>
> To filter out the purchase requests with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter **`>100`** in the *Document Total* field.

Related Information

Working with Purchase Requests [page 152]
Creating Purchase Requests [page 156]
Working with List Views [page 35]

1.5.1.2 Working with Purchase Requests

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the purchase request record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Payment Due	Displays the total unpaid amount of the document.

Performing Business Actions

You can perform various actions using the toolbar on the right side of the header. For more information, see Header Area [page 54].

Copy To	Copies the current purchase request, or the lines you selected in the purchase request, to a purchase quotation or purchase order.

Working with the Record Content

General Tab

The fields on this tab provide general information about the purchase request.

Valid Until	The date until which the purchase request is valid.
Required Date	The date by which you want to receive the goods.
Requester	The initiator of the request. It can be either a user or an employee in the company.

Contents Tab

The fields on this tab provide information about the items or services to be procured.

Item/ Service Type	Displays one of the following document types: • *Item* – a document for items defined in *Item Management*. • *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*. The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Vendor If a preferred vendor is defined for the specific item in the *Item Master Data* > *Purchasing Data* tab, it will be populated automatically.

> **Note**
>
> This value is only informative and will not be considered when you copy this purchase request to a higher document.

Required Quantity The quantity of goods to be procured from the vendor.

Required Date The date by which the item is required. The default value is the required date from the document's header.

Info Price The price of the item.

> **Note**
>
> This value is only informative and will not be considered when you copy this purchase request to a higher document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up

an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Purchase Requests [page 151]
Creating Purchase Requests [page 156]
Working with Detailed Views [page 53]

1.5.1.2.1 Creating Purchase Requests

Context

You create the purchase request document to be sent to several vendors to indicate their terms and conditions, such as price or delivery date for the supply of materials or the provision of services.

Procedure

1. To create a new purchase request, click the *Create Purchase Request* tile.
2. On the *General* tab, specify the mandatory fields: *Valid Until* date, *Required Date*, and *Requestor*.

   The requestor can be either a user or an employee in the company. By default, the current user appears in this field.

   The relevant information, such as requester name, department and email address are filled in automatically.

   Select the *Send Email if PO or GRPO is Added* checkbox to send an email to the requester once a purchase order or goods receipt PO is created based on this purchase request. When this checkbox is selected, the *Email Address* field is mandatory.

   > **Note**
   >
   > The default setting of the checkbox is determined by the settings of the *Send E-Mail When PO or Goods Receipt PO is Created* checkbox in the *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Purchase Request*.

You can also add other relevant information.

3. On the *Contents* tab, select *Item* or *Service*, and fill in other details.

   The *Total Payment Due* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.

   You can choose a vendor for a specific row. If a preferred vendor is defined for the specific item in the *Item Master Data* > *Purchasing Data* tab, it is populated automatically.

   You can enter the item's price in the *Info Price* column.

   > **Note**
   >
   > The vendor and the info price are only informative and will not be considered when you copy this purchase request to a higher document.

4. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
5. On the *User-Defined Fields* tab, enter the relevant details.
6. To add the new purchase request to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

   > **Note**
   >
   > The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Purchase Requests [page 151]
Working with Purchase Requests [page 152]
Apps for Creating Records [page 58]

1.5.2 Purchase Quotations

Apps

When working with purchase quotations, you can find the following apps:

- *Purchase Quotations*
- *Create Purchase Quotation*

Tasks

You can perform the following tasks with these apps:

- Search and filter purchase quotations.
- View and manage different views of purchase quotation lists.
- View, edit, and create purchase quotations.
- Close and cancel single or multiple purchase quotations.
- Copy single or multiple purchase quotations to a purchase order, goods receipt PO, A/P invoice, or A/P reserve invoice.
- Create and process purchase quotation drafts.

Related Information

Managing Purchase Quotations [page 158]
Working with Purchase Quotations [page 161]
Creating Purchase Quotations [page 165]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.5.2.1 Managing Purchase Quotations

To open the *Manage Purchase Quotations* list view, click the *Purchase Quotations* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for purchase quotations, see Working with Purchase Quotations [page 161].

Selecting Views

Web client list views provide you with multiple views of the dataset of purchase quotation records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine

which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Purchase Quotations* displays the still open purchase quotations created by the user who is currently logged in.
  This view is displayed by default.
- *All Purchase Quotations* displays all the purchase quotation records of the company.
- *My Purchase Quotations* displays all the purchase quotations created by the user who is currently logged in.
- *Open Purchase Quotations* displays the still open purchase quotations of the company.

In addition to the predefined views, the *Purchase Quotation Comparison Report* in the views menu allows you to compare different quotations from vendors and determine the best offer.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To	Choose this button to copy one or more purchase quotations to a purchase order, goods receipt PO, A/P invoice, or A/P reserve invoice. The default value from the related business partner master data is used when you copy a purchase document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple purchase quotations, you can only select documents with the same business partner, document type (*Service* type or *Item* type), and price mode (*Net* or *Gross* price mode).

Close Choose this button to set the status of the selected purchase quotations to *Closed*.

> **Note**
>
> After you confirm the action, you can also choose to close other purchase quotations with the same *Group No.*

Cancel Choose this button to cancel the selected purchase quotations.

> **Note**
>
> After you confirm the action, you can also choose to cancel other purchase quotations with the same *Group No.*

Remove Choose this button to remove the closed or cancelled purchase quotations.

> **Note**
>
> After you confirm the action, you can also choose to remove other purchase quotations with the same *Group No.*

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Purchase Quotations List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the purchase quotations with numbers against them.

> **Example**
>
> To filter out the purchase quotations with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with Purchase Quotations [page 161]
Creating Purchase Quotations [page 165]
Working with List Views [page 35]

1.5.2.2 Working with Purchase Quotations

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> ⓘ Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the purchase quotation record number, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Payment Due	Displays the total unpaid amount of the document.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To	Copies the current purchase quotation, or the lines you selected in the purchase quotation, to a purchase order, goods receipt PO, A/P invoice, or A/P reserve invoice.

Working with the Record Content

General Tab

The fields on this tab provide general information about the purchase quotation.

Group No. This field displays the group number for the purchase quotation. The number is generated automatically according to the numbering series defined for the *Purchase Quotation Group* in the *Document Numbering - Setup* window. Alternatively, you can define a manual group number by choosing the *Manual* option in this field and setting the group number.

> **Note**
>
> If you create multiple purchase quotations via the *Purchase Quotation Generation Wizard*, the documents that were created share the same group number. It is then possible to close or cancel all the documents with the same group number according to business process.

Valid Until The date until which the purchase quotation is valid.

Required Date The date by which you want to receive the goods. By default, this date is entered in the items' rows on the *Contents* tab. You can change this date, if required.

Contents Tab

The fields on this tab provide information about the items or services to be procured.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.

- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Quoted Date The date by which the vendor claims to deliver the goods included in the purchase quotation. This date is usually filled once you receive a reply from your vendor detailing the conditions of the offer.

Quoted Qty The quantity of goods that the vendor can deliver under the conditions quoted. This quantity is usually filled once you receive a reply from your vendor detailing the conditions of the offer.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks	You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Logistics Tab

You can view the ship-to and pay-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Purchase Quotations [page 158]
Creating Purchase Quotations [page 165]
Working with Detailed Views [page 53]

1.5.2.2.1 Creating Purchase Quotations

Context

You create the purchase quotation document after requesting quotations for items or services from your vendors.

Procedure

1. To create a new purchase quotation, click the *Create Purchase Quotation* tile.
2. On the *General* tab, specify the mandatory fields: *Vendor* code and *Valid Until* date. The document header is updated accordingly. You can also add other relevant information.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to choose from a list of all the purchase requests for this business partner and copy data to the current purchase quotation.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a purchasing document from multiple base documents and a discrepancy exists in the header data.

   > **Note**
   >
   > If you need to create a new vendor master data, choose the icon in the *Vendor* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Vendor* field of the document.
   >
   > This feature applies to Items as well.

3. On the *Contents* tab, select *Item* or *Service*, and fill in other details.

   The *Total Payment Due* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and pay-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the purchase document a different address from the address already defined for the business partner or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current purchase document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter the relevant details.

8. To add the new purchase quotation to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Purchase Quotations [page 158]
Working with Purchase Quotations [page 161]
Apps for Creating Records [page 58]

1.5.3 Purchase Orders

Apps

When working with purchase orders, you can find the following apps:

- *Purchase Orders*
- *Create Purchase Orders*

Tasks

You can perform the following tasks with these apps:

- Search and filter purchase orders.
- View and manage different views of purchase order lists.
- View, edit, and create purchase orders.
- Close and cancel single or multiple purchase orders.
- Copy single or multiple purchase orders to a goods receipt PO, A/P reserve invoice, or A/P invoice.
- Create and process purchase order drafts.

Related Information

Managing Purchase Orders [page 167]
Working with Purchase Orders [page 169]
Creating Purchase Orders [page 172]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.5.3.1 Managing Purchase Orders

To open the *Manage Purchase Orders* list view, click the *Purchase Orders* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for purchase orders, see Working with Purchase Orders [page 169].

Selecting Views

Web client list views provide you with multiple views of the dataset of purchase order records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Purchase Orders* displays the open purchase orders created by the user who is currently logged in.
  This view is displayed by default.
- *All Purchase Orders* displays all purchase orders of the company.
- *My Purchase Orders* displays the purchase orders created by the user who is currently logged in.
- *Open Purchase Orders* displays all open purchase orders of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> ### Note
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To

Choose this button to copy one or more purchase orders to a goods receipt PO, A/P reserve invoice, or A/P invoice.

The default value from the related business partner master data is used when you copy a purchase document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple purchase orders, you can only select documents with the same business partner, document type (*Service* type or *Item* type), and price mode (*Net* or *Gross* price mode).

> ### Note
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Purchase Orders List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the purchase orders with numbers against them.

> ### Example
>
> To filter out the purchase orders with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter **`>100`** in the *Document Total* field.

Related Information

Working with Purchase Orders [page 169]
Creating Purchase Orders [page 172]
Working with List Views [page 35]

1.5.3.2 Working with Purchase Orders

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> ⓘ Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the purchase order record number, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Payment Due	Displays the total unpaid amount of the document.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose this button to copy the current purchase order, or the lines you selected in the purchase order, to a goods receipt PO, A/P reserve invoice, or A/P invoice.

Working with the Record Content

General Tab

The fields on this tab provide general information about the purchase order.

Delivery Date — The date on which you want to receive the items.

Contents Tab

The fields on this tab provide information about the items or services to be procured.

Item/ Service Type — Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details — From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product — Specify the details of the items or services.

Type — Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight — You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight — In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks — You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Logistics Tab

You can view the ship-to and pay-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Purchase Orders [page 167]
Creating Purchase Orders [page 172]
Working with Detailed Views [page 53]

1.5.3.2.1 Creating Purchase Orders

Context

You create purchase order to request items or services from a vendor at an agreed upon price.

Procedure

1. To create a purchase order, click the *Create Purchase Order* tile.
2. On the *General* tab, specify the mandatory fields: *Vendor* code and *Delivery Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to select from a list of all the purchase quotations or the purchase requests for this business partner and copy data to the current purchase order.

   You can choose to keep the existing rows when copying from base documents.

The default value from the related business partner master data will be used when you copy a purchasing document from multiple base documents and a discrepancy exists in the header data.

> **Note**
>
> If you need to create a new vendor master data, choose the icon in the *Vendor* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Vendor* field of the document.
>
> This feature applies to Items as well.

3. On the *Contents* tab, select *Item* or *Service*, and fill in other details.

   The *Total Payment Due* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and pay-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the purchase document a different address from the address already defined for the business partner or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current purchase document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant details.
8. To add the new purchase order to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.
9. You can save a purchase order as a draft, which then appears in the *Sales & Purchasing Drafts* app.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Purchase Orders [page 167]
Working with Purchase Orders [page 169]
Apps for Creating Records [page 58]

1.5.4 A/P Reserve Invoices

Apps

When working with A/P reserve invoices, you can find the following apps:

- *A/P Reserve Invoices*
- *Create A/P Reserve Invoice*

Tasks

You can perform the following tasks with these apps:

- Search and filter A/P reserve invoices.
- View and manage different views of A/P reserve invoice lists.
- View, edit, and create A/P reserve invoices.
- Cancel single or multiple A/P reserve invoices.
- Copy single or multiple A/P reserve invoices to a goods receipt PO or copy single A/P reserve invoice to A/P credit memo.
- Create and process A/P reserve invoice drafts.

Related Information

Managing A/P Reserve Invoices [page 174]
Working with A/P Reserve Invoices [page 176]
Creating A/P Reserve Invoices [page 180]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.5.4.1 Managing A/P Reserve Invoices

To open the *Manage A/P Reserve Invoices* list view, click the *A/P Reserve Invoices* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your

entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for A/P reserve invoices, see Working with A/P Reserve Invoices [page 176].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/P reserve invoice records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open A/P Reserve Invoices* displays the still open A/P reserve invoices created by the user who is currently logged in.
  This view is displayed by default.
- *All A/P Reserve Invoices* displays all the A/P reserve invoice records of the company.
- *My A/P Reserve Invoices* displays all the A/P reserve invoices created by the user who is currently logged in.
- *Open A/P Reserve Invoices* displays the still open A/P reserve invoices of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To	Choose this button to copy one or more A/P reserve invoices to a goods receipt PO or copy single A/P reserve invoice to A/P credit memo. The default value from the related business partner master data is used when you copy a purchase document from multiple base documents and a discrepancy exists in the header data. When selecting multiple A/P reserve invoices, you can only select documents with the same business partner, and price mode (*Net* or *Gross* price mode).

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of A/P Reserve Invoices List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the A/P reserve invoices with numbers against them.

> **Example**
>
> To filter out the A/P reserve invoices with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with A/P Reserve Invoices [page 176]
Creating A/P Reserve Invoices [page 180]
Working with List Views [page 35]

1.5.4.2 Working with A/P Reserve Invoices

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons,

while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the A/P reserve invoice record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Payment Due	Displays the total unpaid amount of the document.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To	Copies the current A/P reserve invoice, or the lines you selected in the A/P reserve invoice, to a goods receipt PO or A/P credit memo.

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/P reserve invoice.

Due Date	The date by which you expect the payment.

Contents Tab

The fields on this tab provide information about the items to be procured.

Item/Service Type	A/P reserve invoices are only supported on item type documents.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items. For information on how to work with inline table data, see Editing Records [page 57].

Opening and You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Closing
Remarks

Logistics Tab

You can view the ship-to and pay-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing A/P Reserve Invoices [page 174]
Creating A/P Reserve Invoices [page 180]
Working with Detailed Views [page 53]

1.5.4.2.1 Creating A/P Reserve Invoices

Context

You create an A/P reserve invoice to document an A/P invoice you receive from a vendor before the goods arrive. A/P reserve invoices enable you to create relevant postings in the accounting system only and do not affect inventory and inventory values.

Procedure

1. To create an A/P reserve invoice, click the *Create A/P Reserve Invoice* tile.
2. On the *General* tab, specify the mandatory fields: *Vendor* and *Due Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to choose from a list of all the purchase quotations or purchase orders for this business partner and then copy data to the current A/P reserve invoice.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a purchasing document from multiple base documents and a discrepancy exists in the header data.

   > **Note**
   >
   > If you need to create a new vendor master data, choose the icon in the *Vendor* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Vendor* field of the document.
   >
   > This feature applies to Items as well.

   You can also add other relevant information.
3. On the *Contents* tab fill in other details.

   The *Total Payment Due* field in the header is updated according to the data entered on the *Contents* tab.

   In the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and pay-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the purchase document a different address from the address already defined for the business partner or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current purchase document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.

6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter the relevant details.
8. To add the new A/P reserve invoice to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing A/P Reserve Invoices [page 174]
Working with A/P Reserve Invoices [page 176]
Apps for Creating Records [page 58]

1.5.5 Goods Receipt POs

Apps

When working with goods receipt POs, you can find the following apps:

- *Goods Receipt POs*
- *Create Goods Receipt PO*

Tasks

You can perform the following tasks with these apps:

- Search and filter goods receipt POs.
- View and manage different views of goods receipt PO lists.
- View, edit, and create goods receipt POs.
- Close and cancel single or multiple goods receipt POs.
- Copy single or multiple goods receipt POs to a goods return request, goods return, or A/P invoice.
- Create and process goods receipt PO drafts.

Related Information

Managing Goods Receipt POs [page 182]
Working with Goods Receipt POs [page 184]
Creating Goods Receipt POs [page 188]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.5.5.1 Managing Goods Receipt POs

To open the *Manage Goods Receipt POs* list view, click the *Goods Receipt POs* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for goods receipt POs, see Working with Goods Receipt POs [page 184].

Selecting Views

Web client list views provide you with multiple views of the dataset of goods receipt PO records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Goods Receipt POs* displays the still open goods receipt POs created by the user who is currently logged in.
  This view is displayed by default.
- *All Goods Receipt POs* displays all the goods receipt POs of the company.
- *My Goods Receipt POs* displays all the goods receipt POs created by the user who is currently logged in.
- *Open Goods Receipt POs* diaplays the still open goods receipt POs of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To Choose this button to copy one or more goods receipt POs to a goods return request, goods return, or A/P invoice.

The default value from the related business partner master data is used when you copy a purchase document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple goods receipt POs, you can only select documents with the same business partner, document type (*Service* type or *Item* type), and price mode (*Net* or *Gross* price mode).

> ⓘ Note
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Goods Receipt POs List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the goods receipt POs with numbers against them.

> ✤ Example
>
> To filter out the goods receipt POs with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter **`>100`** in the *Document Total* field.

Related Information

Working with Goods Receipt POs [page 184]
Creating Goods Receipt POs [page 188]
Working with List Views [page 35]

1.5.5.2 Working with Goods Receipt POs

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> ⓘ Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the goods receipt PO record number, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Payment Due	Displays the total unpaid amount of the document.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To	Copies the goods receipt PO, or the lines you selected in the goods receipt PO, to a goods return request, goods return, or A/P invoice.

Working with the Record Content

General Tab

The fields on this tab provide general information about the goods receipt PO.

Due Date The date by which the goods are to be received.

To change it, choose a different option in the *Payment Terms* field, or enter one manually.

Transaction No. Displays the record number of the relevant journal entry. You can click the link arrow to see more details.

Contents Tab

The fields on this tab provide information about the items or services to be received.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field enables you to create batches or serial numbers.

To create a single batch/serial number, you can type directly in the field.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically create one or more batch/ serial numbers.

For more information about the automatic creation of batch/serial numbers, see Automatically Creating Batches and Serial Numbers [page 232].

After creation, batches and serial numbers are presented in the field.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 230].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations for warehouses in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 230].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations for warehouses in the SAP Business One client.

The field allows you to select bin locations.

Choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 230].

Logistics Tab

You can view the ship-to and pay-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.

The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Goods Receipt POs [page 182]
Creating Goods Receipt POs [page 188]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.5.5.2.1 Creating Goods Receipt POs

Context

You create the goods receipt PO document when you receive goods from your vendors.

Procedure

1. To create a new goods receipt PO, click the *Create Goods Receipt PO* tile.
2. On the *General* tab, fill in the mandatory fields: *Vendor* code and *Due Date*. The document header is updated accordingly. You can also add other relevant information.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to choose from a list of all the purchase quotations, A/P reserve invoices, purchase orders, and goods returns for this business partner and copy data to the current goods receipt PO.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a purchasing document from multiple base documents and a discrepancy exists in the header data.

   > ⓘ Note
   >
   > If you need to create a new vendor master data, choose the icon in the *Vendor* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant

fields and choose *Add*. As a result, the newly created BP code is populated in the *Vendor* field of the document.

This feature applies to items as well.

3. On the *Contents* tab, select *Item* or *Service*, and fill in other details.

   The *Total Payment Due* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.

4. On the *Logistics* tab, you can specify the ship-to and pay-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the purchase document a different address from the address already defined for the business partner or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current purchase document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter the relevant details.
8. To add the new goods receipt PO to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Goods Receipt POs [page 182]
Working with Goods Receipt POs [page 184]
Apps for Creating Records [page 58]

1.5.6 Goods Return Requests

Apps

When working with goods return requests, you can find the following apps:

- *Goods Return Requests*

- *Create Goods Return Request*

Tasks

You can perform the following tasks with these apps:

- Search and filter goods return requests.
- View and manage different views of goods return request lists.
- View, edit, and create goods return requests.
- Cancel single or multiple goods return requests.
- Copy single or multiple goods return requests to a goods return or A/P credit memo.
- Create and process goods return request drafts.

Related Information

Managing Goods Return Requests [page 190]
Working with Goods Return Requests [page 192]
Creating Goods Return Requests [page 196]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.5.6.1 Managing Goods Return Requests

To open the *Manage Goods Return Requests* list view, click the *Goods Return Requests* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for goods return requests, see Working with Goods Return Requests [page 192].

Selecting Views

Web client list views provide you with multiple views of the dataset of goods return request records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine

which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Goods Return Requests* displays the still open goods return requests created by the user who is currently logged in.
  This view is displayed by default.
- *All Goods Return Requests* displays all the goods return request records of the company.
- *My Goods Return Requests* displays all the goods return requests created by the user who is currently logged in.
- *Open Goods Return Requests* displays the still open goods return requests of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To Choose this button to copy one or more goods return requests to an A/P credit memo or goods return.

The default value from the related business partner master data is used when you copy a purchase document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple goods return requests, you can only select documents with the same business partner, and price mode (*Net* or *Gross* price mode).

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how

the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Goods Return Requests List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the goods return requests with numbers against them.

> Example
>
> To filter out the goods return requestss with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter **`>100`** in the *Document Total* field.

Related Information

Working with Goods Return Requests [page 192]
Creating Goods Return Requests [page 196]
Working with List Views [page 35]

1.5.6.2 Working with Goods Return Requests

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the goods return request record number, the header displays key information about the business record.

> Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Credit Displays the total amount of the document including tax, freight charges, and discounts.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Copies the current goods return request, or the lines you selected in the goods return request, to a goods return or A/P credit memo.

Working with the Record Content

General Tab

The fields on this tab provide general information about the goods return request.

Return Date The expected return date of the items to the vendors. The default date is equal to the posting date.

Contents Tab

The fields on this tab provide information about the items to be procured.

Item/Service Type Goods return requests are only supported on item type documents.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.

Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Return Action

The relevant return action from the return actions list, as defined in the *Return Actions - Setup* window in the SAP Business One client.

Return Reason

The reason why you want to return the goods to your vendor. The returns reasons are defined in the Return Reasons - Setup window in the SAP Business One client.

Without Qty Posting

Indicates that there is no inventory movement involved, that is, the goods return request does not affect the inventory quantity of the item. By default, this checkbox is not selected. After copying the goods return request to the goods return or credit memo, the *Without Qty Posting* field will be disabled on the base goods return request.

For a standalone goods return request, selecting this checkbox or not affects the target document that could be created based on the goods return request.

If it is selected, you can create a goods return or credit memo based on the goods return request.If it is not selected, you can only create a credit memo based on the goods return request.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

	In the table area, you can enter or edit data that is relevant for the items. For information on how to work with inline table data, see Editing Records [page 57].
Opening and Closing Remarks	You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Logistics Tab

You can view the ship-to and pay-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Goods Return Requests [page 190]
Creating Goods Return Requests [page 196]
Working with Detailed Views [page 53]

1.5.6.2.1 Creating Goods Return Requests

Context

The Return Material Agreement describes a scenario where the supplier of a good or product agrees to have a customer ship that item back in exchange for a refund or credit.

The purpose of adding a goods return request is to enable the creation of prerequisites for the goods return document to enter the agreed quantities, prices, and return reason before the goods are actually returned.

Procedure

1. To create a goods return request, click the *Create Goods Return Request* tile.
2. On the *General* tab, specify the mandatory fields: *Vendor* and *Return Date* date. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to choose from a list of all the goods receipt POs or A/P invoices for this business partner and copy data to the current goods return request.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a purchasing document from multiple base documents and a discrepancy exists in the header data.

   > ⓘ Note
   >
   > If you need to create a new vendor master data, choose the icon in the *Vendor* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Vendor* field of the document.
   >
   > This feature applies to Items as well.

   You can also add other relevant information.
3. On the *Contents* tab, fill in the other details.

   The *Total Credit* field in the header is updated according to the data entered on the *Contents* tab.

   In the *Item No.* field, you can select an item or create a new one.

   In the *Return Action* field you can choose the relevant return action from the return actions list. The default return action is *Return*. You can choose other actions from the list, such as: *Repair* or *Replace*, according to the values set in the *Return Actions - Setup* window in the SAP Business One client.

   In the *Return Reason* field you can choose the reason why you want to return the goods to your vendor. You can choose any return reason according to the values set in the *Return Reasons - Setup* window in the SAP Business One client.

Select the *Without Qty Posting* field if there is no inventory movement involved, meaning the goods return request does not affect the inventory quantity of the item. By default, this checkbox is not selected.

For a standalone goods return request, selecting this checkbox or not affects the target document that could be created based on the goods return request. If it is selected, you can create a goods return or credit memo based on the goods return request, and if it is not selected you can only create a credit memo based on the goods return request.

4. On the *Logistics* tab, you can specify the ship-to and pay-to addresses, and other settings under the *Preferences* section.
    1. You can assign to the purchase document a different address from the address already defined for the business partner or define a new address.
    2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current purchase document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter the relevant details.
8. To add the new goods return request to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Goods Return Requests [page 190]
Working with Goods Return Requests [page 192]
Apps for Creating Records [page 58]

1.5.7 Goods Returns

Apps

When working with goods returns, you can find the following apps:

- *Goods Returns*
- *Create Goods Return*

Tasks

You can perform the following tasks with these apps:

- Search and filter goods returns.
- View and manage different views of goods return lists.
- View, edit, and create goods returns.
- Cancel single or multiple goods returns.
- Copy single or multiple goods returns to an A/P credit memo.
- Create and process goods return drafts.

Related Information

Managing Goods Returns [page 198]
Working with Goods Returns [page 200]
Creating Goods Returns [page 205]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.5.7.1 Managing Goods Returns

To open the *Manage Goods Returns* list view, click the *Goods Returns* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for goods returns, see Working with Goods Returns [page 200].

Selecting Views

Web client list views provide you with multiple views of the dataset of goods return records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Goods Returns* displays all the still open goods returns created by the user who is currently logged in.

This view is displayed by default.

- *All Goods Returns* displays all the goods return records of the company.
- *My Goods Returns* displays all the goods returns created by the user who is currently logged in.The default value from the related business partner master data is used when you copy a purchase document from multiple base documents and a discrepancy exists in the header data.
- *Open Goods Returns* displays the still open goods return records of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the header toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To

Choose this button to copy one or more goods returns to an A/P credit memo.

The default value from the related business partner master data is used when you copy a purchase document from multiple base documents and a discrepancy exists in the header data.

When selecting multiple goods returns, you can only select documents with the same business partner, document type (*Service* type or *Item* type), and price mode (*Net* or *Gross* price mode).

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Goods Returns List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the goods returns with numbers against them.

> **Example**
>
> To filter out the goods returns with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter **`>100`** in the *Document Total* field.

Related Information

Working with Goods Returns [page 200]
Creating Goods Returns [page 205]
Working with List Views [page 35]

1.5.7.2 Working with Goods Returns

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the goods return record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Credit Displays the total amount of the document including tax, freight charges, and discounts.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Copies the current goods return, or the lines you selected in the goods return, to an A/P credit memo.

Working with the Record Content

General Tab

The fields on this tab provide general information about the goods return.

Due Date The date by which the goods are to be returned.

To change it, choose a different option in the *Payment Terms* field, or enter one manually.

Contents Tab

The fields on this tab provide information about the items or services to be returned.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.

- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Return Action Choose the return action from the return actions list. The default return action is *Return*. You can choose other actions from the list, such as: *Repair* or *Replace*, according to the values set in the *Return Actions - Setup* window in the SAP Business One client.

Return Reason Choose the reason why you want to return the goods to your vendor. You can choose any return reason according to the values set in the *Return Reasons - Setup* window in the SAP Business One client.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks

You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field enables you to select batches and serial numbers.

You can type batches or serial numbers directly in the field. As you type, a list of relevant batch/ serial numbers is displayed for you to choose from.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically select batches or serial numbers.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field allows you to select bin locations.

You can enter bin location codes directly in the field. As you type, a list of relevant bin locations is displayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, you can choose the value help icon to open a dialog box, where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228].

Logistics Tab

You can view the ship-to and pay-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

> **Note**
>
> Currently, adding and editing goods return (detailed view) is not supported in the Brazil and India localizations.

Related Information

Managing Goods Returns [page 198]
Creating Goods Returns [page 205]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.5.7.2.1 Creating Goods Returns

Context

You create the goods return document after requesting goods return for items or services or creating goods receipt PO.

Procedure

1. To create a new goods return, click the *Create Goods Return* tile.
2. On the *General* tab, specify the mandatory fields: *Vendor* code and *Due Date*. The document header is updated accordingly. You can also add other relevant information.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to choose from a list of all the goods receipt POs and goods return requests for this business partner and copy data to the current goods return.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a purchasing document from multiple base documents and a discrepancy exists in the header data.

   > ⓘ Note
   >
   > If you need to create a new vendor master data, choose the icon in the *Vendor* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Vendor* field of the document.
   >
   > This feature applies to Items as well.

3. On the *Contents* tab, select *Item* or *Service*, and fill in other details.

   The *Total Credit* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and pay-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the purchase document a different address from the address already defined for the business partner or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current purchase document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter the relevant details.

8. To add the new goods return to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing Goods Returns [page 198]
Working with Goods Returns [page 200]
Apps for Creating Records [page 58]

1.5.8 A/P Invoices

Apps

When working with A/P invoices, you can find the following apps:

- *A/P Invoices*
- *Create A/P Invoices*

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/P invoices.
- View and manage different views of A/P invoice lists.
- View, edit, and create A/P invoices.
- Cancel single or multiple A/P invoices.
- Copy one A/P invoice to an A/P credit memo.
- Create and process A/P invoice drafts.

Related Information

Managing A/P Invoices [page 207]
Working with A/P Invoices [page 209]
Creating A/P Invoices [page 213]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]
Linking Paid Down Payment Requests/Invoices [page 215]

1.5.8.1 Managing A/P Invoices

To open the *Manage A/P Invoices* list view, click the *A/P Invoices* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for A/P invoices, see Working with A/P Invoices [page 209].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/P invoice records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open A/P Invoices* displays the still open A/P invoices created by the user who is currently logged in. This view is displayed by default.
- *All A/P Invoices* displays all the A/P invoices of the company.
- *My A/P Invoices* displays all the A/P invoices created by the user who is currently logged in.
- *Open A/P Invoices* displays the still open A/P invoices of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To — Choose this button to copy one or more A/P invoices to an A/P credit memo or goods return request.

Create Payment — Choose this button to create a payment for the selected invoices. The invoices must be from the same business partner, or there is a consolidation relationship among the business partners.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of A/P Invoices List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the A/P invoices with numbers against them.

> **Example**
>
> To filter out the A/P invoices with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Document Total* field.

Related Information

Working with A/P Invoices [page 209]
Creating A/P Invoices [page 213]
Working with List Views [page 35]

1.5.8.2 Working with A/P Invoices

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> ⓘ Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the A/P invoice record number, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Payment Due	Displays the total unpaid amount of the document.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To	Copies the current A/P invoice, or the lines you selected in the A/P invoice, to an A/P credit memo or goods return request.

Pay Opens an outgoing payment detailed view in which you can create an outgoing payment for the A/P invoice. For more information, see Working with Payments [page 254].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/P invoice.

Due Date The date by which you must pay the vendor. This date is calculated according to the payment term defined for the vendor, or the one specified on the *Accounting* tab of the document.

You can change this value manually or by choosing a different option in the *Payment Terms* field.

Transactions No. Displays the record number of the relevant journal entry. You can click the link arrow to see more details.

Contents Tab

The fields on this tab provide information about the items or services.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.

- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.
>
> If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field enables you to create batches or serial numbers.

To create a single batch/serial number, you can type directly in the field.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically create one or more batch/ serial numbers.

For more information about the automatic creation of batch/serial numbers, see Automatically Creating Batches and Serial Numbers [page 232].

After creation, batches and serial numbers are presented in the field.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 230].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations for warehouses in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 230].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations for warehouses in the SAP Business One client.

The field allows you to select bin locations.

Choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 230].

Logistics Tab

You can view the ship-to and pay-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> ⓘ Note
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing A/P Invoices [page 207]
Creating A/P Invoices [page 213]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.5.8.2.1 Creating A/P Invoices

Context

The invoice is a legally binding document. When an invoice is received, the posting is made to the related customer accounts in the accounting system.

Procedure

1. To create an A/P invoice, click the *Create A/P Invoice* tile.
2. On the *General* tab, specify the mandatory fields: *Vendor* and *Due Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to choose from a list of all the purchase quotations, purchase orders, and goods receipt POs for this business partner and copy data to the current A/P invoice.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a purchasing document from multiple base documents and a discrepancy exists in the header data.

   > **Note**
   >
   > If you need to create a new vendor master data, choose the icon in the *Vendor* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Vendor* field of the document.
   >
   > This feature applies to Items as well.

3. On the *Contents* tab, select *Item* or *Service*, and fill in other details.

   The *Total Payment Due* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and pay-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the purchase document a different address from the address already defined for the business partner or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current purchase document only.
5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter the relevant details.
8. To add the new A/P invoice to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

   > **Note**
   >
   > The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing A/P Invoices [page 207]
Working with A/P Invoices [page 209]
Apps for Creating Records [page 58]

1.5.8.3 Linking Paid Down Payment Requests/Invoices

Context

When creating an A/P invoice, you can link paid down payment requests/invoices.

Procedure

1. Create an A/P invoice and specify the required fields.
2. On the *Contents* tab, in the *Total Summary* area, click the *Total Down Payment* field.

   The *Down Payments to Draw* screen displays all the business partner's paid down payment requests/invoices.
3. In the *Down Payments to Draw* table, select the required down payments and specify the values in the *Net Amount to Draw* and the *Gross Amount to Draw* fields.
4. Choose the *Update* button.

   > **Note**
   >
   > When you select the down payment and then deselect it, the document total may be incorrect. As a result, adding the document may fail. You need to exit the document and create it again.

   For more information about down payments, see the online help for SAP Business One.

1.5.9 A/P Credit Memos

Apps

When working with A/P credit memos, you can find the following apps:

- *A/P Credit Memos*
- *Create A/P Credit Memo*

Tasks

You can carry out the following tasks with these apps:

- Search and filter A/P credit memos.
- View and manage different views of A/P credit memo lists.
- View, edit, and create A/P credit memos.
- Cancel single or multiple A/P credit memos.
- Create and process A/P credit memo drafts.

Related Information

Managing A/P Credit Memos [page 216]
Working with A/P Credit Memos [page 218]
Creating A/P Credit Memos [page 223]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]
Linking Paid Down Payment Requests/Invoices [page 224]

1.5.9.1 Managing A/P Credit Memos

To open the *Manage A/P Credit Memos* list view, click the *A/P Credit Memos* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data

record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for A/P credit memos, see Working with A/P Credit Memos [page 218].

Selecting Views

Web client list views provide you with multiple views of the dataset of A/P credit memo records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Purchase Credit Memos* displays the still open purchase credit memos created by the user who is currently logged in.
  This view is displayed by default.
- *All Purchase Credit Memos* displays the purchase credit memos of the company.
- *My Purchase Credit Memos* displays the purchase credit memos created by the user who is currently logged in.
- *Open Purchase Credit Memos* displays the still open purchase credit memos of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of A/P Credit Memos List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the amount-related fields. You can also filter the A/P credit memos with numbers against them.

> **Example**
>
> To filter out the A/P credit memos with an actual document total amount greater than 100, choose *Adapt Filters* in the filter bar, and enter **`>100`** in the *Document Total* field.

Related Information

Working with A/P Credit Memos [page 218]
Creating A/P Credit Memos [page 223]
Working with List Views [page 35]

1.5.9.2 Working with A/P Credit Memos

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the A/P credit memo record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Total Credit Displays the total amount of the document including tax, freight charges, and discounts.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Pay Opens an outgoing payment detailed view in which you can create an outgoing payment for the A/P credit memo. For more information, see Working with Payments [page 254].

Working with the Record Content

General Tab

The fields on this tab provide general information about the A/P credit memo.

Due Date Expected due date of the items or services. The default due date is the system date (current date). You can change it manually.

Transactions No. Displays the record number of the relevant journal entry. You can click the link arrow to see more details.

Contents Tab

The fields on this tab provide information about the items or services.

Item/ Service Type Displays one of the following document types:

- *Item* – a document for items defined in *Item Management*.
- *Service* – a document for services, such as a one-time consultation, that are not defined as items in *Item Management*.

The table view on this tab is different for each option.

> **Note**
>
> Including both items and services in the same document is not possible. However, you can define the respective services as items in *Item Management*, so you can enter the related items and services in one document along with their respective prices and quantities.

Details From the dropdown list next to *Product* in the left corner above the table, you can select a different option from *Freight* and *Volume and Weight*, and the table data is populated with the relevant fields.

Product Specify the details of the items or services.

Type Expose this column from the table's settings to add text, subtotal or alternative special rows.

- *Text*- lets you insert any relevant free or predefined text.
- *Subtotal* - lets you calculate and display the subtotals of the preceding regular rows. You can change the description of the *Subtotal* row type and add a more meaningful text.
- *Alternative* - lets you add an alternative item for your customer request. All item details, such as description and price, are displayed. However, the price of the item and freight costs are not included in the total amount of the sales quotation, or in the subtotal rows.
  Alternative rows are not copied to target documents. If the customer prefers the item suggested in the alternative row, update the sales quotation accordingly and only then copy it to a target document.

Freight You can view the freight charges of individual rows in the table.

> **Note**
>
> You can add freight charges for individual rows in the table and header freight for the entire document just below the table.
>
> Freight tax will be included in the *Total* tax of the header level, as the summary calculation is performed in the SAP Business One client.
>
> Freight-related fields appear only if you have selected *Manage Freight in Documents* on the *General* tab of the *Document Settings* window (*Main Menu* > *Administration* > *System Initialization* > *Document Settings*) in SAP Business One client.

Volume and Weight In item type purchasing documents, you can view the volume and weight calculations for the listed items.

> **Note**
>
> The option appears only when you choose *Item* type.

If you change the volume and weight calculation units, a popup appears informing you that the updated units will affect only the document total and won't update the existing row items.

In the table area, you can enter or edit data that is relevant for the items/services. For information on how to work with inline table data, see Editing Records [page 57].

Opening and Closing Remarks

You can include additional text related to the current document. You can enter it manually or you can insert a predefined text. This text appears in the printed document if the print layout is designed to show remarks texts.

Batch/ Serial Numbers

> **Note**
>
> This field is active only when the items are managed by batches or serial numbers.

Enables you to select batches and serial numbers.

You can type batches or serial numbers directly in the field. As you type, a list of relevant batch/ serial numbers is displayed for you to choose from.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically select batches or serial numbers.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

Displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

Allows you to select bin locations.

You can enter bin location codes directly in the field. As you type, a list of relevant bin locations is displayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, you can choose the value help icon to open a dialog box, where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 228].

Logistics Tab

You can view the ship-to and pay-to addresses of which the default values are populated according to the default settings of the business partner.

opens a Google Maps page with the address displayed.

Accounting Tab

The fields on this tab provide information on financial aspects of the document. You can view or specify information such as the payment terms, payment method, and business partner project.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing A/P Credit Memos [page 216]

Creating A/P Credit Memos [page 223]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.5.9.2.1 Creating A/P Credit Memos

Context

The A/P credit memo is the clearing document for the A/P invoice.

Procedure

1. To create an A/P credit memo, click the *Create A/P Credit Memo* tile.
2. On the *General* tab, specify the mandatory fields: *Vendor* and *Due Date*. The document header is updated accordingly.

   After you select the business partner, choose the *Copy From* button in the top-right corner of the header to choose from a list of all the A/P invoices, goods returns, and goods return requests for this business partner and copy data to the current A/P credit memo.

   You can choose to keep the existing rows when copying from base documents.

   The default value from the related business partner master data will be used when you copy a purchasing document from multiple base documents and a discrepancy exists in the header data.

   > **Note**
   >
   > If you need to create a new vendor master data, choose the icon in the *Vendor* field. In the *Business Partners* form, choose *Create* in the right corner of the table, enter the required data in relevant fields and choose *Add*. As a result, the newly created BP code is populated in the *Vendor* field of the document.
   >
   > This feature applies to Items as well.

3. On the *Contents* tab, select *Item* or *Service*, and fill in other details.

   The *Total Credit* field in the header is updated according to the data entered on the *Contents* tab.

   If you choose *Item*, in the *Item No.* field, you can select an item or create a new one.
4. On the *Logistics* tab, you can specify the ship-to and pay-to addresses, and other settings under the *Preferences* section.
   1. You can assign to the purchase document a different address from the address already defined for the business partner or define a new address.
   2. When defining a new address, you can choose whether to save it to the business partner or to apply it to the current purchase document only.

5. On the *Accounting* tab, set payment terms, payment method, and other relevant details.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter the relevant details.
8. To add the new A/P credit memo to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Document Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Sales* > *Document Draft* in the SAP Business One client.

Related Information

Managing A/P Credit Memos [page 216]
Working with A/P Credit Memos [page 218]
Apps for Creating Records [page 58]

1.5.9.3 Linking Paid Down Payment Requests/Invoices

Context

When creating an A/P credit memo based on an A/P invoice, you can view and edit the linked paid down payment requests/invoices copied from the A/P invoice.

Procedure

1. Create an A/P credit memo and specify the required fields.
2. On the *Contents* tab, in the *Total Summary* area, click the *Total Down Payment* field.

   The *Down Payments to Draw* screen displays all the business partner's paid down payment requests/invoices.
3. In the *Down Payments to Draw* table, select the required down payments and specify the values in the *Net Amount to Draw* and *Gross Amount to Draw* fields.
4. Choose *Update*.

> **Note**
>
> When you select the down payment and then deselect it, the document total may be incorrect. As a result, adding the document may fail. You need to exit the document and create it again.

For more information about down payments, see the online help for SAP Business One.

1.5.10 Managing Drafts

You can create and process draft documents of sales documents, purchasing documents, payments documents, and inventory documents.

To create a draft document, click the *Create...* tile of the relevant object, for example, *Create A/R Invoice* or *Create Purchase Quotation*, or *Create Outgoing Payment for Business Partner*, enter all relevant details and then choose one of the following options in the multi-choice button:

Save as Draft & New	Adds the draft document and opens the document detailed view in Create mode for creating another document in sequence.
Save as Draft & View	Adds the draft document and has it displayed for further review.

In the *Manage Sales & Purchasing Drafts* list view, or the *Manage Incoming & Outgoing Payments Drafts* list view, or the *Manage Inventory Transactions Drafts* list view, you can perform the following tasks for single or multiple drafts:

Remove	Removes the selected drafts from the database.
Close	Sets the status of the drafts as *Closed*.
Reopen	Opens closed drafts and changes the status of open drafts to *Closed*, as in list view.
Add	Adds the drafts as official sales orders.
Add and Remove	Adds the drafts as official sales orders and removes them from the database.
Preview	Preview one or more drafts in the default or other different Crystal Reports layouts

By default, the list view shows drafts created by the current user.

To view a certain draft, choose its row. The header displays the status *Draft* for all drafts, whether open or closed. The following actions are available:

Remove	Choose this button to delete the draft.
Reopen / Close	Changes the draft status from *Closed* to *Open* for closed drafts or from *Open* to *Closed* for open drafts.
New Activity	Creates an activity for the business partner that appears in the draft. The draft is automatically added to the *Linked Document* section of the activity.
Related Activities	Opens a list view showing the activities created for the given draft.

Preview	Preview the draft in the default or other different Crystal Reports layouts

As with other documents, when you open a draft with draft status *Open*, it appears in View mode. You need to choose *Edit* in order to switch to the Create mode.

After editing the draft, you can save it as an official sales order, or as a draft, the same as when creating a new sales order.

> **Note**
>
> Sales documents are created in SAP Business One, Web client with a generation type of Not Relevant that is only visible on the *Electronic Documents* tab in the SAP Business One client. To process documents created in SAP Business One, Web client as electronic documents, you must manually adjust the generation type in the SAP Business One client. For more information about working with electronic documents, see the online help for SAP Business One.

1.5.11 Managing Documents in Approval Process

When trying to add or update a document that triggers an approval process, you see that this document is saved as a draft. After the authorizers approve the draft in the *Manage Approval Decisions* list view, you can continue adding or updating the draft.

Prerequisites

The approval process is enabled in the SAP Business One client.

Context

This function supports sales orders, sales quotations, A/R reserve invoices, deliveries, A/R invoices, returns, A/R credit memos, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods returns, A/P invoices, A/P credit memos, goods issues, and outgoing payments.

Procedure

1. When creating or updating a document in Web client, you are notified by the system that an approval is required.
2. You become the originator of the approval process and a draft is created.
3. The authorizers review the draft and either approve or reject the request in the *Manage Approval Decisions* list view.
4. The originator receives a notification that the document was approved/rejected by the authorizer.

5. To view the approval status and proceed with the process, click the *Docs in Approval Process* tile; the *Manage Docs in Approval Process* list view opens. (Alternatively, you can access the draft from the notification as well.)

   > **Note**
   >
   > For the outgoing payments approval process, there is a separate list view: *Manage Outgoing Payments in Approval Process*.

   In the list view you can:

   - Filter, sort, group, and access the relevant drafts
   - Add approved drafts
   - Cancel approval processes for selected drafts
   - Restore approval processes for selected drafts

6. Depending on the approval status, you can either generate a document (choose *Edit* > *Add & View*) or update the draft (choose *Edit*) to trigger a new approval process.

Related Information

Approval Decisions [page 143]

1.5.12 Approval Decisions

When a user triggers an approval process, as the authorizer, you can see all the draft documents for approval in the *Approval Decisions* list view and decide what to do with those requests.

Prerequisites

The approval process is enabled in the SAP Business One client.

Context

This function supports sales quotations, sales orders, A/R reserve invoices, deliveries, A/R invoices, return requests, returns, A/R credit memos, purchase requests, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods return requests, goods returns, A/P invoices, A/P credit memos, goods issues and goods receipt.

Procedure

1. When a user that is creating or updating a document triggers an approval process, you as an authorizer are notified by the system that your approval is required.
2. You become the authorizer of the approval process for the draft that was created.
3. To review the requests for approval, click the *Approval Decisions* tile; the *Manage Approval Decisions* list view opens. The requests for approval that match the selected view are displayed. The default view is *My Pending Requests for Approval*.
4. You can perform the following actions:
    - Choose another view or apply different filters and view settings to fine tune the displayed list.
    - Select one or more requests for approval and apply the relevant action. You can choose to approve or reject the request.
5. The originator receives a notification that the document was approved/rejected by the authorizer and can proceed with the process. See Managing Documents in Approval Process [page 142]

1.5.13 Managing Batches, Serial Numbers, and Bin Locations

You can work with batches, serial numbers and bin locations in relevant marketing documents and inventory documents.

In this case, both outgoing and incoming batches, serial numbers and bin locations are available.

There are two scenarios where you work on the outgoing side:

- Inventory issue documents, for example, deliveries.
- Inventory issue lines, which means a negative quantity on the line of an incoming document. For example, on a line of a goods receipt PO, the quantity is minus 100.

For more information, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Likewise, there are two scenarios where you work on the incoming side:

- Inventory receipt documents, for example, A/P invoices.
- Inventory receipt lines, which means a negative quantity on the line of an outgoing document. For example, on a line of an A/R invoice, the quantity is minus 50.

For more information, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

1.5.13.1 Outgoing Batches, Serial Numbers, and Bin Locations

You can select batches, serial numbers and bin locations in outgoing marketing and inventory documents that are relevant to batch/serial numbers and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field allows you to select batches and serial numbers.

You can type batch/serial numbers directly in the field. As you type, a list of batch/serial numbers is displayed for you to choose from. For batch items, their available quantities are also displayed.

Alternatively, choose the value help icon to open a dialog box where you can select batches or serial numbers, manually or automatically.

In the dialog box, you can:

- Manually allocate batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your selection, choose the *OK* button in the dialog box. After selection, the field displays the selected batches or serial numbers.

If several batches or serial numbers are selected, the number of batches or serial numbers is shown. According to the column width, the content is shown in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected batch/serial numbers from the list.

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin Locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field displays the quantities that are already allocated.

This field is read-only, but you can choose the value help icon to open the same dialog box as that in the *Bin Locations* field.

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin Locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field enables you to select bin locations.

You can type bin location codes directly in the field. As you type, a list of relevant bin locations is displayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, click the value help icon to open a dialog box where you can select bin locations.

In the dialog box, you can:

- Manually allocate batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your selection, choose the *OK* button in the dialog box. After selection, the field displays the selected bin locations.

If several bin locations are selected, the number of selected bin locations are shown. According to the column width, the content is displayed in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected bin locations from the list.

The value help icon in this column leads to the same dialog box as that in the *Batch/Serial Numbers* and *Bin Location Allocation* fields.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.5.13.2 Incoming Batches, Serial Numbers, and Bin Locations

You can create batch/serial numbers and select bin locations in incoming marketing and inventory documents that are relevant to batches, serial numbers, and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Batch/Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field allows you to create batches and serial numbers.

To create a single batch or serial number, type directly in the field.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically create one or more batch/serial numbers. For more information about automatic creation of batch/serial numbers, see Automatically Creating Batches and Serial Numbers [page 148].

In the dialog box, you can:

- Manually allocate newly created batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your creation, choose the *OK* button in the dialog box. After creation, the field displays the newly created batch/serial numbers.

If several batches or serial numbers are created, the number of batches or serial numbers is displayed. According to the column width, the content is displayed in different details. Clicking the content shows a list of your creations, and it's possible to remove the created batches or serial numbers from the list.

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field displays the quantities that are already allocated.

This field is read-only, but you can choose the value help icon to open the same dialog box as that in the *Bin Locations* field.

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field enables you to select bin locations.

You can choose the value help icon to open a dialog box, where you can assign bin locations.

In the dialog box, you can:

- Manually allocate newly created batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.

- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

After selection, the field displays the selected bin locations.

If several bin locations are selected, the number of selected bin locations is shown in the field. According to the column width, the content is shown in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected bin locations from the list.

The value help icon in this column leads to the same dialog box as that in the *Batch/Serial Numbers* and *Bin Location Allocation* fields.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.5.13.2.1 Automatically Creating Batches and Serial Numbers

When you need to create a large amount of batches or serial numbers, you can use the automatic creation function. For inventory counting transactions, the newly created batch/serial numbers are stored in the system as drafts.

Prerequisites

You are working with items managed by batches or serial numbers.

Context

To access the *Automatic Creation* button, you can do either of the following:

- On the *Contents* tab of the detailed view in relevant documents (except inventory counting transactions), choose the value help icon in the *Batch/Serial Numbers* field.
- On the *Counting* tab of the detailed view in inventory counting transactions, choose the value help icon in the *Counted Qty* field.

> **Note**
>
> - For A/R returns and A/R credit memos, you first need to choose the value help icon in the *Batch/Serial Numbers* field, and then in the center right of the opened dialog box, select the *Create* button.
>   If bin location-enabled warehouses are selected on the line, you can also choose the value help icons in the *Bin Location Allocation* and *Bin Locations* fields.
> - For inventory counting transactions, you first need to choose the value help icon in the *Counted Qty* field, and then in the center right of the dialog box, select the *Create* button.
>   When you work with team counters, the dialog box is also accessible through the value help icon in the *Team Total Counted Qty* field.

Procedure

1. Click the *Automatic Creation* button. A dialog box opens up.
2. (Optional) In the *Bin Location* field, specify the bin location to store your batches or serial numbers.
3. For batch items, in the field *No. of Batches*, specify how many batches you want to create.
4. In the *Batch* or *Serial Number* field, choose the value help icon. The dialog box *Automatic String Creation* opens up.
5. Input strings for batches or serial numbers.
6. In the *Type* column, choose *String* or *Number*.
7. If you choose the *Number* type, in the *Operations* column, you can define one of the following operations for the numbers: *No Operations*, *Increase*, and *Decrease*. The operations are performed during the automatic creation process. If you choose the *String* type, the column isn't editable. The format is displayed in the *Final String* field.
8. To save your actions, choose *OK*.
9. To start the automatic creation, choose *Create*.

Results

The newly created batch/serial numbers are displayed in the dialog box. You can review and update relevant information. To save all data and close the dialog box, choose *OK*.

1.6 Business Partners

Apps

In the *Business Partners* group, you can find the following apps:

- *Business Partners*
- *Create Business Partner*
- *Activities*
- *Create Activity*
- *Business Partner Catalog Numbers*
- *Scan Business Card*

Related Information

Business Partners [page 234]
Activities [page 242]
Managing Business Partner Catalog Numbers [page 247]
Creating Business Partners [page 249]

1.6.1 Business Partners

Apps

When working with business partners, you can find the following apps:

- *Business Partners*
- *Create Business Partner*

Tasks

You can carry out the following tasks with these apps:

- Search and filter business partners
- View and manage different views of business partner lists
- View, edit, create, and remove business partners

Related Information

Managing Business Partners [page 235]
Working with Business Partners [page 237]
Creating Business Partners [page 241]

1.6.1.1 Managing Business Partners

To open the *Manage Business Partners* list view, click the *Business Partners* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for business partners, see Working with Business Partners [page 237].

Selecting Views

The Web client list views provide you with multiple views of the dataset of business partner records. The views store filter settings and parameters according to a relevant category (for example, *All*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *Customers* displays all the customers of the company.
  This view is displayed by default.
- *All Business Partners* displays all the business partners of the company.
- *Business Partner Addresses* displays all the business partner addresses grouped by business partners.
- *Business Partner Contact Persons* displays all the contact persons grouped by business partners.
- *Leads* displays all the leads of the company.
- *Vendors* displays all the vendors of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Remove Deletes business partners from the company database, but only if no open transactions exist and the balances are zero.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Business Partners [page 234]
Working with Business Partners [page 237]
Creating Business Partners [page 241]
Working with List Views [page 35]

1.6.1.2 Working with Business Partners

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

Viewing Key Record Information

Below the business partner record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Account Balance

It is the bookkeeping balance of the customer or vendor account. The Web client updates the value automatically whenever an amount is posted to the business partner's account.

> **Note**
>
> Not relevant for leads.

Deliveries

It is the value of open deliveries that are not yet fully copied into A/R invoices, returns, or closed. The Web client updates the value automatically whenever a new delivery is added or the status of existing deliveries is changed.

> **Note**
>
> Relevant for customers only.

Orders

It is the value of open sales orders that are not yet delivered, canceled or closed. The Web client updates the value whenever a sales order is created or if a delivery or an invoice is created on the basis of a sales order.

> **Note**
>
> Not relevant for vendors.

Checks Balance

It displays the value of the open checks not yet deposited, endorsed or canceled for the customer.

Credit Limit Utilization

This progress bar shows the current progress of credit limit utilization for the customer. It is only displayed when the *Credit Limit* checkbox is selected on the *Administration* > *System Initialization* > *General Settings* > *BP* tab in the SAP Business One client.

> **Note**
>
> The progress bar shows red with no percentage when:
>
> - The *Credit Limit* value for this business partner is set to zero.
> - And the *Account Balance* value for this business partner is greatrer than zero.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Remove Deletes this business partners from the company database, but only if no open transactions exist and the balances are zero.

Create Creates activities, opportunities, service calls, marketing documents, incoming and outgoing payments for the current business partner.

BP Catalog Numbers Opens the *Business Partner Catalog Numbers* page filtered by this business partner.

Working with the Record Content

General Tab

The fields on this tab provide general information about the business partner.

Currency If you wish to define a multi-currency business partner, in create or edit mode, select *All Currencies* in the *Currency* field. In this case, you can choose the *Show All Currencies* link and do the following:

- To set the default currency, select the radio button in the *Default* column of the relevant currency. The default currency will be set in new marketing documents and payments of this business partner. If required, you can change the currency in the document itself.
- To define which currencies will be hidden for the specific business partner's documents, deselect the check box in the *Include* column for each currency you wish to hide for this business partner. Based on this definition, you will see in the specific business partner marketing documents and payments documents only the included currencies.

> **Note**
>
> These settings only effect the currencies appearances in the business partner's marketing and payments documents, and can be changed at any time.

Image To upload an image, in create or edit mode, choose *Upload* under the *Image* section, for example, the company logo of the business partner. The image will be displayed in the header, under the business partner code.

> **Note**
>
> When using SAP Business One, Web client on IOS devices such as iPads, you can take a photo with the device camera and use it as the BP image.

Active and *Inactive* To define a business partner active date range, in create or edit mode, select the *Active* and *Inactive* checkboxes.

Additional Data Tab

The fields on this tab provide additional information.

> **Note**
>
> You can manage authorizations for this tab through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Business Partners* > *Business Partner Master Data* > *Tabs in Web Client for SAP Business One* > *Additional Data Tab* in the SAP Business One client.

Business Partner Project For the *Business Partner Project* field, in create or edit mode, the *Project Codes* window only displays active BP projects. After you choose the project, the field displays the project code and project name.

It is not possible to create a new project from the *Project Codes* window.

EDI Message *EDI Message* fields are only available when the *EDI* checkbox is selected on the *Administration* > *Integration Service* > *Integration Packages* > *Integration Service – Integration Packages Setup (All Companies)* > *Company* tab in the SAP Business One client.

Contact Persons Tab

The fields on this tab provide information on each contact person.

> **Note**
>
> You can display or hide inactive contact persons on the *Contact Persons* tab by selecting or deselecting the *Display Inactive Contact Persons in Business Partner Master Data* checkbox on the *Administration* > *System Initialization* > *General Settings* > *BP* tab in the SAP Business One client.

Addresses Tab

The fields on this tab provide information on each BP address.

Copy to Address In create or edit mode, if you add a new ship-to address which is also a bill-to address/pay-to address or vice versa, choose *Copy to Bill-to Address*/*Copy to Pay-to Address* or *Copy to Ship-to Address* above the relevant table.

Payment Terms Tab

The fields on this tab provide information on the payment terms and BP bank.

Payment Run Tab

The fields on this tab provide information on the house bank and payment methods.

Accounting Tab

There are three subtabs: *General*, *Accounts*, and *Tax*, providing information on BP consolidation, relevant G/L accounts, and tax, respectively.

Properties Tab

The fields on this tab provide a list of properties related to the origins of the business partner and the nature of the BP's company.

Attachments Tab

This tab shows the attachments of the current business partner.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> ⓘ Note
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

The fields on this tab provide information on user-defined fields related to business partners, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Business Partners [page 234]
Managing Business Partners [page 235]
Creating Business Partners [page 241]
Working with Detailed Views [page 53]

1.6.1.2.1 Creating Business Partners

Procedure

1. To create a new business partner, click the *Create Business Partner* tile.
2. On the *General* tab, enter all relevant business partner data.

   Note that *Code* is a mandatory field.
3. On the *Contact Person* tab, enter the details of the contacts and set the default contact person.
4. On the *Address* tab, enter the bill-to/pay-to and ship-to addresses.
5. On the *Properties* tab, assign predefined properties to the business partner.
6. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
7. On the *User-Defined Fields* tab, enter relevant detailes in the user-defined fields (UDFs) defined for business partners.
8. To add the new business partner to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*. For more information, see Apps for Creating Records [page 58].

Related Information

Business Partners [page 234]
Managing Business Partners [page 235]
Working with Business Partners [page 237]

1.6.1.2.2 Verifying VAT Numbers for Business Partners

Prerequisites

> **Note**
>
> This function is only available in the European Union, Norway, Switzerland, and the UK localizations.

You have done the following in the SAP Business One client.

- You have selected the *Verify VAT Numbers for Business Partners and Documents* checkbox on the *BP* tab of the *General Settings* window (*Administration* > *System Initialization* > *General Settings*).
- You have full authorization for *Verify VAT Numbers* under *Business Partners* in the *Authorizations* window (*Administration* > *System Initialization* > *Authorizations* > *General Authorizations*). This entry only

appears after you select the *Verify VAT Numbers for Business Partners and Documents* checkbox on the *BP* tab of the *General Settings* window.

Context

You can verify business partners' VAT numbers with VIES in one of the following ways.

- In the list view, in the table toolbar, choose the *Verify VAT Numbers* button to verify all the VAT numbers for business partners of your choice.
- In the edit mode of the detailed view, on the *General* tab, choose the *Verify VAT Number* button to verify the VAT number of the default ship-to address for the current business partner.
- In the edit mode of the detailed view, on the *Addresses* tab, choose the *Verify VAT Numbers* button to verify the VAT numbers of the ship-to addresses of your choice.

Results

You can view the verification status or response details from VIES in one of the following ways.

- In the list view, choose *View Settings* to enable the response-related columns. They provide you with the response details from VIES for the VAT numbers of the default ship-to addresses.
- In the detailed view, on the *General* tab, choose the status icon to view the response details from VIES for the VAT number of the default ship-to address.
- In the detailed view, on the *Addresses* tab, the *VAT Number Verification* column provides you with the verification statuses of the VAT numbers for all the ship-to addresses.

1.6.2 Activities

Apps

When working with activities, you can find the following apps:

- *Activities*
- *Create Activity*

Tasks

You can carry out the following tasks with these apps:

- Search and filter activities
- View and manage different views of activity lists
- View, edit, create, close, remove, and reopen activities

Related Information

Managing Activities [page 243]
Working with Activities [page 244]
Creating Activities [page 247]

1.6.2.1 Managing Activities

To open the *Managing Activities* list view, click the *Activities* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for activities, see Working with Activities [page 244].

Selecting Views

The Web client list views provide you with multiple views of the dataset of activity records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Activities* displays all the open activities created by the user who is currently logged in. This view is displayed by default.
- *All Activities* displays all the activities of the company.
- *My Activities* displays all the activities created by the user who is currently logged in.
- *My Closed Activities* displays all the closed activities created by the user who is currently logged in.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Reopen Changes the status of a selected activity or activities from *Closed* to *Open*.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Activities [page 242]
Working with Activities [page 244]
Creating Activities [page 247]
Working with List Views [page 35]

1.6.2.2 Working with Activities

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons,

while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

Viewing Key Record Information

Below the activity record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Follow Up

Creates a follow-up activity for the current one.

> **Note**
>
> It is not available for recurring activities.

Working with the Record Content

General Tab

The fields on this tab provide general information about the activity.

Assigned To

In create or edit mode, in the *Assigned To* dropdown list, select the following that are handling the activity:

- *User*
- *Employee*
- *Recipient List*: this option only appears when you have defined recipient lists in the SAP Business One client.
- *Multiple Recipients*: select a combination of users, employees or recipient lists.

By default, the user who created the activity is displayed.

> **Note**
>
> Employees that are linked to users are only displayed as users in the user list. When all employees are linked to users, or there is no employee, you can assign the activity to a user only.
>
> When an employee is linked to a user, the activities originally assigned to the employee are automatically assigned to the user instead of the employee.

Personal — Indicates whether the activity is of a personal nature.

> **Note**
>
> Although an activity is defined as *Personal*, other users can see it.

Hide in Calendar — Hides or shows this activity in the calendar of the SAP Business One client.

Scheduling Tab

The fields on this tab provide information on the activity scheduling.

Linked Document Tab

The fields on this tab provide information on the linked document.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

The fields on this tab provide information on user-defined fields related to activities, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Activities [page 242]
Managing Activities [page 243]
Creating Activities [page 247]
Working with Detailed Views [page 53]

1.6.2.2.1 Creating Activities

Procedure

1. To create a new activity, click the *Create Activity* tile.
2. On the *Scheduling* tab, set a date, time and location for the activity:
   - In the *Time* section, enter a date and time, and set a reminder if needed.
   - In the *Meeting Location* field, you can choose the business partner address.
   - In the *Recurrence Information* section, the settings are different based on different values of *Recurrence*: *None*, *Daily*, *Weekly*, *Monthly*, and *Annually*.
3. On the *Attachments* tab, add new attachments by choosing *Add* or dropping files/emails here.
4. To add the new activity to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*. For more information, see Apps for Creating Records [page 58].

Related Information

Activities [page 242]
Managing Activities [page 243]
Working with Activities [page 244]

1.6.3 Managing Business Partner Catalog Numbers

Click the *Business Partners Catalog Numbers* tile to open the *Business Partners Catalog Numbers* page in view mode. The catalog numbers are grouped by business partners. Here you can filter, sort, expand, and collapse the BP catalog number records.

To enter the edit mode, above the table area on the right, choose *Edit*. Here you can create, edit, and remove a business partner catalog number:

- To create a catalog number, in the table, specify a business partner and item for which you want to create a catalog number, and enter the catalog number.
- To set a default catalog number for a specific BP and specific item, select the *Default* radio button in that row.
- To duplicate an item row, including the catalog number information, select the item row, choose *Duplicate Item* above the table area on the right.
- To remove all catalog numbers related to a specific business partner, select the BP row and choose *Remove* above the table area on the right.

  > **Note**
  >
  > The removal is irreversible after you choose *Save*.

- To remove a catalog number related to a specific business partner and specific item, select the item row under the business partner and choose *Remove* above the table area on the right.

  > **Note**
  >
  > The removal is irreversible after you choose *Save*.

To save all the changes to the catalog numbers, choose *Save*.

1.6.4 Scanning Business Cards

With the *Scan Business Card* app, you can create a business partner or a contact person for a business partner by selecting a photo or taking a picture of a business card with an IOS device, such as an iPad.

The app supports the following languages of business cards: Chinese simplified, Chinese traditional, Dutch, English, French, German, Hebrew, Italian, Japanese, Korean, Polish, Portuguese, Russian, and Spanish.

Prerequisites

You have performed the following in the SAP Business One client:

- You have set up the Document Information Extraction service. For more information, see SAP Note 3021904.
- You have defined the attachments folder on the *Administration* > *System Initialization* > *General Settings* > *Path* tab. This folder is used to store the business card photos you used for creating business partners and contact persons.
- This app is available when you have full authorization for at least one of the following authorizations in the *Authorizations* window through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations*:
  - *Business Partners* > *Adding Business Partner* > *Adding Customer/Vendor Master Data*
  - *Business Partners* > *Adding Business Partner* > *Adding Lead BP*
  - *Business Partner Master Data* > *Contact Person Tab*

- In the Chile, Guatemala, and Mexico localizations, to successfully create a business partner with a scanned business card, define the default RUT/RFC value in the field *Default RUT/RFC Value for New BPs Created by Scanning Business Cards in Web Client* on the *BP* tab of the *General Settings* window.

Related Information

Creating Business Partners [page 249]
Creating Contact Persons [page 250]

1.6.4.1 Creating Business Partners

Context

Follow the procedure below to create a business partner by selecting a photo or taking a picture of a business card with an IOS device, such as an iPad.

> **Note**
>
> The *Create Business Partner* option is available when you have full authorization for at least one of the following authorizations in the *Authorizations* window through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations*:
>
> - *Business Partners* > *Adding Business Partner* > *Adding Customer/Vendor Master Data*
> - *Business Partners* > *Adding Business Partner* > *Adding Lead BP*

Procedure

1. In the *Scanning Options* section, select *Create Business Partner*.
2. In the *Business Partner Type* dropdown list, select the type of business partner that you want to create.

   > **Note**
   >
   > The available options in this dropdown list depend on the authorizations of *Adding Customer/Vendor Master Data* and *Adding Lead BP* in the *Authorizations* window through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations*.

3. In the *Series* dropdown list, select the numbering series that you want to use for this business partner.
4. In the *Code* field, enter a code for this business partner; or the system will take the next code number from the selected series.

5. In the *Address Type* dropdown list, select to store the business card address as the *Ship To* or *Bill To/Pay To* address, or both.
6. Choose *Scan & Add Business Partner* to select a photo or take a picture of a business card with an IOS device, such as an iPad.

Results

- In the *Business Partner* app, a business partner is added.
- In the detailed view of the business partner, the contact person and address information from the business card is added.

Related Information

Scanning Business Cards [page 248]

1.6.4.2 Creating Contact Persons

Context

Follow the procedure below to create a contact person for a business partner by selecting a photo or taking a picture of a business card with an IOS device, such as an iPad.

> ⓘ Note
>
> The *Create Contact Person for Existing Business Partner* option is available when you have full authorization for *Business Partner Master Data* > *Contact Person Tab* in the *Authorizations* window through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations*.

Procedure

1. In the *Scanning Options* section, select *Create Contact Person for Existing Business Partner*.
2. In the *Business Partner Type* dropdown list, select the type of business partner for whom you want to create the contact person.
3. In the *Code* field, select the business partner for whom you want to create the contact person.
4. In the *Address Type* dropdown list, select to store the business card address as the *Ship To* or *Bill To/Pay To* address, or both.

5. Choose *Scan & Add Contact Person* to select a photo or take a picture of a business card with an IOS device, such as an iPad.

Results

In the detailed view of the business partner, the contact person and address information from the business card is added.

Related Information

Scanning Business Cards [page 248]

1.7 Payments

Apps

In the *Payments* group, you can find the following apps:

- *Incoming Payments*
- *Create Incoming Payment for Business Partner*
- *Create Incoming Payment for Accounts*
- *Outgoing Payments*
- *Create Outgoing Payment for Business Partner*
- *Create Outgoing Payment for Accounts*
- *Incoming & Outgoing Payments Drafts*
- *Outgoing Payments in Approval Process*
- *Approval Decisions for Outgoing Payments*

Tasks

You can carry out the following tasks with these apps:

- Search and filter payments
- View and manage different views of payment lists
- View, edit, and create payments for either business partners or G/L accounts

- Cancel single or multiple payments
- Create and process payments drafts

Related Information

Managing Payments [page 252]
Working with Payments [page 254]
Creating Payments [page 256]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.7.1 Managing Payments

To open the *Manage Incoming Payments* or *Manage Outgoing Payments* list view, click the *Incoming Payments* or *Outgoing Payments* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for payments, see Working with Payments [page 254].

Selecting Views

The Web client list views provide you with multiple views of the dataset of payment records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Incoming/Outgoing Payments* displays the incoming/outgoing payments created by the user who is currently logged in.
  This view is displayed by default.
- *All Incoming/Outgoing Payments* displays all the incoming/outgoing payments of the company.
- *All Incoming/Outgoing Payments for Accounts* displays all the incoming/outgoing payments created for G/L accounts.
- *All Incoming/Outgoing Payments for Business Partners* displays all the incoming/outgoing payments created for business partners.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Create Choose the dropdown list to create payments for either a business partner or G/L accounts. Choosing the *Create* button directly opens the page for creating a payment for a business partner.

Cancel Select relevant records and choose this button to cancel the payments.

> **Note**
>
> This button only appears for users who have authorizations for *Cancel Other Documents* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *General* > *Cancel Other Documents* in the SAP Business One client.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Payments List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the following payment means-related fields. You can also filter the payments with numbers against them.

> **Example**
>
> To filter out the payments in which cash amounts are greater than 100, choose *Adapt Filters* in the filter bar, and enter `>100` in the *Cash Total* field.

- *Cash Total*
- *Transfer Total*
- *Check Total*
- *Credit Card Total*

Related Information

Working with Payments [page 254]
Creating Payments [page 256]
Payments [page 251]
Working with List Views [page 35]

1.7.2 Working with Payments

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the incoming/outgoing payment record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Payment The payment summary information, which is also available on the respective payment means tab. If there are multiple payment means, this section displays the summary information of each payment means.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Cancel Cancels the payment.

> **Note**
>
> This button only appears for users who have authorizations for *Cancel Other Documents* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *General* > *Cancel Other Documents* in the SAP Business One client.

Working with the Record Content

General Tab

The fields on this tab provide general information about the payment.

To Order Of Enter the information about to whom the payment is done.

> **Note**
>
> This field appears only in an outgoing payment for accounts.

Contents Tab

The fields on this tab provide document or account information.

Display Transactions of All Branches for Business Partner Select to display transactions of all branches for the current business partner, so that you can pay invoices issued for different branches in a single centralized payment.

> **Note**
>
> This field appears only when both of the following are met:
>
> - *The Activate Centralized Payment* option has been chosen in *Document Settings* for the relevant document types. From the SAP Business One *Main Menu*, choose *Administration* > *System Initialization* > *Document Settings* > *Per Document* tab. Then in the *Document* option choose *Incoming Payment* and *Outgoing Payment* and select the *Activate Centralized Payment* checkboxes. Choose *Update* to save your changes.

- You have defined a payment clearing account for making correction postings to. From the SAP Business One *Main Menu*, choose *Administration* > *Setup* > *Financials* > *Branches* > *Branch - Setup*.

Payment Means Tab

The fields on this tab provide information on each payment means.

Reference and Summary Tab

The fields on this tab provide reference and summary information.

Bank Charge — Define the amount a bank charges in payments for business partners.

> **Note**
>
> This field is not supported in Israel and India localizations.

Related Information

Managing Payments [page 252]
Creating Payments [page 256]
Payments [page 251]
Working with Detailed Views [page 53]

1.7.2.1 Creating Payments

Context

Besides the process described here, you can also create payments from the following pages:

- From the *Business Partner* detailed view, choose *Create* > *Incoming Payment* or *Create* > *Outgoing Payment* to create payments for the current business partner.
- From the *Manage A/R Invoices* or *Manage A/P Invoices* list view, select invoices and choose *Create Payment* to create a payment for the selected invoices. The invoices must be from the same business partner, or there is a consolidation relationship among the business partners.
- From the *A/R Invoice* or *A/P Invoice* detailed view, choose *Pay* to open a payment detailed view with the business partner and source invoice selected, for a fast and simple payment creation.

Procedure

1. To create a new payment, click the *Create Payment for Business Partner* or *Create Payment for Accounts* tile.
2. On the *General* tab, select the document type to determine whether this payment is for a business partner or G/L accounts.

   > **Note**
   >
   > Select a business partner if you are creating a payment for business partner.

3. On the *Contents* tab, enter the relevant details.
   - In a payment for business partner, you can choose to create the payment for specific invoices and with a standalone amount.
   - In a payment for G/L accounts, select the accounts and define the amounts.

   > **Note**
   >
   > When you create a payment from the *A/R Invoice* or *A/P Invoice* detailed view or list view, the selected invoices appear at the beginning of the list. Also, when a payment is created directly, the selected invoices appear at the beginning of the list.
   >
   > If you change the invoices sort, the selected invoices are included in the sorting and the selection is cleared. If you select invoices after sorting, there is no change in the position of the selected invoices.

4. On the *Payment Means* tab, enter the details of the payment means.

   > **Note**
   >
   > The *Payment Means - Cash* section of an incoming payment only appears for users who have authorizations for *Cash Receipt* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Banking* > *Incoming Payments* > *Incoming Payments* > *Cash Receipt* in the SAP Business One client.

5. To add the new payment to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*. For more information, see Apps for Creating Records [page 58].

   > **Note**
   >
   > The *Save as Draft & New* and *Save as Draft & View* options only appear for users who have authorizations for *Payment Draft* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Banking* > *Outgoing Payments* > *Payment Draft* in the SAP Business One client.

Related Information

Managing Payments [page 252]
Working with Payments [page 254]

Payments [page 251]

1.7.3 Managing Drafts

You can create and process draft documents of sales documents, purchasing documents, payments documents, and inventory documents.

To create a draft document, click the *Create...* tile of the relevant object, for example, *Create A/R Invoice* or *Create Purchase Quotation*, or *Create Outgoing Payment for Business Partner*, enter all relevant details and then choose one of the following options in the multi-choice button:

Save as Draft & New	Adds the draft document and opens the document detailed view in Create mode for creating another document in sequence.
Save as Draft & View	Adds the draft document and has it displayed for further review.

In the *Manage Sales & Purchasing Drafts* list view, or the *Manage Incoming & Outgoing Payments Drafts* list view, or the *Manage Inventory Transactions Drafts* list view, you can perform the following tasks for single or multiple drafts:

Remove	Removes the selected drafts from the database.
Close	Sets the status of the drafts as *Closed*.
Reopen	Opens closed drafts and changes the status of open drafts to *Closed*, as in list view.
Add	Adds the drafts as official sales orders.
Add and Remove	Adds the drafts as official sales orders and removes them from the database.
Preview	Preview one or more drafts in the default or other different Crystal Reports layouts

By default, the list view shows drafts created by the current user.

To view a certain draft, choose its row. The header displays the status *Draft* for all drafts, whether open or closed. The following actions are available:

Remove	Choose this button to delete the draft.
Reopen / Close	Changes the draft status from *Closed* to *Open* for closed drafts or from *Open* to *Closed* for open drafts.
New Activity	Creates an activity for the business partner that appears in the draft. The draft is automatically added to the *Linked Document* section of the activity.
Related Activities	Opens a list view showing the activities created for the given draft.
Preview	Preview the draft in the default or other different Crystal Reports layouts

As with other documents, when you open a draft with draft status *Open*, it appears in View mode. You need to choose *Edit* in order to switch to the Create mode.

After editing the draft, you can save it as an official sales order, or as a draft, the same as when creating a new sales order.

> **Note**
>
> Sales documents are created in SAP Business One, Web client with a generation type of Not Relevant that is only visible on the *Electronic Documents* tab in the SAP Business One client. To process documents created in SAP Business One, Web client as electronic documents, you must manually adjust the generation type in the SAP Business One client. For more information about working with electronic documents, see the online help for SAP Business One.

1.7.4 Managing Documents in Approval Process

When trying to add or update a document that triggers an approval process, you see that this document is saved as a draft. After the authorizers approve the draft in the *Manage Approval Decisions* list view, you can continue adding or updating the draft.

Prerequisites

The approval process is enabled in the SAP Business One client.

Context

This function supports sales orders, sales quotations, A/R reserve invoices, deliveries, A/R invoices, returns, A/R credit memos, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods returns, A/P invoices, A/P credit memos, goods issues, and outgoing payments.

Procedure

1. When creating or updating a document in Web client, you are notified by the system that an approval is required.
2. You become the originator of the approval process and a draft is created.
3. The authorizers review the draft and either approve or reject the request in the *Manage Approval Decisions* list view.
4. The originator receives a notification that the document was approved/rejected by the authorizer.
5. To view the approval status and proceed with the process, click the *Docs in Approval Process* tile; the *Manage Docs in Approval Process* list view opens. (Alternatively, you can access the draft from the notification as well.)

> **Note**
>
> For the outgoing payments approval process, there is a separate list view: *Manage Outgoing Payments in Approval Process*.

In the list view you can:

- Filter, sort, group, and access the relevant drafts
- Add approved drafts
- Cancel approval processes for selected drafts
- Restore approval processes for selected drafts

6. Depending on the approval status, you can either generate a document (choose *Edit* > *Add & View*) or update the draft (choose *Edit*) to trigger a new approval process.

Related Information

Approval Decisions [page 143]

1.7.5 Approval Decisions

When a user triggers an approval process, as the authorizer, you can see all the draft documents for approval in the *Approval Decisions* list view and decide what to do with those requests.

Prerequisites

The approval process is enabled in the SAP Business One client.

Context

This function supports sales quotations, sales orders, A/R reserve invoices, deliveries, A/R invoices, return requests, returns, A/R credit memos, purchase requests, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods return requests, goods returns, A/P invoices, A/P credit memos, goods issues and goods receipt.

Procedure

1. When a user that is creating or updating a document triggers an approval process, you as an authorizer are notified by the system that your approval is required.

2. You become the authorizer of the approval process for the draft that was created.
3. To review the requests for approval, click the *Approval Decisions* tile; the *Manage Approval Decisions* list view opens. The requests for approval that match the selected view are displayed. The default view is *My Pending Requests for Approval*.
4. You can perform the following actions:
    - Choose another view or apply different filters and view settings to fine tune the displayed list.
    - Select one or more requests for approval and apply the relevant action. You can choose to approve or reject the request.
5. The originator receives a notification that the document was approved/rejected by the authorizer and can proceed with the process. See Managing Documents in Approval Process [page 142]

1.8 Item Management

Apps

In the *Item Management* group, you can find the following apps:

- *Items*
- *Create Item*
- *Alternative Items*
- *Business Partners Catalog Numbers*

Tasks

You can carry out the following tasks with these apps:

- Search and filter items.
- View and manage different views of lists of items.
- View, edit, create, and remove items.
- Filter, sort, create, edit, and remove an alternative item.
- Filter, sort, create, edit, and remove a business partner catalog number.

Related Information

Managing Items [page 262]
Managing Alternative Items [page 267]

Managing Business Partner Catalog Numbers [page 247]

1.8.1 Managing Items

To open the *Manage Items* list view, click the *Items* tile on the home page. Alternatively, choose *Item Management* > *Items* in the *Main Menu*. Here you can filter, sort, group, and access the relevant item master data records.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click > *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

To view the details of a specific item, click its row. Alternatively, you can find it using the enterprise search box. The item master data record appears in view mode. The picture of the item (if uploaded) appears in the header below the item code. The in stock, committed, ordered, and available quantities are displayed in the header. In addition, you can browse through different items by using the navigation arrows: next, previous, first and last.

For more information on the detailed view for items, see Working with Items [page 263].

Selecting Views

Web client list views provide you with multiple views of the dataset of item records. The views store filter settings and parameters according to a relevant category (for example, *All Items*, *Items by Price*, *Items by Warehouse*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Create Choose this button to add a new item record.

Remove Select relevant records and choose this button to delete items from the company database.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Items [page 263]
Creating New Items [page 266]
Item Management [page 261]
Working with List Views [page 35]

1.8.2 Working with Items

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

> **Note**
>
> If you need to edit certain information that cannot be edited through Web client, please edit it from the SAP Business One client.

Viewing Key Record Information

Below the item master data record number, the header displays the image of the item and in stock, committed, ordered, and available quantities.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Remove — Deletes the item from the company database.

> **Note**
>
> Only items with no transactions can be removed.

Duplicate — duplicate the item master data record.

You can choose not to duplicate bar codes while duplicating items by deselecting the *Duplicate Bar Codes While Duplicating Items* checkbox in the *Administration* > *System Initialization* > *General Settings* > *Inventory Item* tab of the SAP Business One client.

View Related Activities — Displays activities created for this item.

Create Activity — Creates an activity for this item.

The *Activity* form appears, with the preferred vendor of the item populated in the *Business Partner* field and the item code appearing on the *Linked Document* tab.

Working with the Record Content

General Tab

The fields on this tab provide general information about the item: its number, description, type, group, and so on.

Logistics Tab

The fields on this tab provide logistics information about the item.

Manage Item By

The methods by which you receive and release items:

- *None* (default) – no special management for this item.
- *Serial Numbers* – the item is managed by serial numbers.
- *Batches* – the item is managed by batches. This type of management tracks items that have unique numbers and characteristics but have been combined in a single group, for example, pharmaceutical products.

Warranty Template

This section is displayed only when your item is managed by serial numbers.

If you have predefined contract templates for the item in the *Contract Templates - Setup* window in the SAP Business One client (*Main Menu* > *Administration* > *Setup* > *Service* > *Contract Templates*), you can select a warranty contract template from the *Warranty Template* dropdown list here.

When you create an A/R invoice or a delivery for this item, Web client automatically creates a contract for the customer with the template that you select for this item. You don't need to define all fields in the contract manually.

Bar Codes

You can add new bar codes by entering bar codes and their descriptions for the selected UoM. Multiple bar codes are allowed for each single UoM of an item. The application sets the first bar code as the default bar code for the corresponding UoM. Updating or deleting a bar code does not affect the previous transactions in which the bar code was used.

Purchasing Tab

The fields on this tab provide purchasing-related information, such as regular vendor details, purchasing unit, unit of measurement, and measurement details.

Sales Tab

The fields on this tab provide sales-related information, such as sales measurement unit, packaging unit sales, and measurement details.

Tax Tab

The fields on this tab provide tax information about the item.

Inventory Tab

The fields on this tab provide inventory information, such as valuation method and warehouse details.

Pricing Tab

The fields on this tab provide pricing information for the item.

Price Unit

In the case of items with a UoM group other than `Manual`, you can set prices for other defined UoMs by adding new rows to the *Price* grid.

Properties Tab

The fields on this tab provide the relevant properties for the item.

Related Information

Managing Items [page 262]
Creating New Items [page 266]
Item Management [page 261]
Working with Detailed Views [page 53]

1.8.2.1 Creating New Items

Procedure

1. To create a new item, choose one of the following options:
   - From the *Manage Items* list view, choose the *Create* button.
   - From an existing item, choose the *New* button.
   - Click the *Create Item* tile.
   - Click the *Create Item* entry in the main menu.
2. On the *General* tab, enter all relevant data:
   - Note that *Item No.* is a mandatory field.
   - Choose *Upload* to upload an item image; it will be displayed in the item's header.
3. On the *Logistics* tab, set the serial or batch numbers management method for the item and add barcodes, if used.

   When the UoM group is *Manual*, there is no concept of inventory UoM, so the bar code displayed in the table is the default bar code for the specific item.

   In the case of items with a UoM group other than *Manual*, you can select the UoM and define the bar codes for the UoMs.
4. On the *Purchasing* and *Sales* tabs, enter relevant measurements.

   In the case of items with a UoM group other than *Manual*, these tabs display a table form for defining the *UoM* and *Package Types*.

   You can add a new line, remove lines, and define a default UoM and package type.
5. On the *Tax* tab, you can set tax information for the item.
6. On the *Inventory* tab, set weight, valuation method, and manage warehouses values.
7. On the *Pricing* tab, you can define a price for the item for the relevant units of measure, pricing units, and price lists.

   In the case of items with a UoM group other than *Manual*, you can set prices for other defined UoMs by adding new rows to the grid.
8. On the *Properties* tab, select the checkboxes of the item properties you need to include in the master data record.

9. On the *User-Defined Fields* tab, you can enter relevant values for the listed UDFs.
10. To add the new item to the company database, choose the relevant button: *Add & View*, *Add & New*, or *Add & Back*.

Related Information

Managing Items [page 262]
Working with Items [page 263]

1.8.3 Managing Alternative Items

To open *Alternative Items* in view mode, click the *Alternative Items* tile on the home page. Alternatively, choose *Item Management* > *Alternative Items* in the *Main Menu*. Alternative items are defined by item. Here you can filter, sort, expand, and collapse the item records.

To enter the edit mode, above the table area on the right, choose *Edit*. Here you can create, edit, and remove an alternative item:

Creating an Alternative Item

1. In the edit mode, choose *Expand* to expand all items to see the hierarchy of the defined alternative items.
2. Go to the end of the item list, specify the item code for which you want to create an alternative item.
3. Specify the code for an alternative item.
   You can specify multiple alternative items for an item.
4. Enter remarks, if required, and specify the *Match Factor* value. The higher the value, the more suitable the match.
5. Choose *Reverse Link* to create a reverse relationship between the alternative item and the original item.
6. Choose *Save*.

Updating an Alternative Item

1. In the edit mode, choose *Expand* to expand all items to see the hierarchy of the defined alternative items.
2. Go to the existing original item.
3. Add new alternative item rows or specify the *Match Factor* or *Remarks* field of an alternative item.
4. Choose *Save*.

Removing an Alternative Item

1. In the edit mode, choose *Expand* to expand all items to see the hierarchy of the defined alternative items.
2. To remove all alternative items from an original item, select the original item row and choose *Remove*.
3. To remove an alternative item related to a specific original item, select the alternative item row under the original item and choose *Remove*.
4. Choose *Save*.

1.8.3.1 Selecting Alternative Items

You can select an alternative item for a missing item when creating or editing an item type sales and purchasing documents.

1. In a sales or purchasing document, on the *Contents* tab, select *Item* in the *Item/Service Type* field.
2. From the *Details* section, in the *Product* table, enter an item number.
3. Click the *Settings* icon to open the *Select Columns* dialog and select the *Alternative Items* column.
4. From the *Alternative Items* column, choose the button to open the *Select Alternative Items* dialog.

Warehouse Select a warehouse to view the quantities of the alternative items in the warehouse.

To view alternative items in all warehouses, leave the *Warehouse* field empty.

In Stock Displays the quantity of the alternative items in the warehouse. The value is displayed for the warehouse selected above. If the field is empty, the total quantity of the alternative items in all warehouses is displayed.

Match Factor Displays the value to specify the matching degree in points. A higher value represents a higher match.

> **Example**
>
> Item 1001 has two alternative items: 1002 and 1003. The matching factor defined for item 1002 is 100 and for item 1003 is 80. If there is no item 1001 in the warehouse, item 1002 can replace it, as it has the highest matching factor.

Additional Match Displays an additional value for a match factor.

Total Match Displays the total of *Match Factor* and *Additional Match*.

Go to Alternative Items Choose to display the *Alternative Items* window to define additional alternative items.

5. Select an alternative item and click the *Choose* button.

Related Information

Managing Alternative Items [page 267]

1.8.4 Managing Business Partner Catalog Numbers

Click the *Business Partners Catalog Numbers* tile to open the *Business Partners Catalog Numbers* page in view mode. The catalog numbers are grouped by business partners. Here you can filter, sort, expand, and collapse the BP catalog number records.

To enter the edit mode, above the table area on the right, choose *Edit*. Here you can create, edit, and remove a business partner catalog number:

- To create a catalog number, in the table, specify a business partner and item for which you want to create a catalog number, and enter the catalog number.
- To set a default catalog number for a specific BP and specific item, select the *Default* radio button in that row.
- To duplicate an item row, including the catalog number information, select the item row, choose *Duplicate Item* above the table area on the right.
- To remove all catalog numbers related to a specific business partner, select the BP row and choose *Remove* above the table area on the right.

  > ⓘ Note
  >
  > The removal is irreversible after you choose *Save*.

- To remove a catalog number related to a specific business partner and specific item, select the item row under the business partner and choose *Remove* above the table area on the right.

  > ⓘ Note
  >
  > The removal is irreversible after you choose *Save*.

To save all the changes to the catalog numbers, choose *Save*.

1.9 Inventory Transactions

The apps in the *Inventory Transactions* group allow you to optimize your inventory management and perform various inventory transactions, including goods issues, goods receipts, and inventory counting. You can also save inventory transactions as drafts and manage documents for approval.

The *Inventory Transactions* group includes apps that allow you to work with the following inventory transaction documents: goods issues, goods receipts, and inventory counting transactions.

Related Information

Goods Issues [page 270]
Goods Receipts [page 275]
Inventory Counting Transactions [page 284]

1.9.1 Goods Issues

Apps

When working with goods issues, you can find the following apps:

- *Goods Issues*
- *Create Goods Issue*

Tasks

- Search and filter goods issues.
- View and manage different views of goods issues.
- View, edit, and create goods issues.
- Close and cancel single or multiple goods issues.
- Create and process goods issues drafts.

Related Information

Managing Goods Issues [page 271]
Working with Goods Issues [page 272]
Creating Goods Issues [page 274]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.9.1.1 Managing Goods Issues

To open the *Manage Goods Issues* list view, click the *Goods Issues* tile on the home page. Here you can filter, sort, group, and access the relevant goods receipt records.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for goods issues, see Working with Goods Issues [page 272].

Selecting Views

Web client list views provide you with multiple views of the dataset of goods issue records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. Select one of the following predefined views available in the views menu:

- *My Open Goods Issues* displays the open goods issues created by the user who is currently logged in. This view is displayed by default.
- *All Goods Issues* displays all the goods issues of the company.
- *My Goods Issues* displays goods issues created by the user who is currently logged in.
- *Open Goods Issues* displays all the open goods issues of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Copy To Choose from the dropdown list to copy one or more goods issue documents to a goods receipt.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Goods Issues [page 272]
Creating Goods Issues [page 274]
Working with List Views [page 35]

1.9.1.2 Working with Goods Issues

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Next to the goods issue record number, you can navigate the goods issue records. For more information, see Header Area [page 54].

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Copy To Choose from the dropdown list to copy the given goods issue document to a goods receipt.

Working with the Record Content

General Tab

The fields on this tab provide general information about the goods issue.

Price List When an item is entered in the goods issue, the default price is taken from the selected price list in this field.

Contents Tab

The fields on this tab provide information about the items.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

It enables you to select batches and serial numbers.

You can type batches or serial numbers directly in the field. As you type, a list of relevant batch/ serial numbers is displayed for you to choose from.

Alternatively, choose the value help icon to open a dialog box where you can manually or automatically select batches or serial numbers.

After selection, batches and serial numbers are presented in the field.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 295].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 295].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations in the SAP Business One client.

The field allows you to select bin locations.

You can enter bin location codes directly in the field. As you type, a list of relevant bin locations is diaplayed for you to choose from. If you manually select a bin location, batch/serial numbers in this this bin location are also selected automatically.

Alternatively, you can choose the value help icon to open a dialog box where you can select bin locations.

For more information about this field, see Outgoing Batches, Serial Numbers, and Bin Locations [page 295].

User-Defined Fields Tab

Displays the UDFs related to the goods issue, divided by categories.

Related Information

Managing Goods Issues [page 271]
Creating Goods Issues [page 274]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 294]

1.9.1.2.1 Creating Goods Issues

Context

You can create a goods issue to decrease the inventory in situation that is not the direct result of adding a sales document.

For example, when you find that some items have been damaged in a warehouse, you can remove the reduced quantities by adding a goods issue.

Procedure

1. To create a new goods issue, click the *Create Goods Issue* tile.
2. On the *General* tab, select the relevant price list for the items.
3. On the *Contents* tab, enter the relevant items and fill in the items' details.
4. To add the new goods issue to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> Adding and editing goods issues is not supported in the India localization.

Related Information

Managing Goods Issues [page 271]
Working with Goods Issues [page 272]
Apps for Creating Records [page 58]

1.9.2 Goods Receipts

Apps

When working with goods receipts, you can find the following apps:

- *Goods Receipts*
- *Create Goods Receipt*

Tasks

You can carry out the following tasks with these apps:

- Search and filter goods receipts.
- View and manage different views of goods receipt lists.
- View, edit, and create goods receipts.
- Create and process goods receipts drafts.

Related Information

Managing Goods Receipts [page 276]
Working with Goods Receipts [page 277]
Creating Goods Receipts [page 280]
Relationship Map [page 59]
Managing Drafts [page 141]
Managing Documents in Approval Process [page 142]
Approval Decisions [page 143]

1.9.2.1 Managing Goods Receipts

To open the *Manage Goods Receipts* list view, click the *Goods Receipts* tile on the home page. Here you can filter, sort, group, and access the relevant goods receipt records.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for goods receipts, see Working with Goods Receipts [page 277].

Selecting Views

Web client list views provide you with multiple views of the dataset of goods receipt records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Open Goods Receipts* displays fully or partially open goods receipts created by the user who is currently logged in.
  This view is displayed by default.
- *All Goods Receipts* displays all goods receipts of the company.
- *Open Goods Receipts* displays only goods receipts that are fully or partially open.
- *My Goods Receipts* displays all goods receipts created by the user who is currently logged in.

For all the predefined views, the goods receipt documents are displayed by *Document No.* in a descending order.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 48].

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Goods Receipts [page 277]
Creating Goods Receipts [page 280]
Working with List Views [page 35]

1.9.2.2 Working with Goods Receipts

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Next to the goods receipt record number, you can navigate the goods recepit records. For more information, see Header Area [page 54].

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

You can perform the following actions using the toolbar on the right side of the header:

Copy From Switches to create mode to enable you to copy goods issues to a goods receipt.

Working with the Record Content

General Tab

The fields on this tab provide general information about the goods receipt.

Price List When an item is entered in the goods receipt, the default price list is taken from the selected price list in this field.

Contents Tab

The fields on this tab provide information about the items.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field enables you to create batches or serial numbers.

To create a single batch/serial number, you can type directly in the field.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically create one or more batch/ serial numbers.

For more information about the automatic creation of batch/serial numbers, see Automatically Creating Batches and Serial Numbers [page 299].

After creation, batches and serial numbers are presented in the field.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 297].

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations for warehouses in the SAP Business One client.

The field displays the quantities that are already allocated.

Choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 297].

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> You can enable bin locations for warehouses in the SAP Business One client.

The field allows you to select bin locations.

Choose the value help icon to open a dialog box, where you can assign bin locations.

For more information about this field, see Incoming Batches, Serial Numbers, and Bin Locations [page 297].

User-Defined Fields Tab

This tab displays the UDFs related to the goods receipt, divided by categories.

Related Information

Managing Goods Receipts [page 276]
Creating Goods Receipts [page 280]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 294]

1.9.2.2.1 Creating Goods Receipts

Context

You can create a goods receipt to increase the inventory in situation that is not the direct result of adding a purchasing document.

For example, when you find that during an inventory counting, some items have been overlooked, you can enter the missed quantities by adding a goods receipt.

Procedure

1. To create a new goods receipt, click the *Create Goods Receipt* tile.
2. On the *General* tab, select the relevant price list for the items.
3. On the *Contents* tab, enter the relevant items and fill in the items' details.
4. To add the new goods receipt to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> Adding and editing goods receipts is not supported in the India and China localizations.

Related Information

Managing Goods Receipts [page 276]
Working with Goods Receipts [page 277]
Apps for Creating Records [page 58]

1.9.3 Managing Drafts

You can create and process draft documents of sales documents, purchasing documents, payments documents, and inventory documents.

To create a draft document, click the *Create...* tile of the relevant object, for example, *Create A/R Invoice* or *Create Purchase Quotation*, or *Create Outgoing Payment for Business Partner*, enter all relevant details and then choose one of the following options in the multi-choice button:

Save as Draft & New Adds the draft document and opens the document detailed view in Create mode for creating another document in sequence.

Save as Draft & View Adds the draft document and has it displayed for further review.

In the *Manage Sales & Purchasing Drafts* list view, or the *Manage Incoming & Outgoing Payments Drafts* list view, or the *Manage Inventory Transactions Drafts* list view, you can perform the following tasks for single or multiple drafts:

Remove Removes the selected drafts from the database.

Close Sets the status of the drafts as *Closed*.

Reopen Opens closed drafts and changes the status of open drafts to *Closed*, as in list view.

Add Adds the drafts as official sales orders.

Add and Remove Adds the drafts as official sales orders and removes them from the database.

Preview Preview one or more drafts in the default or other different Crystal Reports layouts

By default, the list view shows drafts created by the current user.

To view a certain draft, choose its row. The header displays the status *Draft* for all drafts, whether open or closed. The following actions are available:

Remove Choose this button to delete the draft.

Reopen / Close Changes the draft status from *Closed* to *Open* for closed drafts or from *Open* to *Closed* for open drafts.

New Activity Creates an activity for the business partner that appears in the draft. The draft is automatically added to the *Linked Document* section of the activity.

Related Activities Opens a list view showing the activities created for the given draft.

Preview Preview the draft in the default or other different Crystal Reports layouts

As with other documents, when you open a draft with draft status *Open*, it appears in View mode. You need to choose *Edit* in order to switch to the Create mode.

After editing the draft, you can save it as an official sales order, or as a draft, the same as when creating a new sales order.

> **Note**
>
> Sales documents are created in SAP Business One, Web client with a generation type of Not Relevant that is only visible on the *Electronic Documents* tab in the SAP Business One client. To process documents created in SAP Business One, Web client as electronic documents, you must manually adjust the generation type in the SAP Business One client. For more information about working with electronic documents, see the online help for SAP Business One.

1.9.4 Managing Documents in Approval Process

When trying to add or update a document that triggers an approval process, you see that this document is saved as a draft. After the authorizers approve the draft in the *Manage Approval Decisions* list view, you can continue adding or updating the draft.

Prerequisites

The approval process is enabled in the SAP Business One client.

Context

This function supports sales orders, sales quotations, A/R reserve invoices, deliveries, A/R invoices, returns, A/R credit memos, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods returns, A/P invoices, A/P credit memos, goods issues, and outgoing payments.

Procedure

1. When creating or updating a document in Web client, you are notified by the system that an approval is required.
2. You become the originator of the approval process and a draft is created.
3. The authorizers review the draft and either approve or reject the request in the *Manage Approval Decisions* list view.
4. The originator receives a notification that the document was approved/rejected by the authorizer.
5. To view the approval status and proceed with the process, click the *Docs in Approval Process* tile; the *Manage Docs in Approval Process* list view opens. (Alternatively, you can access the draft from the notification as well.)

   > ⓘ Note
   >
   > For the outgoing payments approval process, there is a separate list view: *Manage Outgoing Payments in Approval Process*.

   In the list view you can:

   - Filter, sort, group, and access the relevant drafts
   - Add approved drafts
   - Cancel approval processes for selected drafts
   - Restore approval processes for selected drafts
6. Depending on the approval status, you can either generate a document (choose *Edit* > *Add & View*) or update the draft (choose *Edit*) to trigger a new approval process.

Related Information

Approval Decisions [page 143]

1.9.5 Approval Decisions

When a user triggers an approval process, as the authorizer, you can see all the draft documents for approval in the *Approval Decisions* list view and decide what to do with those requests.

Prerequisites

The approval process is enabled in the SAP Business One client.

Context

This function supports sales quotations, sales orders, A/R reserve invoices, deliveries, A/R invoices, return requests, returns, A/R credit memos, purchase requests, purchase quotations, purchase orders, A/P reserve invoices, goods receipt POs, goods return requests, goods returns, A/P invoices, A/P credit memos, goods issues and goods receipt.

Procedure

1. When a user that is creating or updating a document triggers an approval process, you as an authorizer are notified by the system that your approval is required.
2. You become the authorizer of the approval process for the draft that was created.
3. To review the requests for approval, click the *Approval Decisions* tile; the *Manage Approval Decisions* list view opens. The requests for approval that match the selected view are displayed. The default view is *My Pending Requests for Approval*.
4. You can perform the following actions:
    - Choose another view or apply different filters and view settings to fine tune the displayed list.
    - Select one or more requests for approval and apply the relevant action. You can choose to approve or reject the request.
5. The originator receives a notification that the document was approved/rejected by the authorizer and can proceed with the process. See Managing Documents in Approval Process [page 142]

1.9.6 Inventory Counting Transactions

Apps

When working with inventory counting transactions, you can find the following apps:

- *Inventory Counting Transactions*
- *Create Inventory Counting*

Tasks

You can carry out the following tasks with these apps:

- Search and filter inventory counting documents.
- View and manage the different views of inventory counting documents.
- View, edit, and create inventory counting.
- Close and cancel single or multiple inventory counting documents.

Related Information

Managing Inventory Counting Transactions [page 284]
Working with Inventory Counting Transactions [page 286]
Creating Inventory Counting Transactions [page 292]
Counting Inventory by Units of Measure [page 293]

1.9.6.1 Managing Inventory Counting Transactions

To open the *Manage Inventory Counting Transactions* list view, click the *Inventory Counting Transactions* tile on the home page. Here you can filter, sort, group, and access the relevant inventory counting records.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for inventory counting transactions, see Working with Inventory Counting Transactions [page 286].

Selecting Views

Web client list views provide you with multiple views of the dataset of inventory counting records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *Open Inventory Counting Transactions by Documents* displays all open inventory counting documents that are grouped by *Doc. No.* field.
  This view is displayed by default.
- *All Inventory Counting Transactions* displays all the company's inventory counting documents.
- *Open Inventory Counting Transactions by Items* displays all the open inventory counting documents that are grouped by the *Item No.* field.

For all the predefined views, the inventory counting documents are sorted by *Doc. No.* in a descending order.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

You can perform various actions using the options in the table toolbar. For generic options, see Table Toolbar [page 48].

Close Rows Set the status of the rows of the counting documents to *Closed*.

> **Note**
>
> Only when all rows in a counting document are closed will the document be closed.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how

the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Inventory Counting Transactions [page 286]
Creating Inventory Counting Transactions [page 292]
Working with List Views [page 35]

1.9.6.2 Working with Inventory Counting Transactions

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the inventory counting record number, the header area displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Time This field appears only when the *In-Whse Qty on Count Date* is calculated by the transactions' creation date.

Counting Type Displays either of the following two counting types: *Single Counter* or *Multiple Counters*.

Inventory Counter Displays the name of the counter. This field appears only when the counting type is *Single Counter*.

Status Displays the status of the transaction, *Open* in green font and *Closed* in white font.

Performing Business Actions

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Working with the Record Content

General Tab

The fields on this tab provide general information about the inventory counting.

You can modify the following fields in edit mode on this tab:

Counting Type

In the Web client, you can choose the following counting scenarios:

- A single counter
- Multiple counters
  - Individual counting, where individual counters conduct independent counting of an item at a storage location
  - Team counting, where a group of counters' counting results of an item at a storage location add up to its total quantity
  - A combination of individual counting and team counting

In edit mode, you can switch counting types in either of the following ways. However, if the document is copied to inventory posting, this field is disabled.

- From *Single Counter* to *Multiple Counters*
  The setting *When Changing from Single to Multiple Counters, Set Selected Counter As* in the SAP Business One client is considered under *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Inventory Counting*.
  - When the radio button *Individual Counter* is selected, the first individual counter will be updated with the counter name and the counted quantities of the single counter.
  - When the radio button *Team Counter* is selected, the first team counter will be updated with the counter name and the counted quantities of the single counter.
- From *Multiple Counters* to *Single Counter*
  A dialog box appears and asks you to select, from a dropdown list, which count you want to keep. In this case, you can only save one inventory count. The following rules apply:
  - When there are only individual counters, all individual counters are displayed in the dropdown list in the order of selections in the individual counter table. If you choose one of the individual counters' count, the *Counter Name* and *Counted Qty* of the single counter will be updated accordingly.

    > **Example**
    >
    > You employed two individual counters to count a product. Individual Counter 1 A counted 200, while Individual Counter 2 B counted 300. If you switch to *Single*

> *Counter* and choose to keep the counting results of the first individual counter A, the *Counter Name* and *Counted Qty* will be updated to A and 200 respectively.

- When there are only team counters, the dropdown list displays two options: *Team Counted Qty* and *Clear All Counts*. If you choose the *Team Counted Qty*, the team's total counted quantity will be kept, and the *Counter Name* will be updated to the name of the user who is currently logged in.
- When there are both individual counters and team counters, the dropdown list displays all individual counters, together with the *Team Counted Qty*.

In all scenarios, when you select *Clear All Counts*, the counted quantities will be cleared, the *Counted* checkbox will be deselected, and the *Counter Name* will be updated to the name of the user who is currently logged in.

The first options in each of these scenarios are the default selections.

Show Individual Counters and *Hide Individual Counters*	In view mode, click the link to display or conceal details of the individual counters. In edit mode, you can only add up to five individual counters. Deleting rows from the table erases the counters' counting data and recalculates the maximum variances and counters' differences.
Show Team Counters and *Hide Team Counters*	In view mode, click the link to display or conceal details of team counters. In edit mode, you can only add up to 10 team counters. Deleting rows from the table erases the counters' counting data and recalculates team counted quantities and maximum variances.

Counting Tab

The fields on this tab provide information about the items.

When you work with a combination of individual and team counters, from the dropdown list in the left corner above the table, you can switch between two segments: *Individual* for individual counting and *Team* for team counting.

You can perform the following actions on this tab:

Add Items	Opens a dialog box, where you can filter items you want to add to the counting document according to the selection criteria. Two categories are available: the *Items* tab and the *Warehouses* tab. When items are already included in the current document or another open inventory counting document, they cannot be added. If you don't want to add items with zero in-stock quantity on the count date and time in warehouses and bin locations, select the checkboxes *Exclude Warehouses for Items with Zero Quantity* and *Exclude Bin Locations for Items with Zero Quantity* on the *Warehouses* tab.

> **Note**
>
> Only when at least one warehouse of the company is managed by bin locations will the bin location selection criteria appear.

If you want to add inactive items, select the checkbox *Allow Inclusion of Inactive Items in Document* in SAP Business One client (under *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Inventory Counting*). Otherwise, deselect the checkbox.

Set as Not Counted — Deselects the *Counted* checkbox.

Copy In-Whse Qty on Count Date — Copies values in this field to paste them in the *Counted Qty* field.

Delete — Chooses the trash icon to delete selected rows from the inventory counting document.

> **Note**
>
> The *Delete* icon is available only when one of the following conditions is met:
>
> - The selected rows are not copied to inventory posting documents.
> - The rows are open.

You can edit the following fields in the table:

Item No. — In addition to displaying the items' numbers, this column also allows you to sort items in an either ascending or descending order. It also enables you to filter certain items you want.

Freeze — Enables you to block any inventory transactions (except inventory posting) of items that affect the in-warehouse quantities in the selected warehouses or bin locations.

By default, the *Freeze* checkbox is unchecked. To freeze items, select the checkbox and add the inventory counting document.

To unfreeze items, you can do one of the following:

- Deselect the checkboxes in the relevant rows and choose *Update*.
- Add counting results to inventory posting.

For a mass operation, you can click the *Freeze* column header to display the following two options:

- *Select All* option checks the *Freeze* checkboxes in selected or filtered rows.
- *Clear* option deselects the *Freeze* checkboxes in selected or filtered rows.

> **Note**
>
> You'll need authorization to use the freeze function in inventory counting.

In-Whse Qty on Count Date — Displays the in-warehouse quantities of an item in the selected warehouse or bin location on the count date.

> **Note**
>
> This field is subject to the calculation method, based on either the transactions' creation dates or the transactions' posting dates in SAP Business One client (under *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Inventory Counting*).

> The creation date (database system date) is not visible on the user interface; it is recorded in the database.

Based on the calculation method, the in-warehouse quantities on the count date are different. This setting is applicable to both inventory counting and inventory posting.

Counted

The *Counted* checkbox sets the items as counted. By default, it's deselected. If you enter a value in the *Counted Qty* field or the *UoM Counted Qty* field, the checkbox is selected automatically. When you deselect the checkbox however, the value in the *Counted Qty* won't be removed.

In the *Multiple Counters* type,

- If you work with individual counters, only when all individual counters have entered their counting quantities will the checkbox be automatically selected.
- If you work with team counters, when one of the team counters has entered the counting quantities, the checkbox will be automatically selected.
- If you work with both individual and team counters, when one of the team counters has entered the counting quantities, the checkbox will be automatically selected.

Counted Qty

Displays the items' counted quantities you fill in. If you select the *Counted* checkbox first without entering a value in *Counted Qty*, it is considered as zero quantity.

In the *Multiple Counters* type, this field is displayed per counter and named after *<User/Employee Name> - Counted Qty*.

For items managed by batch or serial numbers, you can click the value help icon in this column to open the *Batch/Serial Number Counting* dialog box.

The dialog box allows you to:

- Select batch or serial numbers, either manually or automatically.
- Manually or automatically create batch/serial numbers as drafts.
  For more information about the automatic creation of batches and serial numbers, see Automatically Creating Batches and Serial Numbers [page 299].
- Clear all your selections.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches and serial numbers.

Make sure that the counted quantity of your items doesn't exceed the total selected quantity of the batches or serials.

UoM Code

Displays UoM codes by which you count the inventory.

The Web client allows you to count items by a single and multiple UoMs. In *Item Master Data*, if a UoM code is defined for the item, by default, the UoM code will appear in the inventory counting document when you add the item.

In edit mode,

- For a single UoM, you can change the code and enter the counted quantities directly in the counting table. Alternatively, you can click the value help icon in the *UoM Counted Qty* field, specify a UoM code, and enter your counted results in the *Inventory Counting by UoM* dialog box.
- For multiple UoMs, you can only change the codes by clicking the value help icon in the *UoM Counted Qty* field.

UoM Counted Qty

Displays the counted quantities by the items' UoM.

Choose the value help icon to open the *Inventory Counting by UoM* dialog box, where you can input UoM details and quantities.

In the *Multiple Counters* type, this field is displayed per counter and named after *<User/ Employee Name> - UoM Counted Qty*.

Max. Variance

Displays the maximum variance between the *In-Whse Qty on Count Date* and *Counted Qty* of the counters, also considering the *Team Total Counted Qty* of the team counters.

When the counters variance is higher than the defined percentage, this field and the *Max. Variance Percentage* field are highlighted in yellow.

> **Note**
>
> You can define the variance percentages in the SAP Business One client under *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Inventory Counting*.

> **Note**
>
> When there are only single counting and team counters of multiple counting, this field is called *Variance* and highlighted in the case of higher variance percentages than defined.

Counters' Difference

Displays the maximum difference between the counted quantities of the counters, also considering the total counted quantities of the team counters.

When the counter's difference is higher than the defined percentage, this field and the *Counter's Difference Percentage* field are highlighted in yellow.

> **Note**
>
> You can define the variance percentages in SAP Business One client under *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Inventory Counting*.

> **Note**
>
> When there are only team counters, this field doesn't appear.

Team Total Counted Qty

Displays the aggregated quantities of all team counters.

For items managed by batch and serial numbers, choose the value help icon and you are able to see batches and serials selection in the dialog box.

Attachments Tab

This tab shows the attachments of the current document.

You can add attachments after you define an attachment folder path in company level. You have access permissions to the attachment folder when you are granted the relevant authorization in the SAP Business One client.

When a default attachment folder is assigned per user in the SAP Business One client, the attachments are uploaded to this default folder.

You can select the uploaded attachment to display the attachment or download the attachment.

> **Note**
>
> Make sure that the attachment size is smaller than 50 MB. For files with a size equal to or larger than 50 MB, you can upload through the SAP Business One client.
>
> The attachments are uploaded to the attachment folder through Service Layer. For Service Layer running on SAP HANA on Linux, it is not allowed to directly access the folder. For more information about setting up an attachment folder, see the section Setting up an Attachment Folder in Working with SAP Business One Service Layer.

User-Defined Fields Tab

Displays the UDFs related to the inventory counting, divided by categories.

Related Information

Managing Inventory Counting Transactions [page 284]
Creating Inventory Counting Transactions [page 292]
Working with Detailed Views [page 53]
Managing Batches, Serial Numbers, and Bin Locations [page 294]

1.9.6.2.1 Creating Inventory Counting Transactions

Context

You create an inventory counting to match the actual inventory to the quantities that are saved in the database.

Procedure

1. To create a new inventory counting transaction, click the *Create Inventory Counting* tile.
2. On the *General* tab, specify *Counting Type*.
   - If you select *Single Counter*, select *Inventory Counter*.
   - If you select *Multiple Counters*, select up to 5 individual counters and 10 team counters.
3. On the *Counting* tab, enter the relevant items and fill in the items' details as you count.

   When you work with multiple counters, the *Dropdown List* in the upper left corner above the table enables you to switch between two segments: *Individual* for individual counting and *Team* for team counting.

   If you count by UoM, click the value help icon in the *UoM Counted Qty* field. The *Inventory Counting by UoM* dialog box pops up for you to specify the UoM details.

   If you count by batches or serial numbers, click the value help icon in the *Counted Qty* field. The *Batch/Serial Number Counting* dialog box pops up, which allows you to select batch or serial numbers and create new ones as drafts, either manually or automatically. The value help icon is also available in the *Team Total Counted Qty* field.

   After specifying the required information, choose the *OK* button.

   > **Note**
   >
   > In multiple counters type, *UoM Counted Qty* and *Counted Qty* fields are displayed per counter and shown as *<User/Employee Name> - UoM Counted Qty* and *<User/Employee Name> - Counted Qty* respectively.

4. To add the new inventory counting transaction to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

Related Information

Managing Inventory Counting Transactions [page 284]
Working with Inventory Counting Transactions [page 286]
Apps for Creating Records [page 58]

1.9.6.3 Counting Inventory by Units of Measure

When adding an inventory counting document, you can count your inventory in single or multiple UoMs.

Prerequisites

The inventory you are counting is managed by UoM.

Procedure

1. Click the value help icon in the *UoM Counted Qty* field in the counting table to open the *Inventory Counting by UoM* dialog box.
2. Specify a single or multiple UoMs by which you want to count your inventory. Bar codes are not currently required.
3. Enter the UoM counted quantities. The *Counted Qty* column and the total counted quantities in the footer are updated automatically. The *Counted Qty* field allows you to adjust rounding differences and its value is reflected in the table on the *Counting* tab.

   > **Note**
   >
   > If you work with multiple counters, the *UoM Counted Qty* and *Counted Qty* fields are displayed per counter.

   When you select both individual and team counters, you can use the dropdown list in the upper left corner to switch between the *Individual* segment and the *Team* segment. Depending on which segment you are in when you open the dialog box from the counting table, the relevant segment will be displayed automatically.
4. Choose *OK* to close the dialog box.

Related Information

Managing Inventory Counting Transactions [page 284]
Working with Inventory Counting Transactions [page 286]
Creating Inventory Counting Transactions [page 292]

1.9.7 Managing Batches, Serial Numbers, and Bin Locations

You can work with batches, serial numbers and bin locations in relevant marketing documents and inventory documents.

In this case, both outgoing and incoming batches, serial numbers and bin locations are available.

There are two scenarios where you work on the outgoing side:

- Inventory issue documents, for example, deliveries.
- Inventory issue lines, which means a negative quantity on the line of an incoming document. For example, on a line of a goods receipt PO, the quantity is minus 100.

For more information, see Outgoing Batches, Serial Numbers, and Bin Locations [page 144].

Likewise, there are two scenarios where you work on the incoming side:

- Inventory receipt documents, for example, A/P invoices.
- Inventory receipt lines, which means a negative quantity on the line of an outgoing document. For example, on a line of an A/R invoice, the quantity is minus 50.

For more information, see Incoming Batches, Serial Numbers, and Bin Locations [page 146].

1.9.7.1 Outgoing Batches, Serial Numbers, and Bin Locations

You can select batches, serial numbers and bin locations in outgoing marketing and inventory documents that are relevant to batch/serial numbers and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field allows you to select batches and serial numbers.

You can type batch/serial numbers directly in the field. As you type, a list of batch/serial numbers is displayed for you to choose from. For batch items, their available quantities are also displayed.

Alternatively, choose the value help icon to open a dialog box where you can select batches or serial numbers, manually or automatically.

In the dialog box, you can:

- Manually allocate batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your selection, choose the *OK* button in the dialog box. After selection, the field displays the selected batches or serial numbers.

If several batches or serial numbers are selected, the number of batches or serial numbers is shown. According to the column width, the content is shown in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected batch/serial numbers from the list.

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin Locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field displays the quantities that are already allocated.

This field is read-only, but you can choose the value help icon to open the same dialog box as that in the *Bin Locations* field.

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin Locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field enables you to select bin locations.

You can type bin location codes directly in the field. As you type, a list of relevant bin locations is displayed for you to choose from. If you manually select a bin location, batch/serial numbers in this bin location are also selected automatically.

Alternatively, click the value help icon to open a dialog box where you can select bin locations.

In the dialog box, you can:

- Manually allocate batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your selection, choose the *OK* button in the dialog box. After selection, the field displays the selected bin locations.

If several bin locations are selected, the number of selected bin locations are shown. According to the column width, the content is displayed in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected bin locations from the list.

The value help icon in this column leads to the same dialog box as that in the *Batch/Serial Numbers* and *Bin Location Allocation* fields.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.9.7.2 Incoming Batches, Serial Numbers, and Bin Locations

You can create batch/serial numbers and select bin locations in incoming marketing and inventory documents that are relevant to batches, serial numbers, and bin location allocation.

On the *Contents* tab of the document detailed view, you can find the following three fields.

Batch/ Serial Numbers

> **Note**
>
> This field is only active when the items are managed by batches or serial numbers.

This field allows you to create batches and serial numbers.

To create a single batch or serial number, type directly in the field.

Alternatively, choose the value help icon to open a dialog box, where you can manually or automatically create one or more batch/serial numbers. For more information about automatic creation of batch/serial numbers, see Automatically Creating Batches and Serial Numbers [page 148].

In the dialog box, you can:

- Manually allocate newly created batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

To save your creation, choose the *OK* button in the dialog box. After creation, the field displays the newly created batch/serial numbers.

If several batches or serial numbers are created, the number of batches or serial numbers is displayed. According to the column width, the content is displayed in different details. Clicking the content shows a list of your creations, and it's possible to remove the created batches or serial numbers from the list.

Bin Location Allocation

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field displays the quantities that are already allocated.

This field is read-only, but you can choose the value help icon to open the same dialog box as that in the *Bin Locations* field.

Bin Locations

> **Note**
>
> For this field to be operational, on the document line, you need to choose a warehouse that has bin locations enabled.
>
> Bin locations are enabled in the SAP Business One client under *Administration* > *Setup* > *Inventory* > *Warehouses*.

The field enables you to select bin locations.

You can choose the value help icon to open a dialog box, where you can assign bin locations.

In the dialog box, you can:

- Manually allocate newly created batches or serial numbers. If bin locations are enabled for the selected warehouse on the line, you can manually allocate per bin location.
- Change allocation rules if bin locations are enabled.
- Clear all allocations.
- Sort and filter the data in each column by clicking each column header.
- Choose the navigation arrows in the upper left part of the dialog box to browse across different document rows that require batches, serial numbers, or bin location allocations.

After selection, the field displays the selected bin locations.

If several bin locations are selected, the number of selected bin locations is shown in the field. According to the column width, the content is shown in different details. Clicking the content shows a list of your selections, and it's possible to remove the selected bin locations from the list.

The value help icon in this column leads to the same dialog box as that in the *Batch/Serial Numbers* and *Bin Location Allocation* fields.

Related Information

Managing Batches, Serial Numbers, and Bin Locations [page 228]

1.9.7.2.1 Automatically Creating Batches and Serial Numbers

When you need to create a large amount of batches or serial numbers, you can use the automatic creation function. For inventory counting transactions, the newly created batch/serial numbers are stored in the system as drafts.

Prerequisites

You are working with items managed by batches or serial numbers.

Context

To access the *Automatic Creation* button, you can do either of the following:

- On the *Contents* tab of the detailed view in relevant documents (except inventory counting transactions), choose the value help icon in the *Batch/Serial Numbers* field.
- On the *Counting* tab of the detailed view in inventory counting transactions, choose the value help icon in the *Counted Qty* field.

> **Note**
>
> - For A/R returns and A/R credit memos, you first need to choose the value help icon in the *Batch/Serial Numbers* field, and then in the center right of the opened dialog box, select the *Create* button.
>   If bin location-enabled warehouses are selected on the line, you can also choose the value help icons in the *Bin Location Allocation* and *Bin Locations* fields.
> - For inventory counting transactions, you first need to choose the value help icon in the *Counted Qty* field, and then in the center right of the dialog box, select the *Create* button.
>   When you work with team counters, the dialog box is also accessible through the value help icon in the *Team Total Counted Qty* field.

Procedure

1. Click the *Automatic Creation* button. A dialog box opens up.
2. (Optional) In the *Bin Location* field, specify the bin location to store your batches or serial numbers.
3. For batch items, in the field *No. of Batches*, specify how many batches you want to create.
4. In the *Batch* or *Serial Number* field, choose the value help icon. The dialog box *Automatic String Creation* opens up.
5. Input strings for batches or serial numbers.
6. In the *Type* column, choose *String* or *Number*.

7. If you choose the *Number* type, in the *Operations* column, you can define one of the following operations for the numbers: *No Operations*, *Increase*, and *Decrease*. The operations are performed during the automatic creation process. If you choose the *String* type, the column isn't editable. The format is displayed in the *Final String* field.
8. To save your actions, choose *OK*.
9. To start the automatic creation, choose *Create*.

Results

The newly created batch/serial numbers are displayed in the dialog box. You can review and update relevant information. To save all data and close the dialog box, choose *OK*.

1.10 Production

The apps in the *Production* group give quick and easy access to the production process, from creating and maintaining bills of materials, to viewing read-only production orders, issuing materials for production, and receiving deliveries from production.

A finished product may be the result of an entire production process, or a collection of items that are sold as a unit but are not the output of a production or assembly process.

The *Production* group includes apps that allow you to work with or view the following production documents: bills of materials, production orders, receipts from production, and issues for production.

Related Information

Bills of Materials [page 301]
Production Orders [page 307]
Receipts from Production [page 308]
Issues for Production [page 314]

1.10.1 Bills of Materials

Apps

When working with bills of materials, you can find the following apps:

- *Bills of Materials*
- *Create Bill of Materials*

Tasks

You can carry out the following tasks with these apps:

- Search and filter bills of materials.
- View and manage different views of bills of materials.
- Create and edit bills of materials.
- View bills of materials in relationship maps.

Related Information

Managing Bills of Materials [page 301]
Working with Bills of Materials [page 303]
Creating Bills of Materials [page 305]

1.10.1.1 Managing Bills of Materials

To open the *Manage Bills of Materials* list view, click the *Bills of Materials* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for bills of materials, see Working with Bills of Materials [page 303].

Selecting Views

Web client list views provide you with multiple views of the dataset of bills of materials records. The views store filter settings and parameters according to a relevant category to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *All Bills of Materials* displays a list of all bills of materials of a company. By default, the bills of materials are sorted first by product number and then by component number (*No. (Lines)*), both in ascending order. This view is displayed by default.
- *Grouped Bills of Materials* groups and displays all bills of materials of a company by product number. By default, the bills of materials under each product number are sorted by component number (*No. (Lines)*) in ascending order.
- *Where Used List* groups and displays all bills of materials of a company by component number, showing in which bills of materials a component is used. By default, the bills of materials under each component number are sorted by product number in ascending order.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform business operations. The options available may vary according to your authorizations.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how

the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Bills of Materials [page 303]
Creating Bills of Materials [page 305]

1.10.1.2 Working with Bills of Materials

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

The header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Bill of Materials `<Product Number>` — A combination of the document type *Bill of Materials* and the number of a finished product (parent item) or sub-assembly.

Group — The group to which the parent item belongs, which is defined in the *Item Group* field in the item's *Item Master Data*.

Product Price — The unit price of the parent item.

You can enter the product price manually, or automatically by choosing the *Set Price* button. If you choose *Set Price*, the product price is calculated by dividing the total price of all child items by the product quantity.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Duplicate Creates a new bill of materials with a copy of the data from the current record, except that:

- The *Product Number* and *Product Description* fields become empty.
- The *Product Price* field becomes empty.
- The product *Quantity* field value becomes 1.

You can modify the data in the new record before adding it to the database.

Working with the Record Content

General Tab

The fields on this tab provide basic information about the bill of materials.

Contents Tab

The fields on this tab provide information about the components of a bill of materials.

Group The group to which a component belongs.

The group of an item is defined in the *Item Group* field in the associated *Item Master Data*.

Route Stage This field displays a route stage code if the component type is route stage.

Route Stage Description The description for a route stage.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Service Calls [page 325]
Creating Opportunities [page 69]

1.10.1.2.1 Creating Bills of Materials

Procedure

1. Enter the *Bill of Materials* (BOM) page in one of the following ways:
   - In the *Manage Bills of Materials* app, choose *Create*.
   - On the *Home* page, choose *Main Menu* > *Production* > *Create Bill of Materials*.
   - On the *Home* page, choose the *Create Bill of Materials* app in the *Production* group.
2. In the *Product Number* field, specify a product number and choose the item that you want to define as a parent.

   You can enter the product number directly in the *Product Number* field. The Web client automatically suggests the best matched item master records.

   You can also search for and find the product number by choosing the *Value Help* icon to open the *Items* dialogue.

   If the parent already has a BOM, its components are displayed. However, you can still create a new BOM for that parent item.
3. Specify a BOM type.
   - *Production*:
     The Production BOM represents a finished product (parent) comprising different inventory components (child components). During the production process, you turn the components into the finished product. Select the Production BOM to include the product in the MRP run and to process standard production orders.
     Components in the Production BOM are physical items, for example, a screw, a wooden board, a measured quantity of lubricant or paint, or virtual entities, such as one work hour.
   - *Sales and Assembly*:
     The Sales BOM and the Assembly BOM represent a finished product assembled at the sales stage, that is, the finished product is composed of its component items only when the parent product is actually sold. The component items are stored and tracked individually in the warehouse.
     For both the Sales BOM and the Assembly BOM, you do not manage the parent product as an inventory item, but rather as a sales item. The components can also be sales and inventory items in their own right. When you create the delivery to dispatch the customer order, the components are backflush issued from inventory.

     > **Note**
     >
     > The components for Sales BOMs and Assembly BOMs must be sales items.

     - Use a Sales BOM where there is a fixed combination of components and the customer needs confirmation of each item. The component items cannot be altered or removed from a sales order. Other items cannot be inserted between the parent and component items in the sales order. However, the quantities of the component items can be modified.
     - Use the Assembly BOM when you would not expect the customer to check each component in the order, such as a gasket set.

> **Example**
>
> Sharon's Garden Ltd. sells garden tools and outdoor furniture. One of her bestsellers is the Metal Table set. This set is composed of one metal and glass table, six metal chairs and one umbrella.
>
> If she chooses the Sales BOM, the table, six chairs and one umbrella, and the Metal Table set all appear in the sales order. She can sell this set with only four chairs, but she cannot introduce a footstool as part of this set in the sales order.
>
> If she chooses the Assembly BOM, then only the Metal Table set (the parent product) is listed in the sales order.
>
> In both cases, each of the component items is tracked individually in the inventory. When you create the delivery to dispatch the customer order, the components are automatically issued from the warehouse.

- *Template*:
  The Template BOM is a bundle of items, where the parent product is the first item on the list. It does not act as a BOM once it is added to the sales document, but rather as a list of items brought together at the same time. You can update the quantity of those items, swap items, or delete them in the BOM or the sales order. The components appear below the parent as a list of items in a sales or purchase document. Use the Template BOM when you require flexibility in selecting components for a product.

  > **Example**
  >
  > Computers can be sold as a standard unit, in which case the Production or Sales BOM is appropriate. However, to customize a sales order, use the Template BOM to allow for DVD burners, speakers, ergonomic keyboards, and so on.

4. Enter other data for the finished product and its components.

   > **Note**
   >
   > If the BOM contains more than one component with the same serial or batch items, combine the items in a single component and increase the quantity appropriately to prevent possible errors in the batch or serial quantities.

5. Choose one of the following options:
   - *Add & View*: add and view the BOM.
   - *Add & New*: add the BOM and open a new *Bill of Materials* page.
   - *Add & Back*: add the BOM and go back to the *Manage Bill of Materials* page.

Related Information

Managing Bills of Materials [page 301]
Working with Bills of Materials [page 303]

1.10.2 Production Orders

Apps

When working with production orders, you can find the *Production Orders* app.

Tasks

You can search, filter, and view read-only production orders with this app.

Related Information

Managing Production Orders [page 307]

1.10.2.1 Managing Production Orders

To open the *Manage Production Orders* list view, click the *Production Orders* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Managing Views

The Web client list views provide you with multiple views of the dataset of service call records. The views store filter settings and parameters according to a relevant category to determine which records are displayed in the list view.

The predefined view *Standard* displays a list of all production orders of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Customizing Data Display

The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

1.10.3 Receipts from Production

Apps

When working with receipts from production, you can find the following apps:

- *Receipts from Production*
- *Create Receipt from Production*

Tasks

You can carry out the following tasks with these apps:

- Search and filter receipts from production.
- View and manage different views of receipts from production.
- Create and edit receipts from production.

Related Information

Managing Receipts from Production [page 309]
Working with Receipts from Production [page 310]
Creating Receipts from Production [page 312]

1.10.3.1 Managing Receipts from Production

To open the *Manage Receipts from Production* list view, click the *Receipts from Production* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for receipts from production, see Working with Receipts from Production [page 310].

Managing Views

The Web client list views provide you with multiple views of the dataset of receipts from production records. The views store filter settings and parameters according to a relevant category to determine which records are displayed in the list view.

The predefined view *All Receipts from Production* displays a list of all receipts from production of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform business operations. The options available may vary according to your authorizations.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Receipts from Production [page 310]
Creating Receipts from Production [page 312]

1.10.3.2 Working with Receipts from Production

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

The header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Receipt from Production `<Number>`	A combination of the document type *Receipt from Production* and a sequential transaction number.

Performing Business Actions

You can perform actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Working with the Record Content

General Tab

The fields on this tab provide basic information about the receipt from production.

Journal Remark	A remark for the journal entry that is created to record the completion of products when a receipt from production is created. You can click the link attached to the remark to open the linked journal entry.

Contents Tab

The fields on this tab provide information about the components of a bill of materials.

Item Group	The group to which the product (parent item) belongs, which is defined in the *Item Group* field in the item's *Item Master Data*.

User-Defined Fields Tab

This tab shows information on user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Receipts from Production [page 309]
Creating Receipts from Production [page 312]
Working with Journal Entries [page 321]

1.10.3.2.1 Creating Receipts from Production

Context

This topic will walk you through how to report completion of products and components after a production order is released.

For *Standard* and *Special* production orders, finished products are posted to the inventory.

For *Disassembly* production orders, the components are posted to the inventory.

Procedure

1. Enter the *Receipts from Production* page in one of the following ways:
   - In the *Manage Receipts from Production* app, choose *Create*.
   - On the *Home* page, choose *Main Menu* > *Production* > *Create Receipt from Production*.
   - On the *Home* page, choose the *Create Receipt from Production* app in the *Production* group.
2. In the *Series / No.* field, choose a series for the receipt from production. Next to the series, a sequential number is already filled in automatically.
3. In the *Posting Date* field, specify a transaction posting date. The current date is displayed by default.
4. In the *Journal Remark* field, enter your remark for the journal entry that is created to record the completion of products when the receipt from production is created.

   After you create the receipt from production, the remark you enter is displayed in the *Journal Remark* field with a prefix "Receipt from Production". You can click the link associated with the *Journal Remark* field to open the linked journal entry.

   - For companies that do not use perpetual inventory management, the remark is displayed in the *Remarks* field in the transaction history file.
   - For companies that use perpetual inventory, the remark is displayed in the *Remarks* field in the General Ledger and transaction history file.
5. Go to the *Contents* section.
   - In the *Production Order No.* field, specify the production orders that you want to receive items from. You can enter a production order number directly in the *Production Order No.* field. The Web client automatically suggests the best match.
     You can also search for and select a production order by choosing the *Value Help* icon to open the *Production Orders* dialogue.
     To select multiple production orders in one time, choose the *Production Order* button on the right of the page header.
   - In the *Quantity* field, specify the quantity of the completed or rejected items. The open quantity is displayed by default; however, you can update that value.

> **Note**
>
> - You cannot update this field for by-products with the Backflush issue method. However, if you update the quantity of the parent item, the quantity of the by-product is updated proportionally.
> - You can update this field manually for by-products with the Manual issue method. Updating the parent item's quantity does not affect the received quantity of such by-products.

- In the *Trans. Type* field, choose one of the following transaction types for the production order:
  - *Complete*: to report the completion of the product quantity.
  - *Reject*: to report the rejection of the product quantity.
- Edit other information as needed.

6. Choose one of the following options:
   - *Add & View*: add and view the BOM.
   - *Add & New*: add the BOM and open a new *Bill of Materials* page.
   - *Add & Back*: add the BOM and go back to the *Manage Bill of Materials* page.

Results

The specified numbers of products or disassembly components are added to inventory. You can see increased stock numbers on the *Inventory Data* tab in the associated *Item Master Data*.

If the issue method for the components of the products is backflush, the corresponding number of components is removed from stock automatically.

> **Posting Instructions**
>
> Go back to the production order and change the status to closed.
>
> If you want to return manually released items back to inventory as available stock, for example, when a production order is canceled or when you have specific items in a production order that were not used in production, you can choose the *Return Components* button on the right of the page header.

Related Information

Managing Receipts from Production [page 309]
Working with Receipts from Production [page 310]

1.10.4 Issues for Production

Apps

When working with issues for production, you can find the following apps:

- *Issues for Production*
- *Create Issue for Production*

Tasks

You can carry out the following tasks with these apps:

- Search and filter issues for production.
- View and manage different views of issues for production.
- Create and edit issues for production.

Related Information

Managing Issues for Production [page 314]
Working with Issues for Production [page 316]
Creating Issues for Production [page 317]

1.10.4.1 Managing Issues for Production

To open the *Manage Issues for Production* list view, click the *Issues for Production* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for issues for production, see Working with Issues for Production [page 316].

Managing Views

The Web client list views provide you with multiple views of the dataset of receipts from production records. The views store filter settings and parameters according to a relevant category to determine which records are displayed in the list view.

The predefined view *All Issues for Production* displays a list of all issues for production of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform business operations. The options available may vary according to your authorizations.

> Note
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

> Note
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Issues for Production [page 316]

Creating Issues for Production [page 317]

1.10.4.2 Working with Issues for Production

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

The header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Issue for Production `<Number>`	A combination of the document type *Issue for Production* and a sequential transaction number.

Performing Business Actions

You can perform actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Working with the Record Content

General Tab

The fields on this tab provide basic information about the issue for production.

Journal Remark

Remark for the journal entry that is created to record the issuance of direct material into production when an issue for production document is created.

You can click the link attached to the remark to open the linked journal entry.

Contents Tab

The fields on this tab provide information about manual items that are issued to production orders.

Group

The group to which an item or resource belongs.

The group of an item is defined in the *Item Group* field in the item's *Item Master Data*.

User-Defined Fields Tab

This tab shows information on user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Issues for Production [page 314]
Creating Issues for Production [page 317]
Working with Journal Entries [page 321]

1.10.4.2.1 Creating Issues for Production

Context

You create an issue for production document when you issue **manual** items to production orders, and when you report completion of disassembly orders.

Backflush components are issued automatically.

Procedure

1. Enter the *Issue for Production* page in one of the following ways:
   - In the *Manage Issues for Production* app, choose *Create*.
   - On the *Home* page, choose *Main Menu* > *Production* > *Create Issue for Production*.
   - On the *Home* page, choose the *Create Issue for Production* app in the *Production* group.

2. In the *Series / No.* field, choose a series for the issue for production. Next to the series, a sequential number is already filled in automatically.
3. In the *Posting Date* field, specify a transaction posting date. The current date is displayed by default.
4. In the *Journal Remark* field, enter your remark for the journal entry that is created to record the issuance of direct material into production when an issue for production document is created.

   After you create the issue for production, the remark you enter is displayed in the *Journal Remark* field with a prefix "Issue for Production". You can click the link associated with the *Journal Remark* field to open the linked journal entry.

   - For companies that do not use perpetual inventory management, the remark is displayed in the *Remarks* field in the transaction history file.
   - For companies that use perpetual inventory, the remark is displayed in the *Remarks* field in the General Ledger and transaction history file.
5. Go to the *Contents* section.
   - In the *Production Order No.* field, specify the production orders from which you want to issue items from stock.
     You can enter a production order number directly in the *Production Order No.* field. The Web client automatically suggests the best match.
     You can also search for and select a production order by choosing the *Value Help* icon to open the *Production Orders* dialogue.
     To select multiple production orders and items in one time, choose the *Production Order* button on the right of the page header.
   - In the *Production Order Row No.* field, specify the row number of the production order to report the issued quantity for that row.
   - In the *Quantity* field, specify the quantity of the issued items. The open quantity is displayed by default; however, you can update that value.
   - Edit other information as needed.
6. Choose one of the following options:
   - *Add & View*: add and view the issue for production.
   - *Add & New*: add the issue for production and open a new *Issue for Production* page.
   - *Add & Back*: add the issue for production and go back to the *Manage Issues for Production* page.

Results

The specified numbers of items are issued to production and removed from inventory. You can see decreased stock numbers on the *Inventory Data* tab in the associated *Item Master Data*.

Related Information

Managing Bills of Materials [page 301]
Working with Bills of Materials [page 303]

1.11 Accounting

Apps

In the *Accounting* group, you can find the following apps:

- *Journal Entries*
- *Create Journal Entry*

Related Information

Journal Entries [page 319]

1.11.1 Journal Entries

Apps

When working with journal entries, you can find the following apps:

- *Journal Entries*
- *Create Journal Entry*

Tasks

You can carry out the following tasks with these apps:

- Search and filter journal entries
- View and manage different views of journal entry lists
- View, edit, and create journal entries
- Cancel single or multiple journal entries
- Reverse single or multiple journal entries

Related Information

Managing Journal Entries [page 320]
Working with Journal Entries [page 321]
Creating Journal Entries [page 323]

1.11.1.1 Managing Journal Entries

To open the *Manage Journal Entries* list view, click the *Journal Entries* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for journal entries, see Working with Journal Entries [page 321].

Selecting Views

The Web client list views provide you with multiple views of the dataset of journal entry records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*, *Open*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Journal Entries* displays the journal entries created by the user who is currently logged in. This view is displayed by default.
- *All Journal Entries* displays all the journal entries of the company.
- *Reverse Journal Entries* displays the manual journal entries for which you have defined *Yes* in the *Reverse* dropdown list, and whose reverse date was set to the current system date.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Cancel Select multiple manual journal entries for which you have defined *No* in the *Reverse* dropdown list, and choose this button to cancel them.

Reverse Select multiple manual journal entries for which you have defined *Yes* in the *Reverse* dropdown list, and whose reverse date was set to the current system date, and choose this button to reverse them. You can also use the *Reverse Journal Entries* view to quickly locate those journal entries.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Journal Entries [page 319]
Working with Journal Entries [page 321]
Creating Journal Entries [page 323]
Working with List Views [page 35]

1.11.1.2 Working with Journal Entries

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

Viewing Key Record Information

Below the journal entry record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

New Opens an empty form for creating a new manual journal entry.

Cancel Cancel the journal entry. The *Cancel* button only appears for manual journal entries for which you have defined *No* in the *Reverse* dropdown list.

Working with the Record Content

General Tab

The fields on this tab provide general information about the journal entry.

No. When you are creating manual journal entries, the *No.* dropdown list includes the numbering series that meet both of the following criteria:

- You are authorized for the series group that includes the series.
- The series are not locked.

If no period indicator is defined for any series in the dropdown list, the *No.* dropdown list displays the first unlocked and authorized series.

If period indicators are defined for series in the dropdown list, the *No.* dropdown list displays the numbering series that matches the posting date of the journal entry according to the period indicator setting in the SAP Business One client. That is, when the posting date falls into a certain posting period that has a period indicator, the *No.* dropdown list displays the numbering series with that same period indicator.

Automatic Tax When you are creating manual journal entries, you can edit the *Automatic Tax* dropdown list. If *Yes* is selected, once you select a G/L account and the tax information is specified in a journal entry row, a row for the tax transaction is automatically created. The value is not editable once the journal entry is added.

The default value is *Yes* if option *Use Automatic Tax* in *Administration* > *System Initialization* > *Document Settings* > *Per Document* > *Journal Entry* in the SAP Business One client is selected; and the default value is *No* if the option is deselected.

> **Note**
>
> The *Manage Deferred Tax* field is not available in the following localizations: Finland, Norway, Panama, Sweden, the Netherlands.

Contents Tab

The fields on this tab provide information for each journal entry line.

Related Information

Journal Entries [page 319]
Managing Journal Entries [page 320]
Creating Journal Entries [page 323]
Working with Detailed Views [page 53]

1.11.1.2.1 Creating Journal Entries

Procedure

1. To create a new manual journal entry, click the *Create Journal Entry* tile.
2. On the *General* tab, enter the relevant transaction information, such as reference number, dates, and so on.
3. On the *Contents* tab, enter the relevant accounting details.

   Lines without amounts will be saved in the database if both of the following criteria are met:

   - *Yes* is selected in the message asking whether you want to continue when lines without amounts exist in the journal entry.
   - *Allow Zero Amount Line* is selected for *Journal Entry* on the *Per Document* tab of the *Document Settings* window in the SAP Business One client.
4. To add the new journal entry to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*. For more information, see Apps for Creating Records [page 58].

Related Information

Journal Entries [page 319]
Managing Journal Entries [page 320]
Working with Journal Entries [page 321]

1.11.2 Exchange Rate Entry

When creating a new document in SAP Business One, Web client, you can now enter exchange rates directly into Web client using the *Enter Exchange Rate* dialog box.

Exchange rate entries in Web client are updated in the SAP Business One backend.

The following scenarios display the *Enter Exchange Rate* dialog box, allowing you to enter the exchange rate:

- **Scenario 1**: You are creating a new document in Web client and the system currency (SC) is different from the local currency (LC).
- **Scenario 2**: You are creating or editing a new document in Web client and the exchange rate is missing for the business partner currency; you select the business partner.
- **Scenario 3**: The rate for the business partner currency is missing for the selected posting.
  Similarly, you change the posting date and the new posting date does not have an exchange rate.
- **Scenario 4**: You edit the currency in a document item (for example, the unit price currency of a sales order line), and the related exchange rate is missing.

1.12 Service

If your company provides support services to its customers, or receives support services from your vendors, you can manage all activities related to those services using the apps in the *Service* group.

The *Service* group includes apps that allow you to work with the following service documents: service calls, solutions, equipment cards, and service contracts.

Related Information

Service Calls [page 325]
Equipment Cards [page 332]
Solutions Knowledge Base [page 339]
Service Contracts [page 343]

1.12.1 Service Calls

Apps

When working with service calls, you can find the following apps:

- *Service Calls*
- *Create Service Call*

Tasks

You can carry out the following tasks with these apps:

- Search and filter service calls.
- View and manage different views of lists of service calls.
- View, edit, and create service calls.
- Close and reopen single or multiple service calls.
- View a service call in a relationship map.

Related Information

Managing Service Calls [page 325]
Working with Service Calls [page 327]
Creating Service Calls [page 330]

1.12.1.1 Managing Service Calls

To open the *Manage Service Calls* list view, click the *Service Calls* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for service calls, see Working with Service Calls [page 327].

Selecting Views

The Web client list views provide you with multiple views of the dataset of service call records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Unresolved Service Calls* displays a list of service calls with statuses other than *Closed* of the user who is currently logged in.
  This view is displayed by default.
- *All Service Calls* displays all the service calls of the company, regardless of the status.
- *All Unresolved Service Calls* displays all the service calls of the company with statuses other than *Closed*.
  My Service Calls displays only the service calls of the user who is currently logged in, regardless of the status.

By default, the service calls in the list in each predefined view are displayed by the *Call Number* in descending order. You can change the display order by clicking the column header.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations. The options available may vary according to your authorizations.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Set as Closed Select a single or multiple service calls in any status other than *Closed* and choose this button to close them all.

Note that you cannot set the status of a service call to *Closed* if you have not provided a solution.

Reopen Select a single or multiple closed service calls and choose this button to open them all again for further updates.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Service Calls [page 327]
Creating Service Calls [page 330]

1.12.1.2 Working with Service Calls

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the service call record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Service Call `<Call No.>` — A combination of "Service Call" and a defined, automatically-generated sequential number that identifies the service call.

Type — Sales type indicates that the service is provided to your customer.

Purchasing type indicates that the service is provided by your vendor.

Customer or *Vendor* — If the *Type* is *Sales*, this field displays the business partner code and name of the customer.

If the *Type* is *Purchasing*, this field displays the business partner code and name of the vendor.

You can click the business partner code to view some basic information about the business partner in a popover. In the popover, you can choose *View More* to view the *Business Partner Master Data* in a new tab or in the current tab of your browser.

Item — Displays the Item Number and item description if the service is provided for an item.

You can click the item number to view some basic information about the item in a popover. In the popover, you can choose *View More* to view the *Item Master Data* in a new tab or in the current tab of your browser.

Status — Status of the service call.

There are three default statuses:

- *Open*: The initial status of a service call after it is created. It awaits service engineers to work on it.
- *Pending*: The issue is acknowledged but the call has not yet been resolved or closed. This could be due to needing approval, needing further information, waiting for parts, or any other reason that might delay the completion of the service call.
- *Closed*: The service call is resolved. You cannot set the status of a service call to *Closed* if you have not provided a solution.

You can select one of the default statuses for the service call or define a new status. The call status influences the relevant service reports.

To define a custom status, choose *Define New*. You will be directly navigated to the *Service Call Statues* definition page in the *Configuration* app (*Main Menu* > *Administration* > *Configuration* > *Service*).

Subject — A short summary of what the service call is about.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

New Activity	Opens a form to create a new activity for the business partner that appears in the service call and to automatically link the service call to the activity. You can find the service call on the *Linked Document* tab in the *Activity* detailed view.
Related Activities	Opens the *Manage Activities* page, where a list of activities related to the current service call is displayed.

Working with the Record Content

General Tab

The fields on this tab provide basic information about the business partner, the service call, and response and resolution.

- *Service Call Details*

Created On / Closed On	Date and time when the service call was created or closed. If you reopen a closed service call, the closed date and time will be deleted. To edit the *Created On* and *Closed On* fields, *Full Authorization* is required. To set authorizations, from the SAP Business One client, choose *Administration* > *System Initialization Authorizations*. In the *General Authorizations* area, expand *Service* > *Special Service Call Authorization* > *Edit Created On/Closed On*. The date and time in the *Created On* field need to be earlier than *Closed On*.

- *Response and Resolution*

Assignment	Displays the user or queue that is responsible for handling the service call. When a service call is created, this option is selected by default and it is the user who creates the service call.

Business Partner Tab

The fields on this tab provide all necessary details of the business partner for handling the service call.

Details

Contact Person, Tel 1, Tel 2, Mobile Phone, Fax, Email	The communication details of the business partner. In addition to selecting an existing contact person in the *General* tab, you can manually enter a contact person here.

Solutions & Resolution Tab

The fields on this tab provide information about the solutions and resolution of the problem.

Solutions

Added On	The date when a solution is added to the service call.

Related Documents Tab

The fields on this tab provide information about documents related to the service call, such as invoices for parts (items), working hours (labor), and travel hours.

Document Type	The classification of the document linked to the service call.
Show Documents Related to the BP	If this checkbox is selected, you can see the *Document Type* and *Document No.* of the documents that are linked to the service call and that are related to the current business partner, if any. If this field is deselected, you can see all documents that are linked to the service call from all business partners, if any.
Document No.	The number of the document linked to the service call.
Date	The date on which the document was created.

History Tab

The fields on this tab provide information about all actions related to the service call. All updates and changes appear under the corresponding date and time.

Scheduling Tab

The fields on this tab provide information about single or multiple service tickets that are scheduled for the service call.

The elements displayed in this tab depend on whether the *Enable Scheduling Multiple Tickets* option in the *Document Settings* > *Per Document* tab in SAP Business One is selected or not.

Note that once this option is activated, it cannot be deactivated.

Related Information

Managing Service Calls [page 325]
Creating Opportunities [page 69]
Service Definitions [page 446]

1.12.1.2.1 Creating Service Calls

Context

You can create a service call for a customer if the service is provided to your customer, or for a vendor if the service is received from your vendor.

This topic will walk you through an example of how to create a service call for a customer.

Procedure

1. Enter the *Service Call* page in one of the following ways:
   - In the *Manage Service Calls* app, choose *Create*.
   - On the *Home* page, choose *Main Menu* > *Service* > *Create Service Call*.
   - On the *Home* page, choose the *Create Service Call* app in the *Service* group.
2. Select *Sales* from the *Type* dropdown list.
3. Specify a customer.

   You can enter the customer code directly in the *Customer* field. The Web client automatically suggests the best match.

   You can also search for and find a customer by choosing the *Value Help* icon to open the *Business Partners* dialogue.

   Once a customer is selected, all other relevant information will be filled in automatically.
4. Enter a short description in the *Subject* field.
5. Specify an item and serial number.

   You can enter the serial number for an item directly in the *Serial Number* field. Web client automatically suggests the best match.

   You can also search for and find an item that is managed by serial numbers by choosing the *Value Help* icon to open the *Customer Equipment Card* dialogue.

   The *Contract No.* field displays the number of the service contract linked to the selected serial number of the selected customer. If there are at least two valid contracts for the selected customer, a warning message appears until you select a valid contract manually.
6. Specify an assignee who handles the service call.

   When a service call is created, the user who created the service call is selected as the default *User* in the *Assignment* section.

   You can select a different user, for example, if you need to forward the service call for advanced handling. The new assignee receives an alert regarding the forwarded service call via the internal messaging system.

   When you create a new service call, you can also select a queue. When you update a service call, you need to allocate it to a specific assignee.
7. Go to the *Solutions & Resolution* tab, enter a solution ID directly in this field, or choose the *Value Help* icon to enter the *Service Call Solutions* dialog to select an existing solution that solves the service call problems.

   After you specify a solution, choose *Details* to check the solution details in a responsive split view.
8. Go to the *Scheduling* tab, schedule a technician visit for the service call.

   To schedule more than one technician visit for the same service call, or one visit for more than one technician, select the *Enable Scheduling Multiple Tickets* option in the *Document Settings* > *Per Document* tab in the SAP Business One client.

Note that the activation is irreversible due to a database structure change that occurs during the activation.

Once you enable this option, the *Technician* field will be moved from the *General* tab to the *Scheduling* tab. You can select a technician for a specific visit. The technician will receive a notifications in the *Notification Center*.

You can use the *Handled By* field to specify who handles this service call. The person will receive a notifications in the *Notification Center* as well.

9. Choose one of the following options:
    - *Add & View*: add and view the service call.
    - *Add & New*: add the service call and open a new *Service Call* page.
    - *Add & Back*: add the service call and go back to the *Manage Service Calls* page.

Related Information

Managing Service Calls [page 325]
Working with Service Calls [page 327]

1.12.2 Equipment Cards

Apps

When working with equipment cards, you can find the following apps:

- *Equipment Cards*
- *Create Equipment Card*

Tasks

You can carry out the following tasks with these apps:

- View and update the details and history of sold or purchased serial-numbered items that are entitled to receive service.
- View related service calls and create service calls from existing equipment cards.
- Create equipment cards.
- Remove equipment cards.

Related Information

Managing Equipment Cards [page 333]
Working with Equipment Cards [page 334]
Creating Equipment Cards [page 337]

1.12.2.1 Managing Equipment Cards

To open the *Manage Equipment Cards* list view, click the *Equipment Cards* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for equipment cards, see Working with Equipment Cards [page 334].

Selecting Views

The Web client list views provide you with multiple views of the dataset of equipment card records. The views store filter settings and parameters according to a relevant category to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *Active Equipment Cards* displays the equipment cards with the *Active* status, in which the items were shipped.
  This view is displayed by default.
- *All Equipment Cards* displays all the equipment cards of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Remove — Select single or multiple equipment cards and choose this button to remove them all.

Equipment cards with open service calls or valid service contracts cannot be removed.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Managing Equipment Cards [page 333]
Creating Equipment Cards [page 337]

1.12.2.2 Working with Equipment Cards

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the equipment card number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Type

- The *Sales* type indicates that the service is provided to your customer.
- The *Purchasing* type indicates that the service is provided by your vendor.
- The *Sales & Purchasing* type indicates that you provide the service to your customers and your vendors provide the service to you for the same item. You can choose this type if you are a third party to your customers and vendors.
  To enable the *Sales & Purchasing* type, while at the same time enabling the addition of more than one business partner to the same equipment card of type *Sales* and of type *Purchasing*, select *Add Multiple Business Partners to an Equipment Card* for equipment cards in the *Document Settings* > *Per Document* in the SAP Business One client.

Serial Number

The unique ID number of the sold or purchased item.

This field is required when *Serial Number* is selected for the *Unique Serial Numbers By* field in the *General Settings* > *Inventory* tab in the SAP Business One client.

Mfr. Serial Number

The unique manufacturer ID of the sold or purchased item.

This field is required when *Mfr. Serial Number* is selected for the *Unique Serial Numbers By* field in the *General Settings* > *Inventory* tab in the SAP Business One client.

Status

- *Active*
  The item was shipped.
- *Returned*
  The item was returned to the warehouse.
- *Terminated*
  The item is not in use and is therefore not eligible for service. An equipment card defined as *Terminated* cannot be added to a service contract or service call.
- *Loaned*
  The item is loaned to the business partner. You might use this status if you need to repair an item for the business partner, and you loan the business partner a similar item until the original item is fixed. Specify the serial number of a loaned item in the *Previous Serial Number* field.
- *In Repair Lab*
  The item was returned for repair. If the business partner received a temporary replacement, this is displayed in the *New Serial Number* field. The item cannot be shipped to another business partner.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Duplicate Opens a new *Equipment Card* page for creating a new equipment card for the current item.

The original equipment card type and item details will be copied to the new equipment card. The status of the new equipment card is *Active*.

Depending on your company settings for the *Unique Serial Numbers By* field in the *General Settings* > *Inventory* tab, you need to enter either a new *Serial Number* or a new *Mfr. Serial Number* before adding the equipment card, unless the original equipment card is terminated.

Create Service Call Opens the *Service Call* page for creating a service call that includes the service details of the current equipment card.

Remove Removes the current equipment card.

Equipment cards with open service calls or valid service contracts cannot be removed.

Related Service Calls Opens a *Manage Service Calls* list view that is filtered by the business partner code of the current equipment card.

If the option *Add Multiple Business Partners to an Equipment Card* is selected for equipment cards in the *Document Settings* > *Per Document* tab in the SAP Business One client, this *Related Service Calls* option opens a *Manage Service Calls* list view that is filtered by the default business partner code.

Working with the Record Content

General Tab

The fields on this tab provide general information about the item.

Address Tab

The fields on this tab provide information on the location of the item.

Service Calls Tab

The fields on this tab provide information on all service calls associated with the serial-numbered item.

Service Contracts Tab

The fields on this tab provide information on service contracts recorded for this business partner about the serial-numbered item.

Sales Data/Purchase Data Tab

The fields on this tab provide sales or purchasing information related to the item.

Transactions Tab

The fields on this tab provide information on all inventory transactions associated with the serial-numbered item.

User-Defined Fields Tab

This tab displays the user-defined fields of all users, if there are any.

Related Information

Managing Equipment Cards [page 333]
Creating Equipment Cards [page 337]

1.12.2.2.1 Creating Equipment Cards

Prerequisites

The following options are selected in the SAP Business One client:

- The options *Add Multiple Business Partners to an Equipment Card* and *Automatically Add Business Partners from New Documents to Existing Equipment Cards* for equipment cards in the *Document Settings* > *Per Document* tab.
- The *Serial Number* option for the *Unique Serial Numbers By* field in the *General Settings* > *Inventory* tab.

Context

We will walk you through an example of how to create an equipment card to track a serial-numbered item, that you purchased from a vendor and then sold to a customer, throughout its end-to-end service period.

First, we create an equipment card with the vendor information. Then we show you how a customer is automatically added to the existing equipment card.

Procedure

1. In the SAP Business One client, create an A/P invoice for a purchased item that is managed by serial numbers.
2. To create a new equipment card, choose one of the following options:
   - From the *Manage Equipment Cards* list view, choose *Create* in the table toolbar.
   - From an existing equipment card, choose *New* in the header of the record.
   - From the home page, click the *Create Equipment Card* app in the *Service* group.
3. On the *Equipment Card* page, open the *Equipment Type* dropdown list and select *Sales & Purchasing*.
4. In the *Item Code* field, enter the item code for the purchased item directly in this field, or choose the *Value Help* icon to enter the *Items* dialog and select the item.
5. Enter the *Serial Number* of the purchased item.
6. In the *Business Partner Details* section, choose the *Add* icon.

   In the *Business Partner Code* column, enter the code of the vendor from whom you purchased the item, or choose the *Value Help* icon to enter the *Business Partners* dialog and select the vendor.
7. Choose *Add & View* to save the equipment card and view its details.
8. Choose the *Navigate to Home* icon to go to the home page.
9. On the home page, choose the *Create Delivery* app in the *Sales* group.
10. In the *Customer* field on the *Delivery* page, enter the business partner code of the customer to whom you want to sell and deliver the purchased item, or choose the *Value Help* icon to enter the *Business Partners* dialog and select the customer.
11. In the *Item No.* column in the *Contents* tab, enter the item number for the item to be delivered, or choose the *Value Help* icon to enter the *Items* dialog and select the item.
12. If the *Batch/Serial Numbers* column is hidden, choose the *Settings* icon to open the *Select Columns* dialogue to select and display the column.

    In the *Batch/Serial Numbers* column, enter the serial number for the item, or choose the *Value Help* icon to enter the *Select Serial Numbers* dialog and select the serial number.
13. Choose *Add & Back* to add the delivery and go back to the *Home* page.
14. On the *Home* page, choose the *Equipment Cards* app in the *Service* group to enter the *Manage Equipment Cards* page.
15. On the *Manage Equipment Cards* page, select and open the equipment card that you created previously.
16. In the *Business Partner Details* section of your equipment card detailed view, the customer is added automatically.

    You can see both your vendor and your customer information.

Related Information

Managing Equipment Cards [page 333]
Working with Equipment Cards [page 334]

1.12.3 Solutions Knowledge Base

Apps

When working with service call solutions, you can find the following apps:

- *Solutions Knowledge Base*
- *Create Solution*

Tasks

You can carry out the following tasks with these apps:

- Search and filter solutions.
- View and manage different views of lists of solutions.
- View, edit, and create solutions.
- Remove single or multiple solutions.

Related Information

Managing Solutions Knowledge Base [page 339]
Working with Solutions [page 341]
Creating Solutions [page 342]

1.12.3.1 Managing Solutions Knowledge Base

To open the *Manage Solutions Knowledge Base* list view, click the *Solutions Knowledge Base* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for solutions, see Working with Solutions [page 341].

Selecting Views

The Web client list views provide you with multiple views of the dataset of solutions. The views store filter settings and parameters according to a relevant category to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *Published Solutions* displays a list of solutions with the status *Published*. Existing solutions provide you with information about problems reported in past service calls.
  This view is displayed by default.
- *All Solutions* displays solutions with every status: *In Review*, *Internal*, *Published* or others.

By default, the solutions in the list view are displayed by *No.* in descending order. You can change the display order by clicking the column header.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Remove — Select a single or multiple solutions and choose this button to remove them all.

Once a solution is removed, it cannot be restored.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how

the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Solutions [page 341]
Creating Solutions [page 342]

1.12.3.2 Working with Solutions

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the solution record number, the header displays key information about the business record.

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Solutions Knowledge Base `<Solution Number>` — A combination of "Solutions Knowledge Base" and a defined, automatically-generated sequential number that identifies the solution.

Item — Displays the item number of the subject item of the solution.

You can click the item number to view some basic information about the item in a popover. In the popover, you can choose *View More* to view the *Item Master Data* in a new tab or in the current tab of your browser.

Owner — The user who creates the solution.

Status — The status of the solution: *Internal*, *Published*, *In Review*, or others.

Solution A description of the solution to the problem.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Remove Removes the current solution.

Once a solution is removed, it cannot be restored.

Working with the Record Content

General Tab

The fields on this tab provide information about solutions for problems reported in past service calls.

Related Information

Managing Solutions Knowledge Base [page 339]
Creating Solutions [page 342]

1.12.3.2.1 Creating Solutions

Context

You can create and update common solutions to customer's problems and questions.

Procedure

1. Enter the *Solutions Knowledge Base* page in one of the following ways:
   - In the *Manage Solutions Knowledge Base* app, choose *Create*.
   - On the *Home* page, choose *Main Menu* > *Service* > *Create Solution*.
   - On the *Home* page, choose the *Create Solution* app in the *Service* group.
2. Specify the subject item.

   You can enter the item code directly in the *Item* field. The Web client automatically suggests the best match.

   You can also search for and find an item by choosing the *Value Help* icon to open the *Items* dialogue.
3. Choose one of the following statuses in the *Status* dropdown list:
   - *In Review*
   - *Internal*
   - *Published*
4. Enter a description of the solution to the problem in the *Solution* field.
5. Enter the symptom, cause of the problem, and a detailed description of the solution.
6. Choose one of the following options:
   - *Add & View*: add and view the solution.
   - *Add & New*: add the solution and open a new *Solutions Knowledge Base* page.
   - *Add & Back*: add the solution and go back to the *Manage Solutions Knowledge Base* page.

Related Information

Managing Solutions Knowledge Base [page 339]
Working with Solutions [page 341]

1.12.4 Service Contracts

Apps

When working with service contracts, you can find the following apps:

- *Service Contracts*
- *Create Service Contract*

Tasks

You can carry out the following tasks with these apps:

- View, filter, and manage service contracts between business partners and your company.
- Approve single or multiple service contracts.
- View and open related service calls.
- Create service contracts manually or from predefined contract templates.

Related Information

Managing Service Contracts [page 344]
Working with Service Contracts [page 346]
Automatically Creating Service Contracts [page 348]

1.12.4.1 Managing Service Contracts

To open the *Manage Service Contracts* list view, click the *Service Contracts* tile on the home page.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click › *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for service contracts, see Working with Service Contracts [page 346].

Selecting Views

The Web client list views provide you with multiple views of the dataset of service contract records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *All Valid Service Contracts* displays all service contracts that have not reached their *Termination Date* and of which the *End Date* is later than the current system date.
  This view is displayed by default.
- *All Service Contracts* displays all service contracts of the company, regardless of validity.
- *My Service Contracts* displays all service contracts of the user who is currently logged in, regardless of validity.

By default, the service contracts in the table of each predefined view are displayed by *Contract No.* in descending order. You can change the display order by clicking the respective column header.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Approve — Select single or multiple service contracts and choose this button to approve them all.

Service contracts that are already approved cannot be approved again.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Related Information

Working with Service Contracts [page 346]
Automatically Creating Service Contracts [page 348]

1.12.4.2 Working with Service Contracts

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> ⓘ Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the service contract number, the header displays key information about the business record.

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> ⓘ Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Duplicate Opens a new *Service Contract* page, in which all the information in the current contract are filled automatically.

The contract *Status* becomes *Draft*. The *Start Date* for both the service contract and the items changes to the current system date. The *End Date* and *Termination Date* for both the service contract and the items are cleared.

This option is disabled when you are creating or editing a service contract.

Working with the Record Content

General Tab

The fields on this tab provide general information about the service contract for a specific business partner.

Service Contract Preferences

Service Type A service contract can be provided for two types of service.

- A regular contract can only be created manually.
- A warranty contract can be created automatically for an item managed by serial numbers when you add an A/R invoice or a delivery for your customer, on condition that you select a contract template for the item from the *Warranty Template* dropdown list in the *Service Attributes* section in the *Logistics* tab in the *Item Master Data*.
  For more information about the *Warranty Template* option, see Working with Items [page 263].

Contract Type A service contract can have one of the following types of coverage:

- *Serial Number*
  Covers an item with a specific serial number (specify the serial number in the *Items* tab).
- *Business Partner*
  Covers all the items you sell to or buy from the business partner.
- *Item Group*
  Covers items in a specific item group (specify the item group in the *Items* tab).

Items Tab

The fields on this tab provide information on the item details for the contract.

Coverage Tab

The fields on this tab provide information on the hours during which the business partner is entitled to receive service.

Attachments Tab

This tab displays attachments related to the contract.

Service Calls Tab

The fields on this tab provide information on all the service calls related to the items in the service contract.

Recurring Transactions Tab

The fields on this tab provide information on all recurring transactions related to the service contract.

User-Defined Fields Tab

This tab shows information of user-defined fields related to this document, divided by categories. For more information, see User-Defined Objects, Tables, and Fields [page 449].

Related Information

Managing Service Contracts [page 344]
Automatically Creating Service Contracts [page 348]

1.12.4.2.1 Automatically Creating Service Contracts

Prerequisites

- Your item is managed by serial numbers.
- In the SAP Business One client, certain contract templates have been predefined for the item in the *Contract Templates - Setup* window (*Main Menu* > *Administration* > *Setup* > *Service* > *Contract Templates*).

Context

If your item is managed by serial numbers, when you create an A/R invoice or a delivery that includes this item for your customer, the Web client automatically creates a service contract with the contract template that you select for this item. You don't need to manually fill in all information in the contract.

This topic will walk you through an example of how a service contract is created automatically for your customer when you create an A/R invoice for your item.

Procedure

1. Choose *Main Menu*. Under the main menu, choose *Item Management* > *Items* to enter the *Manage Items* list view.
2. In the *Manage Items* list view, find your item that is managed by serial numbers and click to open the *Item Master Data* detailed view.
3. On the *Item Master Data* page of your item, go to the *Logistics* tab, find the *Service Attributes* section and the *Warranty Template* dropdown list, and select a warranty contract template for the item.
4. Choose *Main Menu*. Under the main menu, choose *Sales* > *Create A/R Invoice* to open a blank *A/R Invoice* page.
5. On the *A/R Invoice* page, specify general information for your customer.

   Go to the *Contents* tab, specify the item number and serial numbers for your item. Fill in other necessary information and create an A/R invoice.

   After you create the A/R invoice successfully, a service contract is created automatically with the template that you select.
6. Choose *Main Menu*. Under the main menu, choose *Service* > *Service Contracts* to enter the *Manage Service Contracts* list view.
7. In the *Manage Service Contracts* list view, find the service contract that is just created automatically for your customer and item, and click to open the *Service Contract* detailed view to check more details.

Related Information

Managing Service Contracts [page 344]
Working with Service Contracts [page 346]

1.13 Human Resources

Apps

In the *Human Resources* group, you can find the following apps:

- *Time Sheets*
- *Create Time Sheet*

Related Information

Time Sheets [page 349]

1.13.1 Time Sheets

Apps

In the *Human Resources* group, you can find the following apps:

- *Time Sheets*
- *Create Time Sheet*

Tasks

You can carry out the following tasks with these apps:

- Search and filter time sheets.

- View and manage different views of lists of time sheets.
- View, edit, and create time sheets.
- Remove single or multiple time sheets.

Related Information

Managing Time Sheets [page 350]
Working with Time Sheets [page 352]
Creating New Time Sheets [page 354]

1.13.1.1 Managing Time Sheets

To open the *Manage Time Sheets* list view, click the *Time Sheets* tile on the home page. Alternatively, choose *Human Resources* > *Time Sheets* in the *Main Menu*. Here you can filter, sort, group, and access the relevant time sheet records.

List views in the Web client allow you to search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. The list view is also your entry point to navigate to a detailed view of a specific data record. To open a detailed view of a specific data record, click > *Details* on the row of the relevant record or click anywhere on the record's row. By default, the existing record is displayed in view mode.

For more information on the detailed view for time sheets, see Working with Time Sheets [page 352].

Selecting Views

Web client list views provide you with multiple views of the dataset of time sheet records. The views store filter settings and parameters according to a relevant category (for example, *All*, *My*) to determine which records are displayed in the list view. You can select one of the predefined views available in the views menu in the top-left corner of the header area:

- *My Time Sheets* displays the time sheets created by the user who is currently logged in.
  This view is displayed by default.
- *All Time Sheets* displays all the time sheets of the company.

You can also change the parameters of a predefined view to create a custom view. For more information, see Views [page 36].

Setting Filters

You can use the filter bar to set filters to apply on the records to be displayed in the table area. For more information, see Filter Bar [page 36].

Using the Header Tools

The *Share* menu in the top-right corner of the header allows you to perform a number of actions, such as sharing a list view by email (*Send by Email*) or saving selected views as tiles on the home page (*Save as Tile*). For more information, see Header Tools [page 46].

Performing Business Actions

Use the action buttons in the table toolbar to perform the following business operations:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Table Toolbar [page 48].

Create — Choose this button to create time sheets.

Remove — Select relevant records and choose this button to delete existing time sheets.

> **Note**
>
> This button only appears for users who have authorizations for *Remove* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Human Resources* > *Employee Master Data* > *Time Sheet* in the SAP Business One client.

> **Note**
>
> The icons in the table toolbar enable you to manage and customize the data in the table, such as to sort, filter, and group the data (*View Settings*), export records (*Export to Microsoft Excel*), and control how the data is displayed in the table (*Table View*, *Chart View*, and *Card View*). For more information, see Table Area [page 48].

Features of Time Sheets List View

When managing records in table view, a total value is displayed at the bottom of the column in bold text for the following time-related fields:

- *Break Time*
- *Nonbillable Time*
- *Actual Time*
- *Net Billable Time*

You can also filter the time sheets with numbers against them.

> Example
>
> To filter out the time sheets whose actual time is greater than 6, choose *Adapt Filters* in the filter bar, and enter **>6** in the *Actual Time* field.

Related Information

Working with Time Sheets [page 352]
Creating New Time Sheets [page 354]
Working with List Views [page 35]

1.13.1.2 Working with Time Sheets

The detailed view in the Web client allows you to view and work with all relevant details for the record in one place. The header area contains key information about the specific data record and business action buttons, while the content area displays related fields structured in a series of tabs. When you open a data record in the detailed view, it is displayed in view mode.

> Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Viewing Key Record Information

Below the time sheet record number, the header displays key information about the business record.

> Note
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

Type The type of the person for whom the time sheet is created:

- Employee (defined in the *Employee Master Data* window, from *Human Resources* > *Employee Master Data* of the SAP Business One client)
- User (defined in the *Users - Setup* window from *Administration* > *Setup* > *Users* of the SAP Business One client)
- External personnel

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

> **Note**
>
> This section documents app-specific business actions. For generic options, see Header Area [page 54].

New Opens an empty form for creating a new time sheet.

Remove Deletes the time sheet.

> **Note**
>
> This button only appears for users who have authorizations for *Remove* through *Administration* > *System Initialization* > *Authorizations* > *General Authorizations* > *Human Resources* > *Employee Master Data* > *Time Sheet* in the SAP Business One client.

Working with the Record Content

General Tab

The fields on this tab provide general information about the time sheet.

Contents Tab

The fields on this tab provide time recording information.

> **Note**
>
> If you need to edit certain information that cannot be edited through Web client, please edit it from the SAP Business One client.

Related Information

Managing Time Sheets [page 350]
Creating New Time Sheets [page 354]
Working with Detailed Views [page 53]

1.13.1.2.1 Creating New Time Sheets

Context

You can create a time sheet to record the amount of a worker's time spent on the job.

Procedure

1. To create a new time sheet, choose one of the following options:
   - From the *Manage Time Sheets* list view, choose *Create* in the table toolbar.
   - From an existing time sheet, choose *New* in the header of the record.
   - From the home page, click the *Create Time Sheet* tile in the *Human Resources* group.
2. On the *General* tab, select the type of the person recording time sheet hours from employee, user and external, and specify the start and end date of your time sheet.

   Once a person is selected, all other relevant information will be filled in automatically.

   Specify the owner of the time sheet. Only the owner and super users can access the time sheet.

   > ⓘ Note
   >
   > The system will retrieve an employee's absence information from the date range you defined in the general area and fill it automatically in the *Time Recording* table. You cannot modify the absence information in the *Time Sheet* window. You maintain the absence information of an employee from the SAP Business One client, using the *Absence* button on the *Administration* tab of the *Employee Master Data* window.
3. On the *Contents* tab, enter the relevant details.
   - Billable Time will be calculated automatically based on the entered start time, end time, break and nonbillable time, for which you will be expected to pay.
   - *Total Billable Time*, *Total Effective Time* and *Time Recording Completed* percentage will be calculated automatically and displayed on the header area.
4. To add the new time sheet to the company database, choose one of the following: *Add & View*, *Add & New*, *Add & Back*.

> **Note**
>
> If you need to add certain information that cannot be added through Web client, please add it from the SAP Business One client.

Related Information

Managing Time Sheets [page 350]
Working with Time Sheets [page 352]

1.14 Analytics

SAP Business One, Web client provides built-in analytics capabilities and content.

If you are working with SAP Business One, the following apps are available in the *Analytics* group:

- *User-Defined Queries*
- *Export and Import Views*
- *General Overview*
- *Linked List Views*

If you are working with SAP Business One, version for SAP HANA, there are additional SAP HANA-specific *Overview* and *Chart* tiles available.

Choosing an *Overview* tile opens a view displaying analytical cards (reports) that you have added as part of your analytics activities. You can edit the *Overview* view and the displaying cards and configure a different set of filters so as to produce a variant set of data. Every *Overview* view or view thereof can be added as a tile to your home page to serve as a potential entry point for further analytics.

General Authorizations

User access to the *User-Defined Queries*, *Export and Import Views*, and *Linked List Views* apps is granted in the *General Authorizations* window in the SAP Business One client.

User access to business documents and objects that are set up in the SAP Business One client is automatically applied to the accessibility of data in the *General Overview* app in the Web client.

If you are working with SAP Business One, version for SAP HANA, with SAP Business One analytics enabled, user access to predefined semantic layers that are set up in the SAP Business One client is automatically applied to the accessibility of the following analytical data in the Web client:

- Data in the *General Overview* app that use those semantic layers as data sources.
- Data in the SAP HANA-specific *Overview* and *Chart* views and views thereof.

Here's a list of the predefined semantic layers that are available for the Web client:

- Profitability Analysis
- Sales Analysis by Document
- Customer Open Balances And Credit Limit Comparison
- Purchase Analysis
- Purchase Analysis by Document
- Vendor Balance Analysis Query
- Inventory Status
- Inventory Transaction Documents
- Financial Analysis
- Sales Quotation Header
- Sales Quotation Details

For more information, see the guides How to Define Authorizations in SAP Business One 10.0, User Guide - SAP Business One analytics 1.2 powered by SAP HANA, and How to Work with Semantic Layers in SAP Business One 9.2, version for SAP HANA.

Data Ownership Authorizations

Data ownership authorizations that are defined for business documents and objects by roles and users in the SAP Business One client are automatically applied to the accessibility of data in the *General Overview* app in the Web client.

However, as the data ownership authorizations function is not available for semantic layers, if you are working with SAP Business One, version for SAP HANA, you cannot define data ownership authorizations to control accessibility of segmented data by roles and users for the SAP HANA-specific *Overview* and *Chart* views or views thereof in the Web client. If your cards in the *General Overview* app use SAP HANA semantic layers as data sources, or use user-defined queries as data sources in either an SAP HANA or Microsoft SQL environment, you cannot define data ownership authorizations either.

For more information, see the online help for Data Ownership, the User Guide - SAP Business One analytics 1.2 powered by SAP HANA, and the guide How to Work with Semantic Layers in SAP Business One 9.2, version for SAP HANA.

Related Information

Designing Overview Page [page 357]
User-Defined Queries [page 361]
Export and Import Views [page 369]
General Overview [page 371]
Creating Linked List Views [page 374]

1.14.1 Designing Overview Page

You can do the following on an *Overview* page:

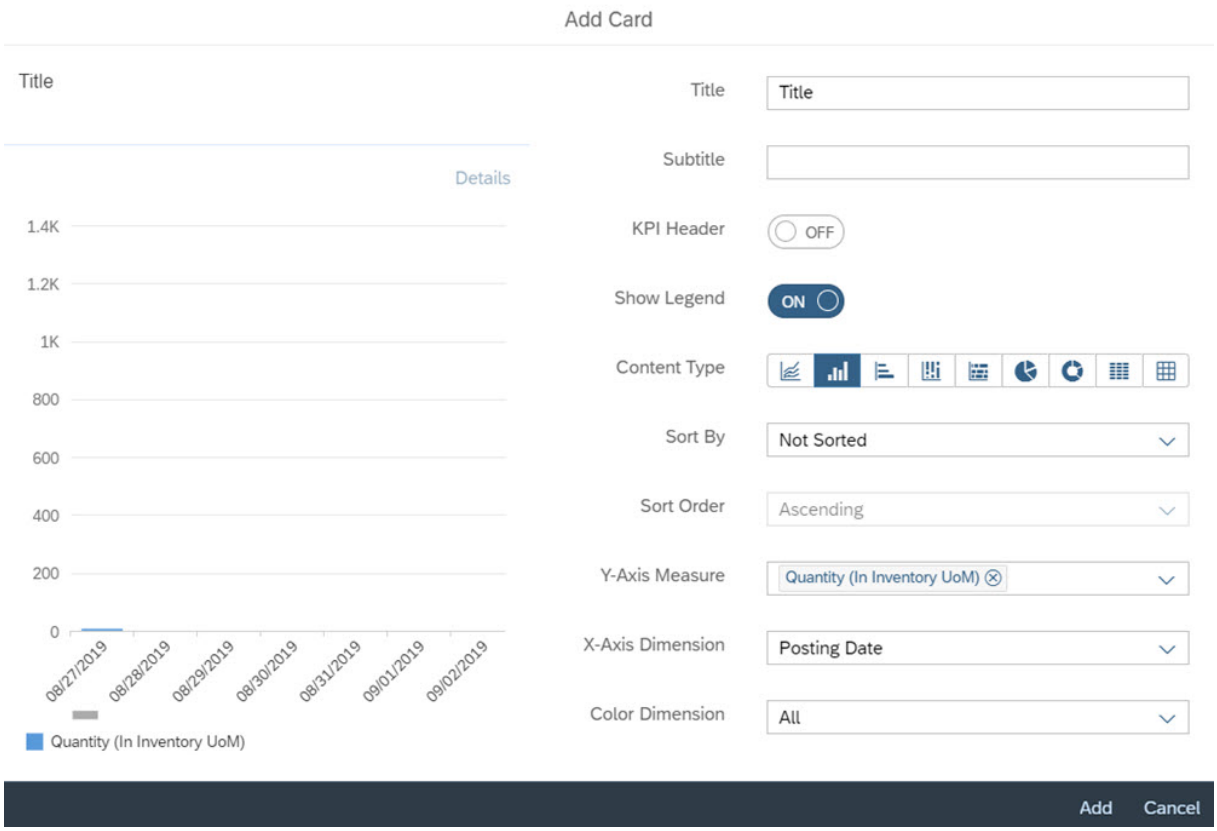
- Perform an in-depth analysis of a single data area.
- Use global page filtering to change filters at runtime (either manually or by selecting from pre-saved views) that apply to all cards displayed in the *Overview* page simultaneously.
- Save the changed filters as views and link to home page tiles to enable those views to be opened directly from the home page.

You can also flexibly create and configure variant page views that include different dashboards on an *Overview* page. You can edit the cards and adapt filters to display the required data in those cards.

On an *Overview* page, choose *Edit* to perform the following operations. This button becomes the *Finish Edit* button to enable you to return to the *Overview* page upon completion of editing.

Adding a Card

Choose the blank card that displays the + sign in the middle. The card editor opens as a dialog box with a card preview on the left and display options, such as sorting, measures and dimensions, content type, and so on, on the right.



Title and Subtitle Although neither the *Title* nor *Subtitle* field is mandatory, we highly recommend giving a title to the new card.

KPI Header The *KPI Header* toggle enables the KPI header. If not enabled, no KPI value will be shown at the top of the card.

KPI Value The *KPI Value* field has a pull-down list box, allowing you to choose a single chart *Measure* field. The calculated KPI value is the total value of that selected *Measure* field for all records filtered by the *Overview* page filters.

Content Type Depending on the chart selected, the *Measure* and *Dimension* fields will have the following values:

Chart Type	X-Axis	Y-Axis	Color	Segment
Line	Dimension	Measure	Dimension	
Column	Dimension	Measure	Dimension	
Bar Chart	Measure	Dimension	Dimension	
Stacked Column	Dimension	Measure	Dimension	
Stacked Bar	Measure	Dimension	Dimension	
Pie			Dimension	Dimension
Donut			Dimension	Dimension
Heat Map	Dimension	Dimension	Measure	

Sort By The selectable sort options depend on the type of chart selected in the *Content Type* field.

Sort Order Choose between *Ascending* (Default) and *Descending*.

If you select *Not Sorted* for *Sort By*, then the sort order will be set to *Ascending* and this field will be set to *Read Only*.

Enter all the required specifications and choose *Add*.

Editing a Card

Choose the *Edit* icon in the top-right corner of the card you want to change. The card editor opens, allowing you to adjust the display features.

- The *Preview* card in edit mode has all the features of a fully working card.
- Choose *Save* to save your changes.

Duplicating a card

After editing a card, choose *Save As* to save the changes as a new card.

Reordering Cards

Drag and drop a card to a new location on the page.

Removing a Card

Choose the ⊗ *Remove* icon in the top-right corner of the card. The card is removed.

Related Information

Filter Bar [page 36]
Table Toolbar [page 48]
Adapting Filters [page 359]
Example: Sales Analysis by Rows Overview Page [page 360]

1.14.1.1 Adapting Filters

Being in filtering mode lets you create and adapt filters for the types of data to be displayed in the analytic cards.

On the right side of the filter bar, choose the *Adapt Filters* button.

In the displayed *Adapt Filters* form, you can:

- Enter the condition you require for any new filter and select its checkbox to display it in the filter bar. Choosing the icon on the right side of each filter opens a new form that lets you refine the condition.
- Remove the conditions for any filter you no longer want to use and deselect its checkbox so that it does not appear in the filter bar.
- After you have completed adapting the filters, choose *Go* to return to the *Overview* page.
- Choose *Cancel* to close the form without saving any changes.

Once you have completed your editing, choose the *Finish Edit* button to exit *Edit* mode:

- All card changes currently active are saved when saving a view or when saving as a tile.
- Choose the card header opens the corresponding *Chart* view with the same filters and chart type, measure, dimension, or sort selections as the current card.

> **Note**
>
> The *Finish Edit* button only impacts and finalizes the **cards**; it has no connection to setting filters.
>
> Filters are set in the *Adapt Filters* dialog when you choose the *Adapt Filters* button.
>
> When you save a view, either within the *Overview* page or as a tile, both the card configuration and the filters are saved as a view (or as a tile).

Related Information

Filter Bar [page 36]
Table Toolbar [page 48]
Example: Sales Analysis by Rows Overview Page [page 360]

1.14.1.2 Example: Sales Analysis by Rows Overview Page

To open this page, choose the *Sales Analysis by Rows Overview* tile under the *Analytics* group.

As do all overview pages, the *Sales Analysis by Rows Overview* page consists of a filter bar and analytic cards.

Each card represents a different sales report. The data in all the cards are determined by the filters created in the filter bar. Filters can be removed, added and/or changed to display the data you need to see.

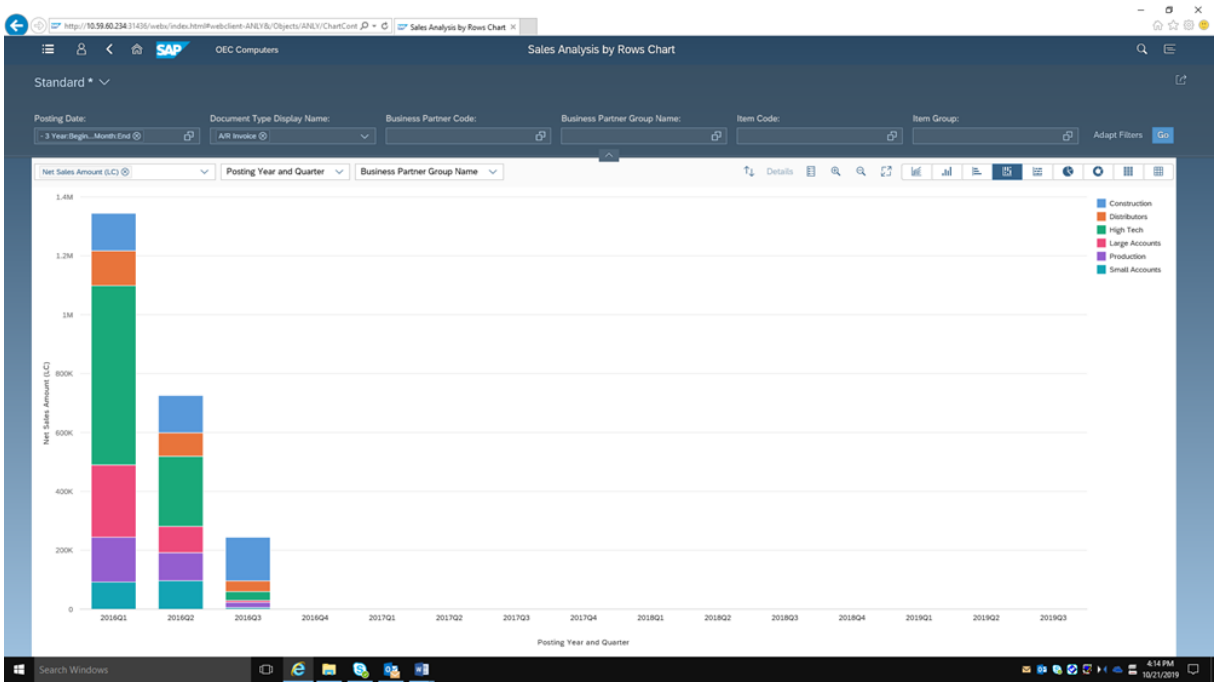
When you adapt the filters according to your preferences, the data in all the cards is updated accordingly.

As in list views, you can:

- Define and save your own views for the *Sales Analysis by Rows Overview* page.
- Zoom in to a specific chart by choosing the header of the card.

For example, to open the *Sales Amount by Quarter, By Customer Group* chart, choose the card's header.

The detailed report appears:



You can do the following:

- Click one or more categories in the legend to view specific information.
- Select one or more categories in the chart and choose *Details* to view detailed information in an overlay form.
- Switch between various chart types on the upper-right side of the chart.
- Adapt the filters and choose *Go* to update the chart.
- In the chart options, choose the chart measure and then choose the dimensions for the X and Y axes and the data elements, respectively.
- Use the magnifying glass icons (or `Ctrl` + scroll action) to zoom in and out.
- Choose the *Open Full Screen* icon to maximize the chart display.
- Define and save your own views for the specific report as on the *Sales Analysis by Rows Overview* page.

Related Information

Filter Bar [page 36]
Table Toolbar [page 48]
Adapting Filters [page 359]

1.14.2 User-Defined Queries

You can create your own queries to flexibly serve your own specific analytical requirements.

In the SAP Business One client, user-defined queries (UDQs) are generated in Query Generator and managed in Query Manager. In the Web client, you can manage UDQs in the *User-Defined Queries* app in the *Analytics* group on the *Home* page.

With this app, you can carry out the following tasks:

- Create, edit, remove, and copy UDQs.
  These UDQs will also be available in the SAP Business One client.
- Update existing UDQs created in the SAP Business One client that do not include run-time parameters or expressions which change field labels.
- Present newly created and existing UDQs in standard List Views and utilize all the standard functions of the List View.
  In the *Linked List Views* app, you can associate filter fields from Master Data and Document Objects to list views that are created from UDQs.

In the *General Overview* app, you can create cards based on list views that are created from UDQs. You can select a UDQ as a *Data Source* for cards.

To enable access to this app, make sure that *Full Authorization* is selected for *User-Defined Queries App in Web Client* in the *General Authorizations* window in the SAP Business One client.

Related Information

Creating Linked List Views [page 374]
General Overview [page 371]
Managing User-Defined Queries [page 362]
Working with User-Defined Queries [page 363]
Creating User-Defined Queries [page 368]

1.14.2.1 Managing User-Defined Queries

To open the *Manage User-Defined Queries* view, click the *User-Defined Queries* tile in the *Analytics* group on the home page. Alternatively, choose *Analytics* > *User-Defined Queries* in the *Main Menu*. Here you can view and manage relevant queries to which you have access.

The UDQs that can be managed in the Web client include the following:

- UDQs created in the Web client.
- UDQs created in the SAP Business One client that do not include run-time parameters, or expressions which change field labels, such as `#[948.28]`.

Searching for Records

You can use the search bar in the header to search for a specific query record.

Performing Business Actions

Use the options in the table toolbar to perform the following actions:

Create Choose this button to create a new UDQ.

After a UDQ is created, it is also accessible from the Query Manager in the SAP Business One client.

Active Select a single or multiple UDQs and choose this button to activate them all.

When a UDQ is active, it is available for use. For example, it is displayed and selectable in the *Data Source* field for cards on the *General Overview* page and as a list view in the *Linked List Views* app.

Inactive Select a single or multiple UDQs and choose this button to deactivate them all.

When a UDQ is inactive, it cannot be used.

Expand Choose this button to unfold all UDQs under all categories.

Collapse Choose this button to fold all UDQs under all categories.

To open a detailed view of a specific UDQ and edit the UDQ, click › *Details* on the row of the relevant record. By default, the existing record is displayed in view mode.

For more information on the detailed view for UDQs, see Working with User-Defined Queries [page 363].

Related Information

Working with User-Defined Queries [page 363]
Creating User-Defined Queries [page 368]

1.14.2.1.1 Working with User-Defined Queries

The *User-Defined Query* view is divided into two parts: header and body. The header area contains the UDQ name and business action buttons, while the content area displays related fields structured in a series of tabs.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Performing Business Actions

You can perform the following actions using the toolbar on the right side of the header:

Duplicate Duplicates the current UDQ.

After you choose this button, a copy of the current UDQ appears in Create mode.

When you duplicate a UDQ, the following attributes are copied with it:

- The SQL query itself.
- The associated category.
- All metadata.
- All variant views saved from its associated list view.

Remove Removes the current UDQ.

When you remove a UDQ that is presented as homepage tiles, the tiles will be removed as well.

A UDQ cannot be removed if it is in use in the Web client. For example, it is used as a data source for cards on the *General Overview* page, or is linked to master data or other list views.

Open in list view Presents the current UDQ in a standard list view and utilize all the standard functions on the list view.

Working with the Record Content

General Tab

The fields on this tab provide general information about the UDQ.

Name A descriptive name of the current query.

Category The group by which the current query is classified.

SQL Statement The Structured Query Language (SQL) statement that is used to query the SAP Business One database for data or information.

Active

- *Yes*: the UDQ is activated and available for use. For example, it is displayed and selectable in the *Data Source* field for cards on the *General Overview* page and as a list view in the *Linked List Views* app.
- *No*: the UDQ is deactivated. It can be displayed but cannot be used. For example, it is hidden in the *Data Source* field for cards on the *General Overview* page and from the list of available list views in the *Linked List Views* app.

You can't deactivate a UDQ when it is in use in the Web client. For example, it is used in *General Overview* cards or is linked to other list views.

Display as Tile on Home Page

When the switch is on, the UDQ is displayed as a shortcut tile in the *Analytics* group on the *Home* page.

Only active UDQs can be displayed as tiles.

Columns Tab

The table in this tab lists all the field names specified in the SQL statement and their associated metadata in rows.

You can choose the *Settings* icon to open the *Define Column Properties* dialogue to select column names that you want to display and use.

If you remove a column from a UDQ, the following objects are removed as well:

- Card views and chart views that use the UDQ as a data source.
- Linked list views that directly use or display the column.
- User-defined list views and homepage tiles that are created from the query.

Name

The field name as specified in the SQL statement.

This field is non-editable.

Description

Descriptive text for the field name.

When you open the query in the list view, all fields in the query appear as UI elements, such as table view column headers, filter keywords, and dimensions or measures in the chart view. The *Description* determines the displayed text of the fields.

By default, *Description* displays the field name description retrieved from the SAP Business One database. You can edit the text if necessary.

Type

The type of a non-numeric field is *Dimension* and is non-editable.

The type of a numeric field can be either *Measure* or *Dimension*. The default type is *Measure*. Dimensional fields contain qualitative values, such as names or dates. Measured fields contain quantitative values that you can measure.

When you change the type of a column back to *Measure*, the values of *Aggregation* and *Decimal Places* will revert to the previous ones.

When you open the query in the list view, the type of a field determines whether the field is displayed in the *Measure* group or the *Dimension* group in the list view, chart view, and card view.

Aggregation

The total of a numeric field. When you open the query in the list view, it will be displayed.

The aggregation method is set to *None* for all non-numeric fields and is non-editable.

Numeric fields can be aggregated by the following methods:

- *None*
  The numeric values are not aggregated. This is the default setting.
- *Sum*
  A sum of the numeric values will be calculated and displayed.

- *Average*
  An average of the numeric values will be calculated and displayed.
- *Count*
  The number of the numeric values will be calculated and displayed.
  When you change the aggregation method for a field to *Count*, or from *Count* to others, the *Description* field changes accordingly.
- *Min*
  The minimum value of the field values will be displayed.
- *Max*
  The maximum value of the field values will be displayed.

Decimal Places

If this field displays *None*, it means the field values are not rounded.

In SAP Business One, the field values can be rounded to the following decimal places:

- *Amounts*
  The field values are rounded to the decimal places defined for the *Amounts* field in the *General Settings* window in the SAP Business One client.
- *Prices*
  The field values are rounded to the decimal places defined for the *Prices* field in the *General Settings* window in the SAP Business One client.
- *Rates*
  The field values are rounded to the decimal places defined for the *Rates* field in the *General Settings* window in the SAP Business One client.
- *Quantities*
  The field values are rounded to the decimal places defined for the *Quantities* field in the *General Settings* window in the SAP Business One client.
- *Percent*
  The field values are rounded to the decimal places defined for the *Percent* field in the *General Settings* window in the SAP Business One client.
- *Units*
  The field values are rounded to the decimal places defined for the *Units* field in the *General Settings* window in the SAP Business One client.
- 0
  The field values are rounded to zero decimal place.
- 0.0
  The field values are rounded to 1 decimal place.
- 0.00
  The field values are rounded to 2 decimal places.
- 0.000
  The field values are rounded to 3 decimal places.
- 0.0000
  The field values are rounded to 4 decimal places.
- 0.00000
  The field values are rounded to 5 decimal places.
- 0.000000
  The field values are rounded to 6 decimal places.

Link To

You can use this *Link To* dropdown list to build links on identified fields from one database table to another.

In SAP Business One, many business objects are represented by more than one database table. For example, the sales order document uses different tables for the header and document rows – the table ORDR stores the header data and the table RDR1 stores the document rows.

By selecting a database table from the *Link To* dropdown list for an identified field, you build a link on the identified field from the existing business object to the target business object which is associated with the target database table. When you open the query in a list view, the field values of the field are displayed as linked texts. You can click the linked field values to quickly access the associated business object with identical field values.

For example, if you link a *BP Code* field that contains business partner code A00001 from a dataset of sales order tables to the *OCRD - Business Partners* table, when you open the query in a list view, you can click the linked business partner code A00001 in the *BP Code* column to open the *Business Partners* quick view, through which you can open the associated business partner master data of A00001 in a detailed view.

Match Unique ID With

If your query contains overlapped identified fields with data related to multiple source database tables, you can use this *Match Unique ID With* dropdown list, together with the *Link To* dropdown list, to build conditional links on identified fields that match their different source tables.

For example, your query retrieves results that contain two fields, *Document Type* and *Document No.*, from a dataset of sales quotations and sales orders. As sales quotations and sales orders can have identical document numbers, one *Document No.* field value can be paired with two different *Document Type* values.

In the *Link To* dropdown list for the *Document No.* field, select *Document Type*. As a result, the associated *Match Unique ID With* dropdown list is enabled. Leave the field *Match Unique ID With* blank to use *Document No.* as the default option, or choose *Document No.* from the dropdown list.

By doing this, unique links from source document numbers to different types of business objects with identical document numbers are built by matching source document numbers with document type values, unique IDs of business objects of the same types, and eventually target document numbers.

When you open the query in list view, you can click a linked document number in the *Document No.* column to open the corresponding sales quotation or sales order quick view with an identical document number. Through the quick view, you can open the associated sales quotation or sales order in a detailed view.

Original

The original SAP Business One database table from which a field is retrieved.

Preview Tab

This tab shows the first 1000 query results returned from the database tables to which the metadata defined in the above *Columns* tab are applied.

Related Information

Managing User-Defined Queries [page 362]
Creating User-Defined Queries [page 368]

1.14.2.1.2 Creating User-Defined Queries

Context

You can create a UDQ in the Web client. It will be accessible from both the Web client and the SAP Business One client.

Procedure

1. Enter the *User-Defined Query* page in either of the following ways:
   - In the *Manage User-Defined Queries* app, choose *Create*.
   - From the *Home* page, choose *Main Menu* > *Analytics* > *User-Defined Queries* > *Create*.
2. Under the *General* tab, enter a descriptive *Name* for your query.
3. Select a category for your query from the *Category* dropdown list.

   You can change the selected category after you save the query. If you change the category and save the query again, please refresh the web page before you leave to avoid errors.

   The categories available in the dropdown list are created and managed in the SAP Business One client.

   You can only change the category of an existing user-defined query in the Web client. You cannot change the category in the SAP Business One client.
4. Enter an *SQL Statement* to request business data from the database tables.

   All the field names specified in the SQL statement and their associated metadata will appear in rows in the *Columns* section below.
5. Switch the *Active* button to *Yes* or *No*.
   - *Yes*: the UDQ is activated and available for use. For example, it is displayed and selectable in the *Data Source* field for cards on the *General Overview* page and as a list view in the *Linked List Views* app.
   - *No*: the UDQ is deactivated. It can be displayed but cannot be used. For example, it is hidden in the *Data Source* field for cards on the *General Overview* page and from the list of available list views in the *Linked List Views* app.
6. When the *Active* switch is on, the option *Display as Tile on Home Page* is available.

   If you switch on this option, when the UDQ is created, the query will be displayed as a shortcut tile in the *Analytics* group on the *Home* page.

If you open the tile, the query is presented in a list view.

If a tile with the same name already exists on the *Home* page, the existing tile will be replaced.

If you switch off *Display as Tile on Home Page* for a query which already has an associated tile, the tile will be deleted.

7. Go to the *Columns* tab. Edit the metadata.
8. Go to the *Preview* tab. Choose *Preview Top 1000 Rows* to see the first 1000 query results returned from the database tables to which the metadata defined in the above *Columns* section are applied.
9. Choose one of the following options:
    - *Add & View*: add and view the current query. You can choose *Open in List View* to present the current UDQ in a standard list view and utilize all the standard functions in the list view.
    - *Add & New*: add the current query and open a new *User-Defined Query* page.
    - *Add & Back*: add the current query and go back to the *Manage User-Defined Queries* page.

Related Information

Managing User-Defined Queries [page 362]
Working with User-Defined Queries [page 363]

1.14.3 Export and Import Views

Apps

When working with views, you can find the *Export and Import Views* app.

Tasks

With this app, you can export and import the following data from one company to another:

- Views that are created in built-in list views, user-defined list views, UDT list views, UDO list views, and the *General Overview* app.
- Links to views in built-in list views, user-defined list views, UDT list views, UDO list views, and the *General Overview* app.
- User-defined queries that act as the basis for user-defined list views.

Related Information

Managing Views [page 370]

1.14.3.1 Managing Views

To open the *Manage Views* page, click the *Export and Import Views* tile on the home page. Alternatively, choose *Analytics* > *Export and Import Views* in the *Main Menu*.

With this app, you can export and import the following data:

- All data in views that are created in built-in list views, user-defined list views, UDT list views, UDO list views, and the *General Overview* app.
- Links to views in built-in list views, user-defined list views, UDT list views, UDO list views, and the *General Overview* app.
- User-defined queries that act as the basis for user-defined list views.

Prerequisites

- You have authorization for all the relevant data and business objects.
- The import is between two identical versions of SAP Business One, or from a lower version to a higher version.
- If you import data from a SAP HANA environment to a Microsoft SQL environment, make sure that the exported data doesn't include any SAP HANA-specific data objects, for example, cards in the *General Overview* app that are created from SAP HANA calculation views. Otherwise, the SAP HANA- specific data objects will not work properly in the Microsoft SQL environment. You need to manually delete them and their derivative objects in the Web client.

Searching for Records

You can use the search bar to search for a specific view record.

Performing Actions

Use the options in the table toolbar to perform the following actions:

Export Selected	Select relevant views and choose this button to export views data to a file.

You can select the *Export links* checkbox to export links to views in built-in list views, user-defined list views, UDT list views, UDO list views, and the *General Overview* app. The links are created in the *Linked List Views* app.

Import Choose this button to open the *Import Views* dialogue to import views data from another company to your current company.

In the *Import Views* dialogue, choose *Browse* to select an exported file that contains the views data that you want to import.

Choose one of the following sharing options:

- *Keep existing status*
  Keep the sharing status of views and links to views unchanged.
- *Import all views as public*
  Import all views from the exported file and make them accessible to all users in the current company.
  The sharing statuses of links to views remain unchanged.
- *Import all views as private*
  Import all views from the exported file and make them accessible only to the current user.
  The sharing statuses of links to views remain unchanged.

Expand Choose this button to unfold all entries.

Collapse Choose this button to fold all entries.

Display Predefined Views Choose this button to display built-in views and hide all other views.

Related Information

Views [page 36]
Creating Linked List Views [page 374]

1.14.4 General Overview

The *General Overview* tile opens the *General Overview* page, which can contain cards from any of the existing analytic cubes.

The functions available on this page are similar to the individual overview pages. However, unlike those individual pages, *General Overview* does not contain filter fields in the header. Since each card comes from a different analytic cube, it contains its own independent set of queries (local filters). A global filter for all the cubes would not be meaningful.

Related Information

Predefined Views of General Overview [page 372]
Working with General Overview [page 372]

1.14.4.1 Predefined Views of General Overview

The *General Overview* page features two sets of predefined analytical variant views: the *Standard* view and the *Last 4 Completed Calendar Quarters* view. You can use them as templates and adapt them according to your specific analytical needs.

The *Standard* view is displayed by default. It consists of card templates with analytical data and insights that can be tailored to your business.

Click *Standard*, the *My Views* popover then appears, where you can switch to the *Last 4 Completed Calendar Quarters* view.

The *Last 4 Completed Calendar Quarters* view consists of card templates grouped by calendar quarter. Each group of analytical data is divided into 4 quarters and is presented with 4 separate cards. The number in the card title indicates the quarter: *-1* (minus one) means the last quarter, *-2* means the second to the last quarter, *-3* means the third to the last quarter, and *-4* means the fourth to the last quarter.

Related Information

Table Toolbar [page 48]
Working with General Overview [page 372]

1.14.4.2 Working with General Overview

Choose *Edit* on the upper right corner of the *General Overview* page to enter the design view.

For each individual analytics card on this page, you can choose *Edit* to do the following on the *Configuration* and the *Adapt Filters* tabs in the *Edit Card* view:

- Configure the elements for the card you are designing.
  The *Configuration* tab contains all the fields currently visible in the *Edit Card* view.
  The dropdown list *Data Source* at the top of the tab lets you select the source of data upon which this card is based.
  The dropdown list consists of the following different categories of sources:
  - Individual List Views in the Web client.
  - User-Defined Objects and User-Defined Tables.

- (Available only in the version for SAP HANA) All Analytics charts currently supported by the system:
  - Sales Analysis by Rows
  - Sales Analysis by Document
  - Purchase Analysis by Rows
  - Purchase Analysis by Document
  - Customer Balances
  - Vendor Balances
  - Inventory Status
  - Inventory Transactions
  - Financial Analysis
  - Sales Quotation Header
  - Sales Quotation Detail

  If you select a different data source, all the displayed settings on both tabs are replaced by the default settings of the new data source.
  If you change the data source after making any changes on either tab, the following confirmation dialog appears: `Changes made will be lost. Do you want to continue?`
  - *Yes*: all changes are lost, and the new data source is selected
  - *No*: the changes remain, and the old data source stays selected

  Make sure that you have authorizations for the data sources you want to select. If you don't have authorization for a specific data source, you cannot edit any cards with the data source.
- Set local filters relevant for the card you are designing.
  The *Adapt Filters* tab is used for filter setting. It contains all the fields relating to the query you selected on the first tab and displays the filter fields in 2 columns.
  You can do the following on the *Adapt Filters* tab:
  - Set filters for each field.
  - Have all the associated functionality related to selecting multiple filter ranges.
  - Search for filters.

Related Information

Designing Overview Page [page 357]
Predefined Views of General Overview [page 372]

1.14.5 Linked List Views

The *Linked List Views* app allows you to create a link in the detailed view of a business object to a specified list view. When working with a business record in the detailed view of an object, clicking the link opens the list view of a business object that can be filtered by one or more field values from the record. For example, if you are in the detailed view of a business partner record, you may want to see all open sales orders for that business partner. After defining the link settings for this scenario in the *Linked List Views* app, clicking the link in a business partner record opens the *Manage Sales Orders* list view in *Open Sales Orders* view, filtered by the business partner code from the current business partner record.

In addition to system-based list views, you can also create links to a *General Overview* view, as well as to list views for user-defined objects (UDOs), user-defined tables (UDTs), and user-defined queries (UDQs).

The Linked List Views functionality is also available when working with master data records or document records in edit mode and create mode. When opening a link to a list view in edit mode or create mode, the linked list view is displayed on a new web browser tab.

Related Information

Creating Linked List Views [page 374]
Editing List View Links [page 376]
Managing Public Linked List Views [page 377]
Personalizing Linked List Views [page 378]

1.14.5.1 Creating Linked List Views

Prerequisites

- You have authorization to the detailed view of the object for which you want to create a link to a list view.

Context

When working with a business record in the detailed view of an object, you would like to open a list view of a business object filtered by one or more field values from the record. For example, if you are in the detailed view of a business partner record, you may want to see all open sales orders for that business partner.

This procedure describes how to create a link to a list view using the *Linked List Views* app.

Procedure

1. On the *Home* page, click the *Linked List Views* tile in the *Analytics* group.

   > **Note**
   >
   > You can also open the *Linked List Views* page from the detailed view of the business object for which you want to create a link. Click the *Views* menu in the header toolbar and choose the *Define New* option. You are navigated directly to the *Setup* page for the target business object.

2. In the left pane of the *Linked List Views* page, select the target business object from the list in the *Linkable Objects* area. The list contains all master data and documents in Web client that support setting links for the detailed view.

3. Click the *Create New Link* button on the bottom of the left pane. The *Setup* page is displayed, on which you can specify the link settings.
4. In the *Link Name* field, enter a description for the link to be displayed in detailed view.
5. In the *List View* dropdown field, select the target list view that you want to link to. The *List View* field contains a list of all system-based list views, the *General Overview* views, as well as the list views for UDOs, UDTs, and UDQs.
6. In the *View* dropdown field, select the relevant view in the target list view. The *View* field displays a list of all views related to the selected list view.
7. If you have specified a public view for the list view (for example, a predefined view provided by SAP or a personalized view saved as public), you can set the linked list view to public status by setting the switch in the *Public* field to *Yes*. If the view that you have specified is a personalized, private view, the link to the linked list view cannot be changed to *Public* status and is only displayed in the *Views* menu for the current user creating the linked list view. For more information about managing the status of views, see Views [page 36].
8. If you selected a *General Overview* view as the list view in Step 5, skip to Step 9. For all other list views, complete the following steps:
    a. In an empty row in the *List View Filter Fields* column, select a list view field by which you want to filter the records. The dropdown list displays all fields that can be filtered in the target list view.
    b. In the *Object Fields* column, select a relevant field from the business object. The dropdown list displays all fields related to the business object.

       Both list view filter fields and object fields display the field name followed by the database field name in brackets. For example, *Customer Code (CardCode)*.
    c. **Optional:** Click + *Add* to add additional filter entries.
9. If you selected a *General Overview* view as the list view in Step 5, complete the following steps:
    a. In an empty row in the *Cards* column, select a card from the list of cards related to the selected view.
    b. In the *Card Filter Fields* field, select a card field by which you want to filter the card. The dropdown list displays all fields that can be filtered in the selected card.
    c. In the *Object Fields* column, select a relevant field from the business object. The dropdown list displays all fields related to the business object.

       Both card filter fields and object fields display the field name followed by the database field name in brackets. For example, *Customer/Vendor Code (CardCode)*.
    d. **Optional:** Click + *Add* to add additional filter entries.
10. If the business object for the link is a marketing document, the *Apply to Additional Documents* section is displayed at the bottom of the *Setup* page. The *Additional Documents* field in this section allows you to simultaneously add the link you are creating to additional marketing objects. From the dropdown list in the *Additional Documents* field, select the checkboxes for the additional business objects to which you want to apply the same link

    If you apply the link to additional business objects, the *Object Fields* dropdown list is updated with the additional fields related to the selected business objects.
11. Choose the *Save* button at the bottom of the *Setup* page.

Results

Once you have defined a link to a list view, the link is automatically displayed in the *Views* menu available in the header toolbar of the business object detailed view. Clicking the link navigates you directly from the record to the linked list view. If you applied the link to additional marketing documents, the link is also available in the detailed view of the additional documents.

For links created to system-based list views, and list views for UDOs, UDTs, and UDQs, the list view opens with the fields filtered by the object field from the source detailed view and the list view filter fields selected in the link settings. For links created to the *General Overview* view, the list view opens with each card filtered by the relevant object fields from the source detailed view and the card filter fields for the selected cards in the link settings.

Related Information

Editing List View Links [page 376]
Managing Public Linked List Views [page 377]
Personalizing Linked List Views [page 378]

1.14.5.2 Editing List View Links

Context

You can edit the link setup for existing linked list views that you have created in the *Linked List Views* app.

Procedure

1. Open the *Linked List View* page and navigate to the linked list view that you want to edit. Alternatively, in the detailed view of the relevant business object, choosing the *Manage* option in the *Views* menu navigates you directly to the *Setup* page for the target business object.
2. On the *Setup* page for the relevant link, make your changes and choose the *Update* button.

1.14.5.3 Managing Public Linked List Views

Prerequisites

- You have authorization to *Manage Public Linked List Views in Web Client* (*Administration* > *System Initalization* > *Authorizations* > *General Authorizations* > *Customization Tools*) in the SAP Business One client.
- On the *Link Settings* page of the *Linked List Views* app, the view specified for the list view is a public view (for example, a predefined view provided by SAP such as the *All Sales Invoices* view for the *Manage A/R Invoices* list view) or a personalized view that is saved as *Public*.

Context

Authorized users can set the status of linked list views to public and edit or delete linked list views in public status. This procedure describes how to set the status of an existing linked list view to public.

Procedure

1. On the *Home* page, click the *Linked List Views* tile in the *Analytics* group.

   > ⓘ Note
   >
   > You can also open the *Linked List Views* page from the detailed view of the business object that contains the existing link. Click the *Views* menu in the header toolbar and choose the *Manage* option. You are navigated directly to the *Setup* page for the business object that contains the link that you want to set to public.

2. In the left pane of the *Linked List Views* page, select the business object that contains the link that you want to set to public, then select the relevant linked list view.
3. On the *Link Settings* page, use the switch in the *Public* field to set the status to *Yes*.

Results

The linked list view is changed to public status and is displayed in the *Views* menu of the respective business object for all users.

1.14.5.4 Personalizing Linked List Views

When working with the *Linked List Views* app, you can personalize which linked list views are displayed in the detailed view of an object and choose the order in which the links are displayed.

Activating and Deactivating Links

By default, newly created linked list views are active and displayed in the *Views* menu of the detailed view of the object. To deactivate a link so that it is hidden in the *Views* menu, in the left pane of the *Linked List Views* page, click ★ *Deactivate Link* next to the link name. You can activate the link again at any time by clicking ☆ *Activate Link* next to the link name.

Adapting the Link Order

You can personalize the order in which linked list views for an object are displayed in the *Views* menu. To change the sort order of a link, select one or more checkboxes next to the link name and choose↑ *Move Up* or ↓ *Move Down*.

1.15 Administration

Apps

In the *Administration* group, you can find the following apps:

- *Configuration*
- *User-Defined Fields*

Tasks

You can carry out the following tasks with these apps:

- Configure settings and maintain object definitions required for SAP Business One, Web client.
- View definition screens for object data.
- Define and maintain entries for fields with object data.

- Create, delete, and edit user-defined fields that might be essential for the day-to-day activities of your business.

Related Information

Configuration [page 379]

1.15.1 Configuration

The *Configuration* app allows you to configure the settings for the SAP Business One, Web client, as well as to define and maintain the entries for fields with object data that are used throughout Web client.

The settings and definitions are organized according to the following menu structure:

- General
- Approval Process
- CRM
- Sales and Purchasing
- Business Partners
- Payments and Banking
- Inventory
- Accounting
- Service

For each app group in Web client, you can access the settings and definition screens for the objects related to the app group. You can edit existing entries or add new entries for the object, and also access the definition screen for a particular field with object data while working in the detailed view of a record. In the dropdown list for the field, choose the *Define New* option at the end of the list to open the definition screen.

1.15.1.1 Working with Settings

You can configure and manage settings, such as company details and company settings, marketing document settings, app-specific settings, and various feature-specific settings, directly in the Web client.

You can set authorizations for the settings in each menu in the *Authorizations* window of the SAP Business One client (from the *Authorizations* window, choose *Administration* > *Configuration App in Web Client*). The default authorization for all *Configuration* app settings is *No Authorization*. For object definitions, the existing authorizations for the respective objects in the SAP Business One client are applied.

> **Note**
>
> When you modify settings in *General Settings*, *Document Settings*, and *Authorizations* in the SAP Business One client, the changes in Web client take effect after your next login, or after refreshing Web client. However, when you modify the settings in the Web client itself, the changes take effect immediately.

The changes you make in Web client reflect in SAP Business One and vice versa.

Related Information

Configuration App Authorizations in Web Client

1.15.1.2 Working with Definitions

Definition pages allow you to define and maintain simple and detailed object data used for configuration throughout the Web client. The definition pages can consist of a simple definition page (that has an *Edit* button) and a detailed definition page (that has a *Create* button).

Prerequisites

You have the full authorization set in the SAP Business One client for the object for which you want to define new values.

Working with Simple Definitions

When you choose to maintain simple definitions, you can edit existing entries or add new entries for the object in the form of a list.

Context

You want to edit existing entries or add new entries for an object with a definition page. For example, you want to change the effective discount for a particular customer/vendor group in *Customer Groups* or *Vendor Groups*.

1. In the *Administration* group, click the *Configuration* tile. Alternatively, choose *Administration* > *Configuration* in the *Main Menu*.
2. In the left pane of the *Configuration* page, select the relevant category or app group.
   You can also enter the name of the object in the search field. In this case, Web client navigates you directly to the definition screen for the object.
3. The objects related to the selected category or app group are displayed. Click the link for the object that you want to modify.
4. In the definition page for the object, choose the *Edit* button.
5. In the editable table, you can do the following:
   - To add a new entry, specify the values for each field in the last row.
   - To update existing values in the table, modify any of the editable fields.
   - To remove an entry, select the checkbox for the relevant entry and choose the *Remove* button.

   You can also use the filter bars in the header of the screen to apply filter fields to the entries in the table.

For more information on how to work with list views, see Working with List Views [page 35]

6. Choose the *Save* button.

Working with Detailed Definitions

The definition pages provide a list of the existing entries. When you choose to maintain detailed definitions, you can edit existing entries or add new entries for the object in different views. In the definition list view, you can search for specific data records, use filters to restrict the data records currently displayed in the table area, and perform various actions with the records. From the definition list view, you can select a record to edit or update, or create a new record. You can navigate to the detailed view of a specific definition by clicking *Details* on the row of the relevant definition or by clicking anywhere on the row. In the definition detailed view, you can add or update relevant details displayed in the content area and structured in a series of tabs.

Context

You want to edit existing entries or add new entries for an object with a definition page. For example, you want to add a new item group.

1. In the *Administration* group, click the *Configuration* tile. Alternatively, choose *Administration* > *Configuration* in the *Main Menu*.
2. In the left pane of the *Configuration* screen, select the relevant category or app group.
   You can also enter the name of the object in the search field. In this case, Web client navigates you directly to the definition screen for the object.
3. The objects related to the selected category or app group are displayed. Click the link for the object that you want to modify.
4. In the object definition list view, you can search for specific definitions, use filters, add columns to the table area and remove definitions. For more information on how to work with list views, see Working with List Views [page 35].
5. From the definition list view, you can navigate to the detailed view by doing one of the following:
   - To create a new definition, choose the *Create* button.
   - To update an existing definition, click *Details* on the row of the relevant definition (or anywhere on the definition's row), and then choose the *Edit* button.
6. In the definition detailed view, you can perform various actions, such as *Duplicate* and *Remove*. In addition, you can add or update relevant details in the different fields. For more information on how to work with detailed views, see Working with Detailed Views [page 53].
7. Choose the *Update* button.

1.15.1.3 General

In the *General* menu, you can configure the general settings and manage preexisting data for business documents and objects in SAP Business One, Web client.

To access the *General* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General*.

This menu consists of the following submenus:

Settings:

- *Company Settings*
- *Posting Periods Settings*

Definitions :

- *Company Details*
- *Countries/Regions*
- *States*
- *Posting Periods*
- *Commission Groups*
- *Languages*
- *Predefined Texts*
- *Sales Employees/Buyers*

1.15.1.3.1 Company Details

On the *Company Details* page, you can specify and maintain basic information about the company, tax details, and default house bank.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Company Details* .

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Basic Information Tab

Use the fields in the *Local Language* column to specify and maintain company information to be printed on documents and reports using the local language layout.

Use the fields in the *Foreign Language* column to specify and maintain company information to be printed on documents and reports using the foreign language layout.

Company Name

Specify the company name. This name is displayed:

- At the top of all the Web client screens
- In reports and on printed documents

Address fields

Use these fields to specify the company's address information as you would like it to appear on all documents that are printed with SAP Business One. The *Address* field displays the complete, formatted company address as entered in the address-related fields.

Website Address

Enter the company's website address.

Company Name in Printout Headers

Enter the company's name as you would like it to appear on all documents that are printed with SAP Business One.

Manager

This employee is displayed in the *Manager* field in printed documents. You can enter up to 100 characters in this field.

Alternate Company Name

You can specify an additional name for the company, such as an alias name.

Phone Number 1, Phone Number 2, Fax, Email

Enter the manager's primary (and alternate) phone number, fax number, and email address.

Global Location Number

Represents an address or a business partner. This field is alphanumeric and 50 characters in length.

The Global Location Number (GLN) entered here is automatically assigned to all existing company warehouses. Warehouses added after a GLN is defined are assigned a new GLN.

> **Note**
>
> This field is only displayed if the EDI (Electronic Data Interchange) scenario is activated.

Tax Details Tab

Tax Office

Enter the name of the tax office responsible for your advance return for tax on sales/purchases.

Federal Tax ID 1, 2, 3

Enter your tax ID number for the tax on sales/purchases and a second or third identification if necessary.

Additional ID

Enter an additional ID number for the company. For example, if the tax authority uses this number to identify your company as part of a group of companies.

Exemption Number

If the company has a tax exemption number, enter that number in this field.

Tax Deduction Number

Enter your corporate tax number.

This tax number is used to report data associated with the business function. For example, this number may be used to report information such as the location, employment, and industry of the branches to environmental authorities.

EORI Number

If applicable, enter the EORI (Economic Operators Registration and Identification) number.

Default House Bank Tab

Displays the country/region, bank name, account number, and branch of the company's default bank account. To change the default house bank, choose the (value help icon) to select a different house bank account.

1.15.1.3.2 Company Settings

Initial Settings

Holidays

Choose *Holiday Dates* to view the public holiday dates for each country/region that you work with.

> ⓘ Note
>
> To define new holiday dates (for instance, for a new year), use the Holiday Dates window in theSAP Business One client.

Chart of Accounts Template

Displays the chart of accounts template that was specified when the company was created.

> ⓘ Note
>
> After the first journal entry or item master data record is entered into the system, this field cannot be changed.

Local Currency

Displays the local currency that was specified when the company was created.

> ⓘ Note
>
> After the first journal entry or item master data record is entered into the system, this field cannot be changed.

System Currency

Displays the system currency that was specified when the company was created.

> **Note**
>
> After the first journal entry or item master data record is entered into the system, this field cannot be changed.

1.15.1.3.3 General Definitions

Use the general definition pages to specify and maintain general data, such as countries/regions, states, posting periods, commission groups, languages, predefined text, and sales employees/buyers.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General*, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Countries/Regions

This window contains a list of countries/regions, each of which links to an address format relevant for marketing documents. Within it you can also define bank account information that is valid for each country/region, which the application uses to validate the bank accounts entered.

To access this window, choose *Administration* > *Configuration* > *General* > *Countries/Regions*.

Countries/Regions – Fields

Code, Name

Enter the country/region code and name.

Code for Report

Enter the country/region code for the reports.

Address Format

Each country/region is assigned to an address format. This format determines the structure of the address in marketing documents. Select a different format according to the regulations for the country/region, or define a new one.

EU

Countries that are members of the European Union are specified as EU. This definition is relevant for tax regulations when you define addresses for business partners and when you create documents.

No. of Digits for Tax ID

Enter the number of digits for the federal tax ID or VAT number. If this field is filled, it is used for federal tax ID/VAT number validation. If you leave it blank, the application does not carry out the validation for this country/region.

No. of Digits for Bank Code

If there is a common definition for all banks in the country/region, enter the number of digits for the bank code. If this field is filled, it is used for bank account validation. If you leave it blank, the application does not carry out bank account validation for this country/region.

No. of Digits for Branch

If there is a common definition for all banks in the country/region, enter the number of digits for the branch. If this field is filled, it is used for bank account validation. If you leave it blank, the application does not carry out bank account validation for this country/region.

No. of Digits for Account No.

If there is a common definition for all banks in the country/region, enter the number of digits for the account number. If this field is filled, it is used for bank account validation. If you leave it blank, the application does not carry out bank account validation for this country/region.

No. of Digits for Control No.

If there is a common definition for all banks in the country, enter the number of digits for the control number. If this field is filled, it is used for bank account validation. If you leave it blank, the application does not carry out bank account validation for this country/region.

Domestic Bank Acct. Validation

Select the country/region-specific validation algorithm to be applied. The following countries/region are supported:

Belgium (includes country/region-specific validation of the *Branch*, *Account No.* and *Control Key* fields)

France (includes country/region-specific validation of the *Bank Code*, *Branch, Account No.* and *Control Key* fields)

Italy (includes country/region-specific validation of the *Control Key* field)

Netherlands (includes country/region-specific validation of the *Account No.* field)

Portugal (includes country/region-specific validation of the *Bank Code*, *Branch*, *Account No*., and *Control Key* fields)

Spain (includes country/region-specific validation of the *Bank Code*, *Branch*, *Account No.*, and *Control Key* fields)

IBAN Validation

Select this checkbox if you want the system to validate the IBAN used in the bank information of the business partner master data.

ISO Alpha-2 Code

Enter the two-letter country code according to the ISO 3166 country codes standards (for example, “CA”).

ISO Alpha-3 Code

Enter the three-letter country code according to the ISO 3166 country codes standards (for example, “CAD”).

ISO Numeric Code

Enter the three-digit numeric code according to the ISO 3166 country codes standards (for example, “124”).

> **Note**
>
> For more information about the ISO 3166 country code standards, see SAP Note 3019691

States

This window contains a list of states in a particular country or region.

To access this window, choose *Administration* > *Configuration* > *General* > *States*.

States–Fields

Country/Region

Enter the name of the country or region.

Code

Enter the code for the state.

Name

Enter the name of the state.

Commission Groups

Use this page to define commission rates to be assigned to sales employees. Whenever you create a sales document to which a sales employee with an assigned commission group is linked, the respective commission amounts are calculated.

If a commission group isn't assigned to any sales employees, it can be removed. However, if a commission group is already in use, all the data in the commission group can only be altered but not removed.

If your company works with commissions, this setting is mandatory.

Languages

When your company deals with foreign business partners, you can use this page to define the languages your company requires. This page displays all the default languages set up by SAP Business One during the company creation process.

You can add additional languages and relate each new one to a system language.

> **Note**
>
> The page is only available if the *Multi Language Support* option is selected on the *Basic Initialization* tab of the *Company Details* window in SAP Business One. To access the *Company Details* window, choose *Administration* > *System Initialization* > *Company Details* > *Basic Initialization*.

Language Short Name	Language code. For example, DE is the language code for German.
Language Full Name	Full name of the language.
Related System Language	The languages available in SAP Business One. You need to relate every newly added language to a system language.

Predefined Texts

Use this page to define specific texts to be added to sales and purchasing documents. These texts can be added in a text row, as well as in the opening and closing remarks in the detailed views of the documents. For example, you can add a line below certain item rows that states that the item is sold for a reduced price until a certain date.

Predefined texts improve efficiency and ensure consistency across documents.

Sales Employees/Buyers

Use this page to define sales employees and buyers, and to set default sales employees / buyers.

By assigning the relevant sales employees / buyers to the respective business partners, and later to each sales or purchasing document, you can perform the following:

- Generate sales or purchasing analysis reports by sales employees or buyers.
- Assess the sales / purchasing volume achieved by each employee / buyer.

If you change a sales employee / buyer name, the change is applied retroactively to all the documents, business partners, and other entities to which the specific sales employee / buyer was linked.

> **Note**
>
> It isn't possible to remove a sales employee / buyer that is linked to, for example, documents or a business partner, however, you can deactivate a sales employee / buyer that is no longer active by deselecting the *Active* checkbox in this page.

1.15.1.3.4 Posting Periods

Posting Periods Settings

On the *Posting Periods Settings* page, you can configure settings for posting periods.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Posting Periods* > *Posting Periods Settings*.

To configure settings for posting periods, follow these steps:

1. Choose *Edit*.
2. Make changes according to your business needs. Choose *Update* to save your changes.

Create New Periods with "Due Date To" in Next Fiscal Year	Automatically sets the *Due Date To* date of the new posting period to the last day of the selected month in *Set "Due Date To" to End of Month* of the next fiscal year.
Set "Due Date To" to End of Month	Appears only when the option *Create New Periods with "Due Date To" in Next Fiscal Year* is selected. > **Example** > The month selected in this dropdown list is *March*, and the fiscal year of the new posting period is 202X. When you are defining the new period, the *Due Date To* date will automatically be set to 31.03.2X+1.
Update Status of Existing Periods to "Closing Period"	Automatically assigns the status *Closing Period* to periods that have already ended. When you log on to SAP Business One, Web client, the system date is compared with the *Posting Date To* defined for the existing posting periods. Each posting period with a *Posting Date To* that is earlier than the current system date gets the status *Closing Period*. An authorized user can change the status of the existing posting periods.
Days After New Period Starts	Appears only when the option *Update Status of Existing Periods to "Closing Period"* is selected. Specify the number of days after which the automatic update of the status for already ended posting periods to *Closing Period* should apply. By default, the value in this field is 1.

> **Example**
>
> The value specified in this field is: 10. The posting period relating to last year has ended on 31.12.2X, and the current system date is 2.1.2X+1. In this case, although the posting period of year 2X has already ended, its status will not be changed until the 10.01.2X+1.

Posting Periods Definition

Use the posting periods definition page to specify and maintain posting periods.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *General* > *Posting Periods* > *Posting Periods Definition*.

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

In the list view of posting periods, you can perform the following:

- To update the status of multiple posting periods in one go, in the table toolbar, choose *Edit*, select the posting periods for which you want to change the status, and choose *Period Status*.
- To create a new posting period, in the table toolbar, choose *Create*.

In the detailed view of posting periods, you can view and perform the following:

Period Status

Each status indicates which transactions and documents can be posted within the date range of each posting period:

- *Unlocked* – All types of transactions and documents
- *Unlocked Except Sales* – All types of transactions and documents, except for documents in the *Sales* group.
- *Period Closing* – Users with period closing authorization can post all types of transactions and documents.
- *Locked* – Neither transactions nor documents can be posted.

Posting Date From... To...

Specify the posting date range for the new period. By default, the *From* date is the day after the end date of the latest posting period exists, and the *To* date is one year later.

> **Example**
>
> The latest period defined ends on 31.03.27. By default the posting date range of a new period is 01.04.27 – 31.03.28.

> **Note**
>
> Posting date ranges of different posting periods must not overlap. In other words, the start posting date of one period cannot be earlier than the end posting date of another period.

Due / Document Date From... To...	Specify the due / document date range of the new period. The due / document date range can be longer than the posting date range.

1.15.1.4 Approval Process

In some companies, approval from managers or senior members is required for certain documents, for example, for purchase orders over $20,000 or for those issued by junior employees. With SAP Business One, you can set up approval processes for various documents, under various conditions, and for different types of employees.

In the course of an approval process, messages are automatically sent to the approval process originator (the user who attempts to generate or update a document) and the authorizers to give timely updates on the status of the approval request. The authorizers approve or reject the request after reviewing the document. The approval process originator proceeds with the document generation or update according to the approval process result.

In the *Approval Process* menu, you can configure settings and manage preexisting data for business documents and objects used in the approval process.

To access the *Approval Process* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Approval Process*.

This menu consists of the following submenus:

Settings:

- *Approval Process Settings*

Definitions:

- *Approval Stages*
- *Approval Templates*
  - *Templates*
  - *Substitute Authorizers*

1.15.1.4.1 Approval Process Settings

On the *Approval Process Settings* page, you can enable the approval process function for the creation of sales, purchasing, and inventory documents.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Approval Process* > *Approval Process Settings*.

To configure settings for a specific document type, follow these steps:

1. Choose the corresponding tab with the desired document type name.
2. Choose *Edit*.
3. Make changes according to your business needs. Choose *Update* to save your changes.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

You can make the following settings:

- *Enable Approval Process*
  Select the checkbox to enable the approval process in your company.
  If the logged in user is an originator in any of the approval process templates then the user cannot change this setting.
- *Enable Approval Process in Data Interface (DI)*
  Enables the approval process in the DI
- *Allow Update of Document Generated/Updated by Approval Process*
  Enables the update of the document that has been generated or updated by the approval process.
- *Allow Originator to Update Document Draft in Pending/Approved Status*
  Enables the originator to update a document draft that is awaiting approval or has been approved by the authorizer.
- *Allow Authorizer to Update Document Draft in Pending Status*
  Enables the authorizer to update a document draft that was created by the originator and is awaiting approval.

1.15.1.4.2 Approval Process Definitions

Use the approval process definition pages to specify and maintain approval process data, such as approval stages and approval templates.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Approval Process* and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

The definition pages provide a list of the existing approval stages and approval templates. Select a record from the list view to edit, update or create a new definition.

Approval Stages

Use this page to define which users may approve specific transactions and how many authorizers are required in each case. A specific approval stage can be assigned to one or more approval processes.

In the *Approval Stages* list view, when multiple records are displayed per stage,deletion of an approval stage record results in the deletion of not just the selected record, but the entire approval stage. An approval stage can only be deleted if it is not linked to an approval template.

Approval Templates

Templates

Use this screen to specify the various approval processes for the company.

In the *Approval Templates* list view, when multiple records are displayed per stage, deletion of an approval template associated with an authorizer results in the deletion of the entire approval template.

Substitute Authorizers

As an authorizer for an approval template, you can specify a user to act as a substitute authorizer in your absence. During the date range you specify, the substitute authorizer can make decisions about document drafts awaiting approval for the particular approval template using the *Approval Decision* list view. The substitute authorizer can perform the same actions granted to the authorizer, including editing the authorizer's entries.

1.15.1.5 CRM

In the *CRM* menu, you can specify and maintain preexisting data for business documents and objects that are available in the following apps in the *CRM* group:

- *Opportunities*
- *Create Opportunity*
- *Activities*
- *Create Activity*

To access the *CRM* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *CRM*.

This menu consists of the following definition submenus:

Opportunities:

- *Competitors*
- *Industries*
- *Information Sources*
- *Interest Ranges*
- *Levels of Interest*
- *Opportunity Stages*
- *Partner*
- *Reasons*
- *Relationships*

Activities:

- *Activity Categories*
- *Activity Subcategories*
- *Meeting Locations*
- *Activity Task Statuses*

To configure settings and manage preexisting data for business documents and objects that are available in the other apps of the *CRM* group, see the links in the *Related Information* section below.

Related Information

Business Partners [page 420]
Sales and Purchasing [page 399]

1.15.1.5.1 Opportunities Definitions

Use the opportunities definition pages to specify and maintain preexisting data for documents and objects that are available in the *Opportunities* and *Create Opportunity* apps in the *CRM* group.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *CRM* > *Opportunities*, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Competitors

Use this page to define a list of the company's competitors.

Name Specify the name of a competitor using a maximum of 15 characters.

Threat Level Select one of the following default levels to define the threat of the competitor:

- *Low*
- *Medium*
- *High*

Details Specify additional details about the competitor using a maximum of 50 characters.

The competitor names that you specify here appear as options in the dropdown list of the *Name* column in the *Competitors* tab of an opportunity page when you create or edit an opportunity. Once you select a competitor name from the dropdown list, the associated threat level and details that you define here are automatically filled in the *Threat Level* and *Remarks* columns respectively in the *Competitors* tab of the opportunity page.

Industries

In the *Name* column, specify the industries where the customers or the leads of your sales opportunities are from, or where the vendors of your purchasing opportunities are from, using a maximum of 40 characters. The specified names appear as options in the *Industry* dropdown list in the *Business Partner Details* section in the *General* tab of an opportunity page when you create or edit an opportunity.

Information Sources

In the *Name* column, specify the catalyst for initial customer or vendor interest using a maximum of 30 characters. Possible sources include online advertisements, newspaper articles, exhibitions, and personal contacts. The specified sources appear as options in the *Information Source* dropdown list in the *Opportunity Details* section in the *General* tab of an opportunity page when you create or edit an opportunity.

In the *Sort* column, specify a positive integer to determine the sort order of the information source options in the dropdown list. The smaller the sort number, the higher the option appears in the dropdown list. For example, if you specify the number **`1`** for information source **`Online Advertisements`** and the number **`2`** for **`Newspaper Articles`**, **`Online Advertisements`** appears as the first option in the dropdown list, followed by **`Newspaper Articles`**.

Interest Ranges

In the *Description* column, specify the scope of customer or vendor interests using a maximum of 30 characters, such as real estate or health care. The specified values appear as options in the dropdown list

of the *Description* column in the *Interest Range* section in the *Potential* tab of an opportunity page when you create or edit an opportunity.

In the *Sort* column, specify a positive integer to determine the sort order of the interest range options in the dropdown list. The smaller the sort number, the higher the option appears in the dropdown list. For example, if you specify the number **1** for interest range **Real Estate** and the number **2** for **Health Care**, **Real Estate** appears as the first option in the dropdown list, followed by **Health Care**.

Levels of Interest

In the *Description* column, specify the degree of customer or vendor interests using a maximum of 30 characters, such as **Very Interested**. The specified values appear as options in the *Level of Interest* dropdown list in the *Potential* tab of an opportunity page when you create or edit an opportunity.

In the *Sort* column, specify a positive integer to determine the sort order of the level-of-interest options in the dropdown list. The smaller the sort number, the higher the option appears in the dropdown list. For example, if you specify the number **1** for the level **Very Interested** and the number **2** for **Interested**, **Very Interested** appears as the first option in the dropdown list, followed by **Interested**.

Opportunity Stages

Before you can add new sales or purchasing opportunities, you have to define stages in order to track the progress of an opportunity. Examples of stages include first and second meetings, negotiations and quotations.

Name Specify the name of a stage using a maximum of 30 characters. The stage name that you specify here appears as an option in the dropdown list of the *Stage* column in the *Stages* tab of an opportunity page when you create or edit an opportunity.

Stage No. Specify a positive integer to sort the stages according to how an opportunity develops. The *Stage No.* determines the sort order of the stages in the dropdown list of the *Stage* column. The smaller the stage number, the higher the option appears in the dropdown list. For example, if you specify the number **1** for the **Lead** stage and the number **2** for **First Meeting**, **Lead** appears as the first option in the dropdown list, followed by **First Meeting**.

Closing Percentage Specify the expected value for a stage. Web client uses this value to weigh the forecast.

Once you select a stage name from the dropdown list of the *Stage* column, the corresponding closing percentage is automatically filled in the row of the *Closing %* column.

Sales If this checkbox is selected, when you create or edit a sales type of opportunity, the corresponding stage appears as an option in the dropdown list of the *Stage* column in the *Stages* tab of the opportunity page.

Purchasing If this checkbox is selected, when you create or edit a purchasing type of opportunity, the corresponding stage appears as an option in the dropdown list of the *Stage* column in the *Stages* tab of the opportunity page.

Canceled If this checkbox is selected, the corresponding stage is deactivated and hidden from the dropdown list of the *Stage* column.

Partners

Use this page to specify information on the business partners with whom an opportunity is being jointly handled.

Name Specify the name of a business partner using a maximum of 15 characters.

Relationship Select the relationship between the business partner and the company from the dropdown list.

The available options in the dropdown list are defined on the *Relationships* definition page. For more information, see the *Relationships* section in this topic.

Related Business Partner Specify the business partner code that is linked to a business partner data record in the detailed view. After you add a business partner code, you can directly open the linked business partner detailed view by choosing the link arrow ( ) next to the code.

If you switch on the *Display Quick View* option in the *General Settings* tab of the *Settings* dialog box (from the home page, choose your user profile icon and then choose *Settings*), when you choose the link arrow, the business partner quick view opens instead. You can still open the business partner detailed view by choosing the *View More* option in the quick view.

Details Specify additional details about the business partner using a maximum of 50 characters.

The business partner names that you specify here appear as options in the dropdown list of the *Name* column in the *Partners* tab of an opportunity page when you create or edit an opportunity. Once you select a business partner name from the dropdown list, the associated relationship and details that you define here are automatically filled in the *Relationship*, *Related BP*, and *Remarks* columns respectively in the *Partners* tab of the opportunity page.

Reasons

In the *Description* column, specify an explanation for the success or failure of the sales or purchasing activity with up to 30 alphanumeric characters. The reasons that you specify here appear as options in the dropdown list of the *Reason* column in the *Reasons* section in the *Summary* tab of an opportunity page when you create or edit an opportunity and set the opportunity status to *Won* or *Lost* in the *Summary* tab.

In the *Sort* column, specify a positive integer to determine the sort order of the reason options in the dropdown list. The smaller the sort number, the higher the option appears in the dropdown list. For example, if you specify

the number **1** for **Reason 1** and the number **2** for **Reason 2**, **Reason 1** appears as the first option in the dropdown list, followed by **Reason 2**.

Relationships

In the *Description* column, specify the types of business relationships between your business partners and your company using a maximum of 100 characters. The relationships can be co-vendors, subcontractors, partners for specific services, types of merchandise, or others.

The relationships that you specify here appear as options in the following dropdown lists:

- The dropdown list of the *Relationship* column in the *Partners* definition page.
  For more information, see the *Partners* section in this topic.
- The dropdown list of the *Relationship* column in the *Partners* tab of an opportunity page.
  You can select a defined relationship from the dropdown list when you create or edit an opportunity.

1.15.1.5.2 Activities Definitions

Use the activities definition pages to specify and maintain activities data for documents and objects that are available in the *Business Partners* and *Create Business Partner* apps.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *CRM* > *Activities*, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Activity Categories

Use this page to define activity categories. You can deactivate an activity category by deselecting the checkbox *Active*. The deactivated categories are not displayed in the *Category* dropdown list on the *General* tab of an activity page.

Activity Subcategories

Use this page to define subcategories for an activity category. If a category is deactivated in the *Activity Categories* page, its subcategories will be deactivated automatically.

Meeting Locations

Use this page to define meeting locations of activities. The locations defined here are available for selection on the *Scheduling* tab of an activity page.

Activities Task Statuses

Use this page to define the activity task status values. The task statuses defined here are available for selection in the *Create Activity* app under *CRM*. When you create an activity of type *Task*, the defined task statuses are available for selection in the *Task Status* field.

1.15.1.6 Sales and Purchasing

In the *Sales and Purchasing* menu, you can configure default settings for sales and purchasing documents in SAP Business One, Web client.

To access the *Sales and Purchasing* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing*.

This menu consists of the following submenus:

Settings:

- *Sales and Purchasing Settings*
  On this page, you can define general settings that are applicable to all documents in the *Sales* and *Purchasing* app groups.
- *Sales Document Settings*
  On this page, you can configure specific settings by document type for documents in the *Sales* app group.
- *Purchasing Document Settings*
  On this page, you can configure specific settings by document type for documents in the *Purchasing* app group.

Definitions:

- *Freights*

1.15.1.6.1 Sales and Purchasing Settings

On the *Sales and Purchasing Settings* page, you can configure the general settings for sales and purchasing documents.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing* > *Sales and Purchasing Settings*.

To configure settings for a specific document type, follow these steps:

1. Choose the corresponding tab with the desired document type name.
2. Choose *Edit*.
3. Make changes according to your business needs. Choose *Update* to save your changes.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Sales and Purchasing Tab

Preferences Section

Rounding Method

It is common to round amounts and prices in payments and marketing documents. In the Web client you can select a rounding method to be used when rounding is required:

- *By Currency*
  Select this option if you want to work with rounding account per currency. You have to define the following parameters:
  In > *Administration* > *Configuration* > *Accounting* > *Currencies*, determine the required rounding method for each currency, and define the display of the decimals and whether the payments generated with this currency should be rounded.
  In SAP Business One client > *Administration* > *Configuration* > *Accounting* > *Currencies* > *G/L Account Determination* > *General* define a rounding account. The differences between the original amount and the rounded amount are displayed in the *Rounding* field of the marketing document and posted to this account. This is why the total of the credit and the debit in the transaction created by the document is different from the document total. The rounding of the amount appears in the *Total* field and is performed according to the definitions made for the currency in all the documents. You can edit the amount that appears in this field (before the document is added) by selecting the *Rounding* checkbox.
- *By Document*
  Select this option if you want to work without using rounding accounts and without rounding definitions for each currency. For each type of sales document, you can determine whether it should be rounded.

Display Remark When Rounding Select to determine whether a remark will be displayed in the *Remarks* field of the sales document when an amount has been rounded. If you select the checkbox, a remark in a foreign-currency invoice for a customer is displayed stating that the discount amount is different from the discount percentage due to rounding.

Block Documents with Earlier Posting Date Select to disable the creation of a document with a posting date that is earlier than today.

Allow Future Posting Date Select this checkbox to enable the posting of documents to a date that is later than the current system date.

If you enable this function but also block the same documents with earlier posting dates (controlled by the Block Documents with Earlier Posting Date checkbox), you may produce some unwanted effects on your bookkeeping. For example, on 5 April, 2014, you add an A/R invoice with the posting date of 6 April, 2014. As you block adding A/R invoices with earlier posting dates, you cannot add any A/R invoice with a posting date that is earlier than 6 April, 2014.

Allow One Series for Multiple Document Types Certain country/region regulations permit document numbering series that contain more than one document type. All of these documents are part of the same numbering series.

Select this option if these regulations are relevant for the company. This setting determines the settings that are displayed in certain *Document Numbering* views, and cannot be changed after it has been selected.

Separate Net and Gross Price Mode Select the checkbox to enable the separation of price modes for sales and purchasing transactions. Once this option is enabled, the prices that are entered and calculated in the same transaction must be in the same mode.

> **Note**
>
> You cannot deselect this checkbox after adding sales or purchasing documents to the application.

Manage Freight Select to add a *Freight* field in all sales and purchasing documents. This field lets you calculate additional costs connected to a document, such as delivery charges and deposit tax.

Copy Opening and Closing Remarks to Target Documents When choosing *Copy To* in marketing documents, opening and closing remarks are copied to the target document if this option is selected. Opening and closing remarks are free-text fields with 256,000 characters.

Inventory and Logistics Section

When Release or Receipt of Inventory is Outside Range You can define the system response when the inventory level of an item falls below the minimum quantity as the result of a sales document/goods issue, or exceeds the maximum quantity as the results of a goods receipt.

Select one of the following options:

Warning Only: A warning message appears. You can choose whether to continue (and fall below the minimum level or exceed the maximum level), or to make the required

adjustments first, such as issue/receive only a partial quantity, search for alternative items, and so on.

No Warning: Prevents any notification from SAP Business One.

Block Document Creation: An error message appears. You are prevented from completing the document and falling below the minimum level or exceeding the maximum level defined for the item.

Block Negative Inventory

Select to block documents that would cause the level of inventory to fall below zero. Deselect the checkbox to allow negative inventory.

You have the following options to define negative inventory:

- *By Warehouse*: The item is blocked if its inventory goes below 0 in any warehouse to which it has been assigned.
- *By Item Group*: The item is blocked if its inventory goes below 0 in the item group to which it has been assigned.
- *By Item Level*: The item is blocked if its inventory goes below 0 by item level.

Manage Inventory By Warehouse

If you select the checkbox, the system checks the warehouse inventory level in the warehouse that was selected for the item when the sales document was entered. If a transaction causes the inventory level in that warehouse to fall below the defined minimum inventory quantity, a warning message appears even if the total available inventory of the item is greater than the minimum warehouse quantity. The warning or block message depends on the selected option in the *When Release or Receipt of Inventory is Outside Range* setting.

If you do not select this checkbox, the application checks the company inventory level values and checks the total available inventory in all warehouses where this item is stored. This is relevant when receipt quantity and inventory level is higher than the maximum quantity and is similar to *When Release or Receipt of Inventory is Outside Range*.

Document Remarks Include

You have the following options:

- *Base Document Number*
  When you copy a base marketing document to a target document, the base document number is copied as well and is included in the *Remarks* field.
- *Manual Remarks Only*
  When you copy a base marketing document to a target document, the target *Remarks* field only includes the manual remarks from the base document.
- *BP Reference Number*
  When you copy a base marketing document to a target document, the customer or vendor reference number is copied as well and is included in the *Remarks* field.
  If the customer or vendor reference number doesn't exist, the *Remarks* field remains unchanged.

Marketing Documents Cancellation Section

Display in Reports

Select this checkbox to report canceled and cancellation marketing documents. However, some reports are not affected by the setting of this checkbox.

Cancellation Period	Specify the time range within which you are allowed to cancel a marketing document with a cancellation document. If your company allows future posting, you may be able to cancel a document on a date that is earlier than the posting date.

Sales Tab

Preferences Section

Set Commission By	Define how commissions are calculated. A commission can be awarded based on the sales employee, item, or customer specified in the document. Select one or more of these options depending on how you want to calculate commissions. This setting influences where you can specify the sales commission percentage but does not automatically calculate any commission transactions. You can change this setting at any time.
Display Sales BOM	Select this checkbox to determine the level at which sales price is displayed in a sales document. You have the following options: • *Price and Total for Parent Items Only*: Select this option if you only want to display the total price for the sold product. • *Price for Components*: Select this option if you want to display the prices of the components. In this case, the total price is calculated as the total of the component prices.

Gross Profit Calculation Section

Calculate Gross Profit	Determines whether to activate gross profit calculation in sales documents of both item and service types.
Base Price Origin	The *Base Price Origin* field only appears when the *Calculate Gross Profit* checkbox is selected. From the dropdown list, select an origin for the base price to be used for calculating gross profit in sales documents of the item type: • `<Price List>`: Use item prices in the selected price list as base prices. • *Last Purchase Price*: Use the item price the last time an item was purchased as the base price. If the purchasing price of an item changes over time, the gross profit calculation considers it. • *Last Evaluated Price*: Use the price calculated the last time the *Inventory Valuation Simulation Report* was generated as the base price. **Note** In companies that do not manage a perpetual inventory system, the base price takes the price calculated the last time the *Inventory Valuation Report* was generated.

- *Item Cost*: Use item cost calculated on the *Item Master Data* > *Inventory Data* tab as the base price. The item cost may vary from time to time, depending on the valuation method defined for an item.
- *Production Std Cost*: Use *Production Std Cost* (the estimated cost of producing a good or service, under usual conditions) that is entered on the *Item Master Data* > *Production Data* tab as the base price.

Default Gross Profit % for Service Documents

Enter the gross profit percentage rate to be used by default for calculating the gross profit in sales documents of the service type.

This field only appears when the *Calculate Gross Price* checkbox is selected.

Calculate Gross Profit % By

Choose one of the following methods to calculate gross profit percentage:

- *Dividing Gross Profit by Sales Price*
- *Dividing Gross Profit by Base Price*

> ### Example
>
> You have an item with a base price of $30 and a sales price of $40.
>
> If you choose *Dividing Gross Profit by Sales Price*, the gross profit percentage is:
>
> gross profit/sales price x 100 = (40-30)/40 x 100 = 25%
>
> If you choose *Dividing Gross Profit by Base Price*, the gross profit percentage is:
>
> gross profit/base price x 100 = (40-30)/30 x 100 = 33%

The field *Calculate Gross Profit % By* only appears when the *Calculate Gross Price* checkbox is selected.

Purchasing Tab

Inventory and Logistics Section

Use Warehouse Address

Select this checkbox if you want the *Ship To* address of the purchase document (Logistics tab) to be the warehouse address as defined in *Administration* > *Configuration* > *Inventory* > *Warehouse*. If this checkbox is deselected, the *Ship To* address will be the address of the company as defined in *Administration* > *Configuration* > *General* > *Company Details*.

1.15.1.6.2 Sales Document Settings

On the *Sales Document Settings* page, you can configure settings for each type of document that is available in *Sales* group apps.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing* > *Sales Document Settings*.

To configure settings for a specific document type, follow these steps:

1. Choose the corresponding tab with the desired document type name.
2. Choose *Edit*.
3. Make changes according to your business needs. Choose *Update* to save your changes.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Sales Quotation Tab

Preferences Section

Default Valid Until Date
Enter the default number of days, weeks, or months after the posting date that a newly created sales quotation remains valid.

Include Tax
This checkbox determines whether to calculate and display tax amount in sales quotation documents.

Nonetheless, if you deselect this checkbox, when you create a sales order from a sales quotation, Web client still calculates and displays the tax amount in the sales order according to the rules defined for the customer and items.

Copy Closed Quotation to Target Documents
By default, after you copy an open sales quotation to a sales order and deliver the goods, the sales quotation is closed automatically and cannot be copied and reused any longer. If you select this checkbox, you can use the *Copy To* function to copy a closed sales quotation to a subsequent target document, such as a sales order, delivery, or A\R invoice.

Confirm Sales Quotation Automatically
This checkbox determines whether the *Confirmed* checkbox on the *Logistics* tab in a sales quotation document is selected by default when you create a sales quotation.

If it is selected, the sales quotation is automatically confirmed without manual actions and can be copied to certain target documents in subsequent processes.

Allow Update of User-Defined Fields in Non-Editable Document Lines
If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a sales quotation document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed sales quotation.

Customer Reference No. **Section**

Copy to Target Document This checkbox determines whether or not to copy the customer reference number from a sales quotation to its target document.

If Duplicates Occur Select what happens if you enter an existing Customer Reference Number when you create a new sales quotation:

- *No Warning*: no warning message appears; the creation of the sales quotation is allowed.
- *Warning Only*: a warning message appears; the creation of the sales quotation is allowed.
- *Block Document Creation*: the creation of a sales quotation is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Customer Only*
  - *For All Customers*

  Select whether the validity check on duplicate customer reference numbers is against one individual customer or against all customers.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate customer reference numbers is only against the current fiscal year, or against all fiscal years.

Sales Order **Tab**

Preferences **Section**

Order Cancellation Period Enter the number of days during which you can cancel a sales order.

Confirm Sales Order Automatically This checkbox determines whether the *Confirmed* checkbox on the *Logistics* tab in a sales order document is selected by default when you create a sales order.

If it is selected, the sales order is automatically confirmed without manual actions and can be copied to certain target documents in subsequent processes.

Allow Changes to Existing Order This checkbox determines whether authorized users can make changes to an existing sales order.

Reopen Base Order by Creating Return or Credit Memos If you select this checkbox, you can decide whether to reopen a sales order when you create a return document that is based on the sales order, or when you create a credit memo based on an invoice. The application prompts you for a decision every time you create a return or credit memo document.

Without User Confirmation If you select this checkbox, you always reopen a sales order when you create a dependent return or credit memo document. No confirmation message is displayed.

This field is only available if the checkbox *Reopen Base Order by Creating Return or Credit Memos* is selected.

Allow Update of User-Defined Fields in Non-Editable Document Lines

If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a sales order document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed sales order.

Customer Reference No. Section

Copy to Target Document

This checkbox determines whether to copy the customer reference number from a sales order to its target document.

If Duplicates Occur

Select what happens if you enter an existing Customer Reference Number when you create a new sales order:

- *No Warning*: no warning message appears; the creation of the sales order is allowed.
- *Warning Only*: a warning message appears; the creation of the sales order is allowed.
- *Block Document Creation*: the creation of the sales order is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Customer Only*
  - *For All Customers*

  Select whether the validity check on duplicate customer reference numbers is against one individual customer or against all customers.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate customer reference numbers is only against the current fiscal year, or against all fiscal years.

Delivery Tab

Preferences Section

Recommend Packaging Based on Item Master Data

Select to enable automatic calculation of the number of packages according to packaging definition.

If you select this checkbox, when you enter a quantity for an item during the creation of a delivery document, the system automatically calculates the number of packages according to the packaging definition entered on the *Sales* tab of the *Items Master Data* page. The application fills in the recommended number of packages automatically and updates it accordingly when you update the quantity. Correspondingly, packaging information is filled in on packing slips.

However, if a document has a base document with an existing packing slip, the recommendation is to not package again.

Block Document with Earlier Posting Date: Use this checkbos to block the posting process of delivery documents that automatically create accounting journal entries. If this checkbox is selected, you are not allowed to create delivery documents with a posting date that is earlier than the current system date.

Allow Update of User-Defined Fields in Non-Editable Document Lines: If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a delivery document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed delivery document.

Customer Reference No. Section

Copy to Target Document: This checkbox determines whether to copy the customer reference number from a delivery document to its target document.

If Duplicates Occur: Select what happens if you enter an existing Customer Reference Number when you create a new delivery document:

- *No Warning*: no warning message appears; the creation of the delivery document is allowed.
- *Warning Only*: a warning message appears; the creation of the delivery document is allowed.
- *Block Document Creation*: the creation of the delivery document is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Customer Only*
  - *For All Customers*

  Select whether the validity check on duplicate customer reference numbers is against one individual customer or against all customers.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate customer reference numbers is only against the current fiscal year, or against all fiscal years.

Return Tab

Preferences Section

Block Document with Earlier Posting Date: Use this chekbos to block the posting process of return documents that automatically create accounting journal entries. If this checkbox is selected, you are not allowed to create return documents with a posting date that is earlier than the current system date.

Allow Setting Item Cost for Standalone Document: Select to allow the setting of return costs for items in a standalone return document.

This option enables you to set return costs for items in a standalone return when you create the document from scratch, instead of from any other preceding document.

If you select this checkbox, two more options are enabled: *Allow Setting Cost on Document Rows* and *Use Price List for Return Costs*.

Allow Setting Cost on Document Rows

Select to allow the setting of return costs for all items in a return document by default.

If selected, the *Enable Setting Cost* option for all items on the *Contents* tab in a return document is activated by default. You can set their return costs manually or to a price list included in the associated option *Use Price List for Return Costs*.

Use Price List for Return Costs

Set return costs to one of the following options:

`<Price List>`: Select one of the price lists. The item prices defined in the selected price list are set as their return costs.

Last Purchase Price: Select this option to set an item's return cost to its price the last time the item was purchased.

Last Evaluated Price: Select this option to set an item's return cost to the price calculated the last time the *Inventory Valuation Simulation Report* was generated.

Allow Update of User-Defined Fields in Non-Editable Document Lines

If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a return document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed return document.

Customer Reference No. Section

Copy to Target Document

This checkbox determines whether or not to copy the customer reference number from a return document to its target document.

If Duplicates Occur

Select what happens if you enter an existing Customer Reference Number when you create a new return document:

- *No Warning*: no warning message appears; the creation of the return document is allowed.
- *Warning Only*: a warning message appears; the creation of the return document is allowed.
- *Block Document Creation*: the creation of the return document is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Customer Only*
  - *For All Customers*

  Select whether the validity check on duplicate customer reference numbers is against one individual customer or against all customers.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate customer reference numbers is only against the current fiscal year, or against all fiscal years.

A/R Invoice Tab

Preferences Section

Recommend Packaging Based on Item Master Data

Select to enable automatic calculation of the number of packages according to packaging definition.

If you select this checkbox, when you enter a quantity for an item during the creation of an A/R invoice, system automatically calculates the number of packages according to the packaging definition entered on the *Sales* tab of the *Items Master Data* page. The application fills in the recommended number of packages automatically and updates it accordingly when you update the quantity. Correspondingly, packaging information is filled in on packing slips.

However, if a document has a base document with an existing packing slip, the recommendation is to not package again.

Block Document with Earlier Posting Date

Use this checkbox to block the posting process of A/R invoice documents that automatically create accounting journal entries. If this checkbox is selected, you are not allowed to create A/R invoice documents with a posting date that is earlier than the current system date.

Allow Update of User-Defined Fields in Non-Editable Document Lines

If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of an A/R invoice document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed A/R invoice.

Block Editing of Item or Service Descriptions in Copied Rows

If this checkbox is selected for A/R invoices, it makes the descriptions of items or services non-editable for lines that are copied from deliveries.

Customer Reference No. Section

Copy to Target Document

This checkbox determines whether to copy the customer reference number from an A/R invoice to its target document.

If Duplicates Occur

Select what happens if you enter an existing Customer Reference Number when you create a new A/R invoice:

- *No Warning*: no warning message appears; the creation of the A/R invoice is allowed.
- *Warning Only*: a warning message appears; the creation of the A/R invoice is allowed.
- *Block Document Creation*: the creation of the A/R invoice is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Customer Only*
  - *For All Customers*

  Select whether the validity check on duplicate customer reference numbers is against one individual customer or against all customers.

- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate customer reference numbers is against the current fiscal year only or against all fiscal years.

A/R Credit Memo Tab

Preferences Section

Block Document with Earlier Posting Date
Use this checkbox to block the posting process of A/R credit memo documents that automatically create accounting journal entries. If this checkbox is selected, you cannot create A/R credit memo documents with a posting date that is earlier than the current system date.

Allow Setting Item Cost for Standalone Document
Select to allow the setting of return costs for items in a standalone A/R credit memo document.

This option enables you to set return costs for items in a standalone A/R credit memo document when you create the document from scratch instead of from any other preceding document.

If you select this checkbox, two more options are enabled: *Allow Setting Cost on Document Rows* and *Use Price List for Return Costs*.

Allow Setting Cost on Document Rows
Select to allow the setting of return costs for all items in an A/R credit memo document by default.

If selected, the *Enable Setting Cost* option for all items on the *Contents* tab in an A/R credit memo document is activated by default. You can set their return costs manually or to a price list included in the associated option *Use Price List for Return Costs*.

Use Price List for Return Costs
Set return costs to one of the following options:

`<Price List>`: Select one of the price lists. The item prices defined in the selected price list are set as their return costs.

Last Purchase Price: Select this option to set an item's return cost to its price the last time the item was purchased.

Last Evaluated Price: Select this option to set an item's return cost to the price calculated the last time the *Inventory Valuation Simulation Report* was generated.

Allow Update of User-Defined Fields in Non-Editable Document Lines
If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of an A/R credit memo document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed A/R credit memo.

Block Editing of Item or Service Descriptions in Copied Rows — If this checkbox is selected for an A/R credit memo, it makes the descriptions of items or services non-editable for lines that are copied from A/R invoices or return documents.

Customer Reference No. Section

Copy to Target Document — This checkbox determines whether to copy the customer reference number from an A/R credit memo to its target document.

If Duplicates Occur — Select what happens if you enter an existing Customer Reference Number when you create a new A/R credit memo:

- *No Warning*: no warning message appears; the creation of the A/R credit memo is allowed.
- *Warning Only*: a warning message appears; the creation of the A/R credit memo is allowed.
- *Block Document Creation*: the creation of the A/R credit memo is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Customer Only*
  - *For All Customers*

  Select whether the validity check on duplicate customer reference numbers is against one individual customer or against all customers.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate customer reference numbers is only against the current fiscal year, or against all fiscal years.

1.15.1.6.3 Purchasing Document Settings

On the *Purchasing Document Settings* page, you can configure settings for each type of document that is available in the *Purchasing* group apps.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing* > *Purchasing Document Settings*.

To configure settings for a specific document type, follow these steps:

1. Choose the corresponding tab with the desired document type name.
2. Choose *Edit*.
3. Make changes according to your business needs. Choose *Update* to save your changes.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Purchase Request **Tab**

Preferences **Section**

Send Email When Purchase Order or Goods Receipt PO Is Created

This checkbox determines whether an email is automatically sent to the creator of a purchase request once it is drawn into a purchase order or goods receipt PO. You can change the selection status of this checkbox at any time.

This checkbox also displays as *Send Email if PO or GRPO is Added* in the purchase request document, and its default status is derived from your selection here.

Notify When Purchase Order or Goods Receipt PO Is Created

This checkbox determines whether an alert is sent to the creator of a purchase request once it is drawn into a purchase order or goods receipt PO. You can change the selection status of this checkbox at any time.

Copy Prices to Purchase Order

This checkbox determines whether to copy the *Info Price* of each item in a purchase request to the *Unit Price* in a purchase order.

Reopen Base Document Items When Purchase Order Is Canceled

If you select this checkbox, when you cancel a purchase order with items that are drawn from a purchase request, you can reopen the purchase request and make the canceled items available again for business transactions. For example, the canceled items can be drawn into a new purchase order.

Without User Confirmation

This option is only available when you select the checkbox *Reopen Base Document Items When Purchase Order Is Canceled*.

If you select this checkbox, when you cancel a purchase order that is created from a purchase request, the purchase request is always reopened and the canceled items are always made available again. No confirmation message is displayed.

If you deselect this checkbox, when you cancel a purchase order that is created from a purchase request, you will receive a confirmation message: `Do you want to reopen the items in the base purchase request?` You need to decide if you want to reopen the purchase request and make the canceled items available again.

Allow Update of User-Defined Fields in Non-Editable Document Lines

If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a purchase request document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed purchase request.

Purchase Quotation Tab

Preferences Section

Confirm Purchase Quotation Automatically

This checkbox determines whether the *Confirmed* checkbox on the *Logistics* tab in a purchase quotation document is selected by default when you create a purchase quotation.

If it is selected, the purchase quotation is automatically confirmed without manual actions and can be copied to certain target documents in subsequent processes.

Create Online Quotation

When this checkbox is selected, the *Create Online Quotation* option on the *Logistics* tab in a purchase quotation detailed view is set to *Yes* by default. Once a user adds a purchase quotation, an email notification is sent to the contact person of the vendor, inviting the vendor to send the respective proposal to the company.

Prerequisites for enabling this option:

- The email address of the vendor contact is specified (*Contact Persons* tab in the *Business Partner* detailed view).
- The email address of the current SAP Business One user is specified (*Users – Setup* window in the SAP Business One client).
- The Request for Quotation scenario is enabled in the integration framework.
  For more information about the Request for Quotation integration solution, log in to the integration framework, choose *Scenarios* > *Control*, then choose *Docu* for the `sap.B1RFQ` scenario package.

Close Document When Base Purchase Request Is Closed

This checkbox determines whether to close a purchase quotation when the purchase request from which it is copied is closed.

Allow Update of User-Defined Fields in Non-Editable Document Lines

If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a purchase quotation document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed purchase quotation.

Vendor Reference No. Section

Copy to Target Document

This checkbox determines whether to copy the vendor reference number from a purchase quotation to its target document.

If Duplicates Occur

Select what happens if you enter an existing Vendor Reference Number when you create a new purchase quotation:

- *No Warning*: no warning message appears; the creation of the purchase quotation is allowed.
- *Warning Only*: a warning message appears; the creation of the purchase quotation is allowed.

- *Block Document Creation*: the creation of the purchase quotation is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Vendor Only*
  - *For All Vendors*

  Select whether the validity check on duplicate vendor reference numbers is against one individual vendor or against all vendors.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate vendor reference numbers is only against the current fiscal year, or against all fiscal years.

Purchase Order Tab

Preferences Section

Split Purchase Order
If you select this checkbox, when you create a purchase order that relates to more than one warehouse, you will be prompted to create child purchase orders. You can confirm the message to create separate child purchase orders for each warehouse.

Confirm Purchase Order Automatically
This checkbox determines whether the *Confirmed* checkbox on the *Logistics* tab in a purchase order document is selected by default when you create a purchase order.

If it is selected, the purchase order is automatically confirmed without manual actions and can be copied to certain target documents in subsequent processes.

Reopen Base Order by Creating Return or Credit Memos
If you select this checkbox, you can decide whether to reopen a purchase order when you create a goods return document that is based on the purchase order, or when you create a credit memo based on an invoice. The application prompts you for a decision every time you create a goods return or credit memo.

Allow Update of User-Defined Fields in Non-Editable Document Lines
If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a purchase order document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed purchase order.

Vendor Reference No. Section

Copy to Target Document
This checkbox determines whether to copy the vendor reference number from a purchase order to its target document.

If Duplicates Occur
Select what happens if you enter an existing Vendor Reference Number when you create a new purchase order:

- *No Warning*: no warning message appears; the creation of the purchase order is allowed.
- *Warning Only*: a warning message appears; the creation of the purchase order is allowed.
- *Block Document Creation*: the creation of the purchase order is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Vendor Only*
  - *For All Vendors*

  Select whether the validity check on duplicate vendor reference numbers is against one individual vendor or against all vendors.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate vendor reference numbers is only against the current fiscal year, or against all fiscal years.

Goods Return Request Tab

Preferences Section

Confirm Goods Return Request Automatically

This checkbox determines whether the *Confirmed* checkbox on the *Logistics* tab in a goods return request document is selected by default when you create a goods return request.

If it is selected, the goods return request is automatically confirmed without manual actions and can be copied to certain target documents in subsequent processes.

Allow Update of User-Defined Fields in Non-Editable Document Lines

If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a goods return request document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed goods return request.

Vendor Reference No. Section

Copy to Target Document

This checkbox determines whether to copy the vendor reference number from a goods return request to its target document.

If Duplicates Occur

Select what happens if you enter an existing Vendor Reference Number when you create a new goods return request:

- *No Warning*: no warning message appears; the creation of the goods return request is allowed.
- *Warning Only*: a warning message appears; the creation of the goods return request is allowed.
- *Block Document Creation*: the creation of the goods return request is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Vendor Only*
  - *For All Vendors*

  Select whether the validity check on duplicate vendor reference numbers is against one individual vendor or against all vendors.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate vendor reference numbers is only against the current fiscal year, or against all fiscal years.

Goods Return **Tab**

Preferences **Section**

Block Document with Earlier Posting Date
Use this checkbox to enable blocking the posting process of good return documents that automatically create accounting journal entries. If this checkbox is selected, you are not allowed to create goods return documents with a posting date that is earlier than the current system date.

Allow Update of User-Defined Fields in Non-Editable Document Lines
If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of a goods return document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed goods return document.

Vendor Reference No. **Section**

Copy to Target Document
This checkbox determines whether to copy the vendor reference number from a goods return document to its target document.

If Duplicates Occur
Select what happens if you enter an existing Vendor Reference Number when you create a new goods return document:

- *No Warning*: no warning message appears; the creation of the goods return document is allowed.
- *Warning Only*: a warning message appears; the creation of the goods return document is allowed.
- *Block Document Creation*: the creation of the goods return document is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Vendor Only*
  - *For All Vendors*

Select whether the validity check on duplicate vendor reference numbers is against one individual vendor or against all vendors.

- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate vendor reference numbers is only against the current fiscal year, or against all fiscal years.

A/P Invoice Tab

Preferences Section

Block Document with Earlier Posting Date
Use this checkbox to enable blocking the posting process of A/P invoice documents that automatically create accounting journal entries. If this checkbox is selected, you are not allowed to create A/P invoice documents with a posting date that is earlier than the current system date.

Allow Update of User-Defined Fields in Non-Editable Document Lines
If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of an A/P invoice document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed A/P invoice.

Vendor Reference No. Section

Copy to Target Document
This checkbox determines whether to copy the vendor reference number from an A/P invoice to its target document.

If Duplicates Occur
Select what happens if you enter an existing Vendor Reference Number when you create a new A/P invoice:

- *No Warning*: no warning message appears; the creation of the A/P invoice is allowed.
- *Warning Only*: a warning message appears; the creation of the A/P invoice is allowed.
- *Block Document Creation*: the creation of the A/P invoice is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Vendor Only*
  - *For All Vendors*

  Select whether the validity check on duplicate vendor reference numbers is against one individual vendor or against all vendors.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate vendor reference numbers is only against the current fiscal year, or against all fiscal years.

A/P Credit Memo Tab

Preferences Section

Block Document with Earlier Posting Date
Use this checkbox to enable blocking of the posting process of A/P credit memo documents that automatically create accounting journal entries. If this checkbox is selected, you are not allowed to create A/P credit memo documents with a posting date that is earlier than the current system date.

Allow Update of User-Defined Fields in Non-Editable Document Lines
If this checkbox is selected, authorized users can edit and update user-defined field (UDF) values in non-editable lines in the body area of an A/P credit memo document.

For example, you can select this checkbox if you want to update UDF values in non-editable rows on the *Contents* tab of a closed A/P credit memo document.

Vendor Reference No. Section

If Duplicates Occur
Select what happens if you enter an existing Vendor Reference Number when you create a new A/P credit memo:

- *No Warning*: no warning message appears; the creation of the A/P credit memo is allowed.
- *Warning Only*: a warning message appears; the creation of the A/P credit memo is allowed.
- *Block Document Creation*: the creation of the A/P credit memo is not allowed.

If you select *Warning Only* or *Block Document Creation*, the following options are available:

- *Check Duplicates*
  - *For Individual Vendor Only*
  - *For All Vendors*

  Select whether the validity check on duplicate vendor reference numbers is against one individual vendor or against all vendors.
- *In Current Fiscal Year Only*
  This checkbox determines whether the validity check on duplicate vendor reference numbers is only against the current fiscal year, or against all fiscal years.

1.15.1.6.4 Sales and Purchasing Definitions

Use the sales and purchasing definition pages to specify and maintain sales and purchasing data such as freights.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Sales and Purchasing* >, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Freights

Use this screen to define freight that reflects extra sales or purchasing costs, such as delivery charges and deposit tax.

This option only appears if you have selected *Manage Freight* in *Sales and Purchasing* on the *Sales and Purchasing* tab of *Sales and Purchasing Settings*.

After defining the freight, you are able to select the appropriate freight in all sales and purchasing documents.

1.15.1.7 Business Partners

In the *Business Partners* menu, you can configure settings and manage preexisting data for business documents and objects that are available in the following apps in the *Business Partners* group:

- *Business Partners*
- *Create Business Partner*

To access the *Business Partners* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Business Partners*.

This menu consists of the following submenus:

Settings:

- *Business Partners Settings*

Definitions:

- *Customer Groups*
- *Vendor Groups*
- *Email Groups*
- *Business Partner Priorities*
- *Business Partner Properties*
- *Payment Terms*
- *Cash Discounts*
- *Territories*
- *Opening Balances*

To configure settings and manage preexisting data for business documents and objects that are available in the other apps of the *Business Partners* group, see the link in the *Related Information* section below.

Related Information

Activities Definitions [page 398]

1.15.1.7.1 Business Partners Settings

On the *Business Partner Settings* page, you can configure the general settings for business partners.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Business Partners* > *Business Partner Settings*.

To configure settings on a specific tab, follow these steps:

1. Choose the corresponding tab.
2. Choose *Edit*.
3. Make changes according to your business needs. Choose *Update* to save your changes.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

General Settings Tab

General Section

Use Shipped Goods Account for Customer

Select this checkbox to enable the postings to the shipped goods account.

If the delivery of inventory and the issue of the invoice occur in different posting periods, you can select this checkbox to post the delivery of the inventory to the shipped goods account instead of the COGS account. As a result, the delivery of the inventory will be reflected on your balance sheet instead of the profit and loss statement, and your income and profit will be recorded more accurately.

When this checkbox is selected, the setting is applied to all newly added customers.

> **Note**
>
> This field is only available for companies that use perpetual inventory.

Allow Updates to Address ID

Select this checkbox to allow updates to the *Address ID* field for business partners in the business partner master data.

Default Dunning Term for Customer

From the dropdown list, select the default dunning term to be assigned to new customers.

When changed, this setting is updated per company for all users.

Customer Activity Restrictions Section

You can restrict the addition of sales documents for customers and prompt a warning message according to the following criteria:

Credit Limit

Checks whether adding the sales document for the customer causes a deviation from the credit limit defined for the customer (*Payment Terms* tab in the business partner master data).

A warning message appears if the customer's account balance + amount of the current document exceeds the customer's credit limit.

Commitment Limit

Checks whether adding the sales document for the customer causes a deviation from the commitment limit defined for the customer (*Payment Terms* tab in the business partner master data).

A warning message appears if the customer's account balance + total amount in undeposited checks - total amount of incoming checks that are used in outgoing payments as endorsed checks + amount of the current document exceeds the customer's commitment limit.

If you've enabled customer activity restrictions, in the *Applies To* field, select the type of documents to which the restrictions apply:

- *A/R Invoice*
- *Delivery*
- *Sales Order*
- *Pick List*

Consider Deliveries Balance

Select this option to validate the customer's account balance and the balance of open deliveries while applying the selected restrictions on customer activity.

> **Note**
>
> This setting is updated per company for all users.

Inactive Business Partners and Contact Persons Section

Display Inactive Business Partners In

Select the respective checkboxes to display inactive contact persons for business partners in reports, marketing documents, or both.

Display Inactive Contact Persons in Business Partner Master Data

Select this checkbox to display inactive contact persons in the business partner master data.

Payment Preferences **Tab**

Default Payment Method for Customer

From the dropdown list, select a default payment method for new customers.

The payment method that you select becomes the default payment method for all new customers. However, it does not override the default payment method already specified for existing customers.

> **Note**
>
> This setting is updated per company for all users.

Default Payment Method for Vendor

From the dropdown list, select a default payment method for new vendors.

The payment method that you select becomes the default payment method for all new vendors. However, it does not override the default payment method already specified for existing vendors.

> **Note**
>
> This setting is updated per company for all users.

Payment Terms Preferences **Section**

Default Payment Term for Customer

From the dropdown list, select a default payment term for new customers. Alternatively, to define a new payment term, select the *Define New* option in the dropdown list to access the *Payment Terms* definition page.

The payment term that you select becomes the default payment term for all new customers. However, it does not override the default payment term already specified for existing customers.

> **Note**
>
> This setting is updated per company for all users.

Default Payment Term for Vendor

From the dropdown list, select a default payment term for new vendors. Alternatively, to define a new payment term, select the *Define New* option in the dropdown list to access the *Payment Terms* definition page.

The payment term that you select becomes the default payment term for all new vendors. However, it does not override the default payment term already specified for existing vendors.

> **Note**
>
> This setting is updated per company for all users.

Apply Changes in BP Fields to New Business Partners Only

Select this option to apply your changes to fields in the *Payment Terms* definition page to new business partners only.

Enable Filtering Mechanism Select this option to enable filtering by branch. If your company is set up to operate with multiple branches, then you can filter by branch in documents and item master data. You will only see business partners, items, and transactions that are assigned to the same branch that you are assigned to.

> **Note**
>
> This field is available only if you have enabled the multiple branches functionality.

Set Default Price List In This field allows you to specify whether the default price lists for new customers and vendors are taken from the *Payment Preferences* tab of *Business Partner Settings* or from the *Payment Terms* definition page.

Select the *General Settings* radio button to set the default price list for new customers and vendors here. After you select this radio button, two additional fields appear where you can select the default price list for customers and vendors:

- *Default Price List for Customer*
- *Default Price List for Vendor*

> **Note**
>
> The *Price List* field in the *Payment Terms* definition page is hidden, and the selection there will no longer be the default payment terms in all actions (for example, when changing payment terms when creating or updating marketing documents).

Select the *Payment Terms* radio button to set the default price list specified on the *Payment Terms* definition page. This is the default setting.

1.15.1.7.2 Business Partners Definitions

Use the business partners definition pages to specify and maintain business partner data, such as customer groups, vendor groups, email groups, business partner priorities, business partner properties, payment terms, cash discounts, territories, and opening balances.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Business Partners* and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Customer Groups

Use this page to define groups by which you classify your customers.

Price List The selected price list is assigned to a customer by default when a particular customer group is selected in the master data of the customer.

> **Note**
>
> All price lists, or only active price lists, can be selected in this field according to the settings made in the *Display Inactive Prices Lists in: Settings* checkbox in the SAP Business One client.

> **Note**
>
> If you change the price list displayed here to the empty option (no price list), the default price list for all customers who belong to this particular customer group depends on the settings made in *Set Default Price List In* on the *Payment Preferences* tab in *Business Partners Settings*. For more information, see Business Partners Settings [page 421].

Effective Discount Groups The selected option is assigned to a customer by default when you assign the group to a new customer, or when you change the customer group of an existing customer. The selected option affects the discount calculation when there is more than one discount defined for the customer in the *Effective Discount Groups* dropdown list on the *Payment Terms* tab of a business partner page.

Effective Price The selected option takes effect when you create a sales document for the customer of the group. The selected effective price determines the price to be used in the document when more than one available price exists.

Vendor Groups

Use this page to define groups by which you classify your vendors.

Price List The selected price list is assigned to a vendor by default when a particular vendor group is selected in the master data of the vendor.

> **Note**
>
> All price lists, or only active price lists, can be selected in this field according to the settings made in the *Display Inactive Prices Lists in: Settings* checkbox in the SAP Business One client.

> **Note**
>
> If you change the price list displayed here to the empty option (no price list), the default price list for all vendors who belong to this particular vendor group depends on the settings made in *Set Default Price List In* on the *Payment Preferences* tab in *Business Partners Settings*. For more information, see Business Partners Settings [page 421].

Effective Discount Groups	The selected option is assigned to a vendor by default when you assign the group to a new vendor, or when you change the vendor group of an existing vendor. The selected option affects the discount calculation when there is more than one discount defined for the vendor in the *Effective Discount Groups* dropdown list on the *Payment Terms* tab of a business partner page.
Effective Price	The selected option takes effect when you create a purchasing document for the vendor of the group. The selected effective price determines the price to be used in the document when more than one available price exists.

Email Groups

Use this page to define email groups of contact persons. You can assign the email group on the *Contact Persons* tab of a business partner page. Whenever an email is sent to the selected email group, the contact persons of the email group receive the email.

Business Partner Priorities

Use this page to define the priorities of business partners. The priorities defined here appear as options of the *Priority* dropdown list on the *Payment Terms* tab of a business partner page.

Business Partner Properties

Use this page to define the properties of business partners. The properties defined here appear as options on the *Properties* tab of a business partner page.

Payment Terms

Use this page to define the payment terms that apply to transactions with customers and vendors. The payment terms specified here are proposed automatically when you create a master record. You can change this data for each customer or vendor.

The payment terms represent the typical agreements you have with your business partners. Therefore, you do not have to define this information from scratch for each customer and vendor.

Cash Discounts

Use this page to customize how discounts are applied.

Territories

Use this page to create a hierarchy tree structure of territories. You can use territories to manage a geographic location, brand, or item category and its hierarchy.

To create a new territory, choose *Edit* on the Territories page. You have the option to create a territory as a child territory or an independent territory:

- Select a territory that you want to assign as the parent of the new territory and choose *Create* > *Sub Level*.
- To create a territory at the same level or independent territory choose *Create* > *Same Level*.
- An independent territory can then be moved into the parent or child position using the arrow buttons. To change the location of the territory, use the arrow buttons:
  - Move Up and Move Down arrow buttons - Use these arrows to move territories up or down within a node.
    - Up Arrow – moves the territory to a higher level
    - Down Arrow – moves the territory to a lower level
  - Move Left and Move Right arrow buttons - Use these arrows to move the position of a territory on its original level, or to change the level of a territory without affecting the level of the parent or child territories
    - Left Arrow - moves the territory to the uppermost position, or keeps the territory on the original level
    - Right Arrow - moves the territory to the lowest position, or keeps the territory on the original level
- To deactivate a territory, select the territory and choose *Inactive*.
- To delete a territory, select the territory and choose *Delete*. Before you delete a territory, ensure that it is not linked to another function, for example, a sales opportunity.

Opening Balances

During system initialization, the opening balances for business partner accounts must be updated with legacy data. Use this page to set the opening balances for business partners defined in SAP Business One.

Since the opening balance usually includes several invoices, specify the payment amount as a partial payment of this position. Note that opening balances are not included in the dunning.

1.15.1.8 Payments and Banking

In the *Payments and Banking* menu, you can specify and maintain preexisting data for business documents and objects that are available in the *Payments* group apps.

To access the *Payments and Banking* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Payments and Banking*.

This menu consists of the following submenus:

Banking:

- *Banks*
- *Bank Charges Allocation Codes*
- *House Bank Accounts*

Payments:

- *Credit Cards*
- *Credit Card Payments*
- *Credit Card Payment Methods*
- *Payment Blocks*

1.15.1.8.1 Banking Definitions

Use the banking definition pages to specify and maintain preexisting banking data, such as banks, bank charges allocation codes, and house bank accounts.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Payments and Banking* > *Banking*, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Banks

Use this page to define the banks with which your company works.

Country/Region Code Specify a country/region code to indicate the country/region in which the bank account is located.

Bank Code, Bank Name Specify the code and name of the bank.

BIC/SWIFT Code Specify the BIC/SWIFT code to be used as the default value when creating new house bank accounts or business partner bank accounts.

Post Office	Indicates that the bank is a post office.
Account No.	Select an Account No. Account numbers already defined in *Administration* > *Configuration* > *Banking and Payments* > *Banking* > *House Bank Accounts* are available for selection.
Branch	The bank branch of the selected account. The branch is defined in *Administration* > *Configuration* > *Banking and Payments* > *Banking* > *House Bank Accounts*.
Next Check No.	Number of the next check, as defined in *Administration* > *Configuration* > *Banking and Payments* > *Banking* > *House Bank Accounts*.

Bank Charges Allocation Codes

Use this page to define codes for the allocation of bank charges to the originator and the receiver. These codes can be assigned to business partners and used as sorting or filtering parameters in the Payment Wizard expanded selection criteria for business bartners.

House Bank Accounts

Use this page to define one or more bank accounts in the Web client.

General Tab

Bank Code	Select the required bank from the banks in the Web client.
BIC/SWIFT Code	Specify the BIC/SWIFT code to be used in transactions and messages between banks. The default is taken from the selected bank code.

Checks Tab

Lock Printing of Checks	An uneditable checkbox which prevents multiple users from printing the same check with the same check number from the same account.

Bank Statement Processing Tab

This tab only appears if the option *Install Bank Statement Processing* is selected in the *Administration* > *System Initialization* > *Company Details* > *Basic Initialization* tab of the SAP Business One client.

1.15.1.8.2 Payments Definitions

Use the payments definition pages to specify and maintain preexisting payment data, such as credit cards, credit card payments, credit card payment methods, and payment blocks.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Payments and Banking* > *Payments*, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Credit Cards

Use this page to define the credit cards that you accept as a means of payment from your customers, and by which you pay your vendors.

Credit Card Payments

Use this page to define credit card payments. To set up credit card payments, you enter the appointed times when a credit card company credits your account for credit card vouchers generated by the creation of incoming payments.

The appointed time of the credit varies from one credit card company to another, and depends on the time at which the credit card vouchers are deposited.

Code, Name	Specify the code and the name of the credit card payment.
Payment After	Select the option *Payment After* to specify the fixed period in the form of days and months that must pass from the date of voucher creation. To define this period, enter the required values in the *Days* and *Months* fields.
Voucher Date of Receipt	Determines that the credit card company credits you on a fixed date, based on the creation date of the voucher.

Define the dates in the table as follows:

Select the option *Voucher Date of Receipt* to specify the fixed dates based on the voucher creation date.

Define the ranges of dates through a month in the *From* and *To* fields. The total days in these ranges must be 31 and a maximum of four ranges can be defined. For every defined range, enter the day in the month, and after how many months the credit card company credits you.

Credit Card Payment Methods

Use this page to define the payment methods to be used when an incoming payment for a credit card is created using *Payment Means - Credit Card*. If you intend to accept credit cards as a payment means, the credit card payment methods are mandatory.

Card Specify whether to assign the method to a specific credit card or all credit cards.

Payment Code Specify the credit card payment code according to which credit card company credits you whenever the credit card payment method is used.

Min. Credit Voucher Specify the minimum amount that may be paid by credit card for this credit card payment method.

Min. Payment Specify the minimum amount of a payment made using this credit card payment method. This information is checked whenever a credit card transaction consisting of more than one payment is generated. If the amount of each payment is lower than defined, the credit card vouchers are not created.

Without Approval Specify the maximum credit card transaction amount that may be processed without requiring approval from the credit card company.

Credit Card Installments Select the required option:

- *No*
  Prevents the creation of multiple payment transactions when this credit card payment method is used.
- *Yes*
  Allows the creation of multiple payment transactions.
- *Cr*
  Allows the creation of multiple payment transactions for this credit type. The credit card company credits you for the total amount of the transaction, according to the credit card payment defined, while the customer makes multiple payments plus interest to the credit cards.
- *Rd*

Creates payment transactions in which the remittance is immediate, regardless of the value date of the credit vouchers. In return, you pay a predefined commission to the credit vendor.

Payment Blocks

Use this page to define reasons for payment blocks. They appear as options in the *Payment Block* field on *Payment Run* tab of the *Business Partner* page.

1.15.1.9 Inventory

In the *Inventory* menu, you can configure default settings for items, objects, and inventory transactions that are available in the *Item Management* group and *Inventory Transactions* group apps.

To access the *Inventory* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Inventory*.

This menu consists of the following submenus:

Settings:

- *Inventory Settings*

Definitions:

- *Item Groups*
- *Item Properties*
- *Warehouses*
- *Length and Width*
- *Weight*
- *Customs Groups*
- *Locations*
- *Manufactures*
- *Shipping Types*
- *Package Types*
- *Unit of Measure*
- *Unit of Measure Group*

1.15.1.9.1 Inventory Settings

On the *Inventory Settings* page, you can configure settings for items, objects, and inventory transactions that are available in the *Item Management* group and the *Inventory Transactions* group apps.

To access this page, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Inventory* > *Inventory Settings*.

To configure settings on a specific tab, follow these steps:

1. Choose the corresponding tab.
2. Choose *Edit*.
3. Make changes according to your business needs. Choose *Update* to save your changes.

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

General Settings Tab

Link Arrow for a BOM Item Opens

- *Item Master Data*
- *Bill of Materials*

Choose whether you want to directly navigate from a bill of materials parent item in any list view or detailed view to the *Item Master Data* or the *Bill of Materials* detailed view by selecting the link arrow (›) to the left of the parent item.

If you switch on the *Display Quick View* option on the *General Settings* tab of the *Settings* dialog box (from the home page, choose your user profile icon and then choose *Settings*), when you choose the link arrow, the *Item* quick view or the *Bill of Materials* quick view opens instead. You can still open the *Item Master Data* or the *Bill of Materials* detailed view by choosing the *View More* option in the quick view.

> **Note**
>
> The *Bill of Materials* option is currently unavailable. If you select this option, you will be directed to the *Item* or *Item Master Data* view.

Display Inactive Items In

- *Reports*
- *Marketing Documents*

Inactive items are items for which the *Active* checkbox on the *General* tab of the *Item Master Data* is deselected.

If you select the *Reports* checkbox, inactive items appear in item-focused reports.

If you select the *Marketing Documents* checkbox, inactive items appear as options in selection dialogs with a value help icon in all marketing documents. However, if a marketing document includes inactive items, it cannot be added.

On Item Duplication

Select the *Duplicate Bar Codes* checkbox if you want to duplicate bar codes when you duplicate items.

Default Length UoM Select the default length unit that you want to use for the measurement of items.

Default Weight UoM Select the default weight unit that you want to use for the measurement of items.

Perpetual Inventory Section

Use Perpetual Inventory Select this checkbox to activate the management of perpetual inventory accounting system. If selected, each transaction of inventory items is also reflected in the inventory related G/L accounts.

> **Note**
>
> After the first inventory transaction is posted, this option is disabled and its status cannot be changed again.

Valuation Method for Item Groups Specify the default valuation method for newly added item groups. This field is only available if the *Use Perpetual Inventory* checkbox is selected.

The available valuation methods are:

- *Moving Average*: Calculates the inventory value by item cost.
  This field is updated dynamically by every inventory receipt posting.
- *Standard*: Calculates the inventory value by a fixed price.
  An item's standard price should be set before you start working in your company.
- *FIFO*: Calculates inventory value by the FIFO (first in first out) method.
  - Each inventory receipt transaction creates a "layer" of quantities linked to costs.
  - Each inventory release transaction uses quantities and their corresponding costs from the first open layers.

> **Note**
>
> You can change the selected valuation method at any time; however, the change applies only to item groups added after the change, not retroactively.

Manage Item Cost per Warehouse Select this checkbox to calculate inventory pricing for each individual warehouse.

Deselect this checkbox to calculate inventory pricing for all warehouses combined.

This field is only available if you have selected the *Use Perpetual Inventory* checkbox.

Allow Stock Release Without Item Cost Select this checkbox to permit items to be included in documents such as deliveries or A/R invoices, even when the items cost has not been determined.

Select this checkbox when the inventory valuation is performed according to moving average or FIFO. If you valuate by the *Standard* option, a cost has already been defined.

Manage Serial and Batch Cost By Specify the default valuation method for newly added items managed by serial numbers or batches. This field is only available if the *Use Perpetual Inventory* checkbox is selected.

- *Items Group Valuation Method* - Select this option to set the default valuation method as the one associated with the item group of newly added items.
- *Serial/Batch Valuation Method* - Select this option to set the default inventory calculation and cost method to the *Serial/Batch* valuation method.

> **Note**
>
> You can change the selected valuation method at any time, however the change is not retroactive and only applies to new item master data records added after the change.

Warehouse Preferences Tab

Default Warehouse	Choose the default warehouse that you want to use when you create a new item.
Set G/L Accounts By	Select a method by which you want to set the inventory G/L accounts that are used in journal entries created by documents for monetary transactions of items. • *Warehouse*: use accounts from selected warehouses. The accounts are defined on the *Accounting* tab on the warehouses definition page (from Web client *Home* page, choose *Main Menu* > *Administration* > *Configuration* > *Inventory* > *Warehouses*). • *Item Group*: use accounts from the item group which is assigned to an item. The accounts are defined on the *Accounting* tab on the item groups definition page (from Web client *Home* page, choose *Main Menu* > *Administration* > *Configuration* > *Inventory* > *Item Groups*). • *Item Level*: set up accounts for specific items only and enter them directly into the *Accounting* tab of the item master data record. Transactions of the items use the specified accounts for journal entry posting. This field displays *Set Inventory Method By* when you enable the advanced G/L account determination rules. In such a case, the dropdown list options no longer affect the accounts determination.
Automatically Add All Warehouses To	Select *New and Existing Items* if you want to automatically add all warehouses when you create a new item, or to automatically add a new warehouse to existing items. When modified, this setting is updated immediately per company, for all users.

1.15.1.9.2 Inventory Definitions

Use the inventory definition pages to specify and maintain preexisting data for items, objects, and transactions that are available in the *Item Management* group and the *Inventory Transactions* group apps, such as items groups and warehouses.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Inventory*, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> ⓘ Note
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Item Groups

Use this page to classify your inventory items into groups. For example, you can create groups that correspond to your business areas and assign the items to a business area using the group.

Item groups can also describe the nature of an item. If you enter a large number of items in Web client, it makes sense to define groups in more general terms. If you handle just a few items in your company, the description of the item group can be more detailed.

You can use the item groups to format your reports and evaluations, and to select several items so that they can be processed together. For example, you could select all the raw materials for a physical inventory.

Item Properties

Use this page to classify your inventory items by properties, which you define according to your business requirements. You assign the relevant properties when you process a master record for an item.

You can use the item properties to format your reports and evaluations, and to select several items so that they can be processed together. For example, you could select all the raw materials for a physical inventory.

> ⓘ Note
>
> The properties are not mandatory; an item can have none, one, or up to 64 properties.
>
> You can use the properties to:
>
> - Format reports and evaluations
> - Sort data
> - Select master records during processing

Warehouses

Use this page to specify all the general information regarding the warehouses your company uses. You can also maintain the warehouse accounting information, and the bin location information if you enabled the bin location for the specific warehouse.

Length and Width

You use this page to define the length, volume and weight measures you use in your company as a basis for the entries in the item master record. You can then use these measurements to create and edit an item record.

Weight

You use this page to define the weight unit of measurements.

Customs Groups

You define customs groups to determine the customs duty for an item purchased abroad. The customs duty is calculated when you enter the import data in the Purchasing application.

Customs	Enter the customs deduction (percentage).
Purchase	Enter the purchase deduction (percentage).
Other	Enter an additional deduction (percentage) if necessary.
Total	Displays the total customs percentage which is determined by fields *Customs*, *Purchase* and *Other*: Total = [10,000 * A + (100 + A) * B * (100 + C)]/10,000 A = Customs, B = Purchase, C = Other
Customs Allocation Account	Specify an account to which the customs duty can be allocated.
Customs Expense Account	Specify an account to which the customs expenses can be posted.

Locations Groups

Use this page to define geographical locations for warehouses. This allows you to group warehouses in your system based on their physical location. Then you can use these locations to generate location-based reports for warehouses.

The definitions you make in this page will appear as options you can select from the *Location* field in the *Warehouses* page.

> **Note**
>
> You cannot delete a location, but you can modify the name of the location.

Manufacturers Groups

If the item is a brand product, you can enter the manufacturer in the item master record. You enter the manufacturers of the items you normally use.

You can only assign an item to one manufacturer. You assign the item when you edit the item master record. You can also define a new manufacturer when you edit a master record.

.

Shipping Types

Use this page to specify how an order is to be shipped. For example, air cargo or courier could carry out a delivery. The shipping types defined in this page can be specified as information in the purchasing and sales documents, and in the import data.

.

Package Types

Use this page to define different package types.

Units of Measure

To manage inventory items by different UoMs (units of measure) applicable to your business, you need to define the individual UoMs in this page. These are the units in which the items will be purchased, sold, and stocked. You can later group associated ones together as a set of UoMs with a definition of its conversion rules.

Unit of Measure Groups

A UoM (Unit of Measure) group is a set of UoMs that you want to use for a certain type of product. Each UoM group has a base UoM. All the other UoMs belonging to this group are related to this base UoM by conversion rules.

You can assign a UoM group to an item. When you use different UoMs for the item in sales, purchasing, inventory, and production transactions, SAP Business One automatically processes the differences in UoMs according to their conversion rules.

> **Note**
>
> When you create a UoM group, pay attention to the following:
>
> - A UoM group can only be added if a base UoM has been defined for it.
> - If a UoM group has been assigned to an item, you are unable to remove it.

1.15.1.10 Accounting

In the *Accounting* menu, you can specify and maintain accounting data such as currencies, projects, transaction codes, indicators, reference field links, and period indicators.

To access the *Accounting* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Accounting*.

This menu consists of the following definition submenus:

- *Indexes*
- *Currencies*
- *Projects*
- *Transaction Codes*
- *Indicators*
- *Reference Field Links*
- *Period Indicators*

1.15.1.10.1 Accounting Definitions

Use the accounting definition pages to specify and maintain accounting data, such as currencies, projects, transaction codes, indicators, reference field links, and period indicators.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Accounting*, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Indexes

Indexes are used to view financial results from other perspectives for analysis in multinational companies, or in countries with high inflation, for you to understand the real values. The financial values may vary according to different indexes.

Indexes are available for the following localizations: Argentina, Costa Rica, Guatemala, Mexico, France, United Kingdom of Great Britain and Northern Ireland, Chile, Israel, Italy, Portugal, South Africa, Australia, Germany, Greece, Belgium, China, Japan, South Korea, Spain, Hungary, Switzerland, Singapore, Turkey, United Arab Emirates, Sweden, Canada, Panama, Denmark, Norway, Finland, Cyprus.

> **Note**
>
> You can remove user-defined indexes, but not those provided by default by SAP Business One.

Currencies

Use this page to define a list of the company's currencies.

> **Note**
>
> You cannot remove currencies that are in use.

Code Enter a code of up to three characters for the currency, for example, **USD**, **EUR**.

Currency Enter the currency name. This name appears in the dropdown lists of various pages pertaining to currency.

International Code Enter an international code to represent the currency in printed checks, for example, **$**, **€**.

International Name, Hundredth Name Enter the international name of the currency and the name of its decimal unit. This information is required for printing checks in this currency so that the numerical amount can be represented in words.

English Name, English Hundredth Name

Enter the English name of the currency and the English name of the currency's decimal unit. This information is required for printing checks in this currency so the numerical amount can be represented in words.

Incoming Amt Diff. Allowed, Incoming % Diff. Allowed

For a specific currency, enter the maximum amount or percentage allowed for incoming payment differences.

Enter **0** or an amount greater than **0**.

> **Note**
>
> The base amount for the percentage calculation is the total amount paid, which is the sum of the totals for all payment means.

Outgoing Amt Diff. Allowed, Outgoing % Diff. Allowed

For a specific currency, enter the maximum amount or percentage allowed for outgoing payment differences.

Enter **0** or an amount greater than **0**.

> **Note**
>
> The base amount for the percentage calculation is the total amount paid, which is the sum of the totals for all payment means.

Rounding

This column only appears if the selected rounding method is *By Currency* on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page.

Select one of the following options:

- *No Rounding* – Prevents rounding for amounts in this currency.
- *Round to Five Hundredth* – Example: 4.22 becomes 4.20 and 4.24 becomes 4.25.
- *Round to Ten Hundredth* – Example: 4.19 becomes 4.20 and 4.14 becomes 4.10
- *Round to One* – Rounds to the nearest integer, for example, 4.23 becomes 4.
- *Round to Ten* – Example: 5.8 becomes 10.

Decimals

Select the required decimal rounding for the currency.

The selected option affects all monetary values in the currency, such as the *Unit Price* and *Total* fields.

If you select *Default*, the decimal display is determined by the parameters entered in *Administration* > *General Settings* > *Display* tab of the SAP Business One client.

> **Note**
>
> After journal entries are posted, you can only increase the number of decimal places. Each change is irreversible.

Rounding in Payment

This column only appears if the selected rounding method is *By Currency* on the *Sales and Purchasing* tab of the *Sales and Purchasing Settings* page.

Select to round values in payment documents.

Projects

You can define the individual projects that your company runs and link each transaction you create to the appropriate project. You can assign projects to business partners, marketing documents, journal entries, etc.

In the *Code* and *Name* columns, specify a project code of up to 20 characters and the full name of the project. You can also set a valid period for the project.

If you want to hide a project from being selected or to deactivate a project, deselect the *Active* checkbox.

> ⓘ Note
>
> You cannot remove projects that are in use.

Transaction Codes

In the *Code* column, specify a value of up to four characters. The specified values appear as options for the *Transaction Code* dropdown list on the *General* tab of a journal entry page when you create or edit a journal entry.

> ⓘ Note
>
> You cannot remove transaction codes that are in use.

Indicators

In the *Code* column, specify a value of up to two characters. The specified values appear as options for the *Indicator* dropdown list on the *General* tab of a journal entry page when you create or edit a journal entry.

Reference Field Links

SAP Business One, Web client gives you considerable flexibility when differentiating and analyzing the effect of business transactions in your financial reports, based on values in reference fields and in user-defined fields (UDFs).

To enable you to record specific source document information with the journal entries in the accounting system, SAP provides a number of reference fields in the journal entry to which values can be copied from the source document. A source document in this context can be any document in the Web client that gives rise to journal entries and therefore affects the financial accounts.

SAP Business One, Web client comes with predefined values for the reference fields – which differ depending on the source document – but you can overwrite the predefined values, either when setting up your system or when manually creating a journal entry. For example, your company may need to store varying or additional information as part of journal entries, either for its day-to-day work or in order to fulfill localization-specific, industry-specific, or legal requirements.

> → Recommendation
>
> You can change the reference field and UDF links at any time. However, we recommend that you set up these links in advance of the financial year and only change the links at the end of the financial year and prior to the start of the next financial year.
>
> Make sure you discuss and validate these changes with your company accountant and partners in relation to how these changes will impact financial processes.

The *Reference Field Links* list view displays the business documents for which you can configure the reference links, and the status of the links. Any changes to the reference field links and/or user-defined field links of a document are indicated by the status *Customized*, while documents with all default source fields are shown with the status *Original*.

In the detailed view of each document, you can view the predefined values for each reference field and also for any user-defined fields. Choose *Edit* to change the links, or restore the field values to the default ones. Whenever a journal entry is created, the reference fields and any user-defined fields in the journal entry are filled according to the values you have defined for the respective document.

Target Fields

The *Field Name* column displays the name of the following reference fields, or user-defined fields, in the journal entry.

- Reference 1 - Header
- Reference 2 - Header
- Reference 3 - Header
- Remarks - Header
- Reference 1 - BP Row
- Reference 1 - Row
- Reference 2 - BP Row
- Reference 2 - Row
- Reference 3 - BP Row
- Reference 3 - Row
- Row Details - BP Row
- Row Details - Row

“Header” refers to the header of the journal entry. “BP row” refers to the journal entry row with the business partner control account. “Row” refers to the journal entry row with the standard G/L account.

Source Fields

The *Field Value* column displays the names of the fields that are available for copying from the business document. Fields that are automatically copied to other fields in journal entries, such as the due date, posting date, or document date, are not available for copying to reference fields. However, with that exception, you may copy from the same source field to multiple target fields.

> **Note**
>
> You can copy from standard fields or from user-defined fields on header level only, **not** on row level.

Special Considerations

Before you define reference field links and user-defined field links for journal entries, we recommend that you consider the features and special cases described below.

- **Incoming and Outgoing Payments**
  - **Ref. 2**
    The *Ref. 2* field in the journal entry is not copied directly from the *Reference 2* field in the payment document. Instead, it is copied from a field that is not visible on the user interface, the *Ref. 2* field in the payments table on the database.
    The standard behavior is that SAP Business One, Web client copies the field value from the payment document to the field in the database, and then from the field in the database to the field in the journal entry. However, if you use a partner add-on that modifies the value of the *Ref. 2* field in the payments table, this logic does not apply.
  - **Ref. 3**
    The value that is copied to the *Ref. 3* field for rows depends on the payment means. However, if you select a value other than *Default* for *Reference 3 - BP Row* or *Reference 3 - Row*, this is the value that is then copied to these rows for **all** payment means.
    If you select *Default* for *Reference 3 - BP Row* or *Reference 3 - Row*, the value that is copied depends on the payment means, as shown in the following table:

Source	Value Copied
BP row	Payment number (document number)
Check	Check number
Contra payment row	Payment number (document number)
VAT correction and discount	Payment number (document number)
Rate difference row	Payment number (document number)
Credit card payment row	Voucher number
Split credit voucher	Voucher number/index
Any other row	Empty

- **Landed Costs**
  The source field *Reference 1* corresponds to the *Reference* field in the landed costs document.
  The source field *Reference 2* is not otherwise visible on the user interface. The only way to edit the value in this field is through the SAP Business One Software Development Kit (SDK).
- **Inventory Transfers**
  The source field *Reference 2* is not otherwise visible on the user interface. The only way to edit the value in this field is through the SAP Business One Software Development Kit (SDK).

- **Verification of User-Defined Fields**
  When defining reference links to user-defined fields, you need to ensure the following:
  - That the source and target field types match
  - That the source and target field lengths match
  - That the source and target field values match
  - That any truncation due to the target field being shorter than the source field is acceptable, or else change the definition of the target field
  - That the target field is none of the following combinations:

Type	Structure
General	Link
General	Image
Alphanumeric	Text

  If the application detects any of these situations, you receive an appropriate system message.

Period Indicators

In the *Period Indicator* column, specify a value of up to ten characters. The specified values appear as options for the *Period Indicator* dropdown list on the *General* tab of a posting period definition page when you create or edit a posting period. You can link each numbering series to a specific posting period by relating the same period indicator to both the selected posting period and the selected numbering series.

> **Note**
>
> You cannot remove or update period indicators that are in use.

1.15.1.11 Service

In the *Service* menu, you can specify and maintain preexisting data for business documents and objects that are available in the *Service* group apps.

To access the *Inventory* menu, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Service*.

This menu consists of the following definition submenus:

- *Service Call Origins*
- *Service Call Problem Types*
- *Service Call Problem Subtypes*

- *Service Call Statuses*
- *Service Call Types*
- *Solution Statuses*

1.15.1.11.1 Service Definitions

Use the service definition pages to specify and maintain preexisting data for business documents and objects that are available in the *Service* group apps.

To access these pages, from the home page, choose *Main Menu* > *Administration* > *Configuration* > *Service*, and choose the submenu for the data that you would like to define.

For information on how to work with simple definition pages that have an *Edit* button, see the section *Working with Simple Definitions* in Working with Definitions [page 380].

For information on how to work with detailed definition pages that have a *Create* button and additional drill-down detailed views, see the section *Working with Detailed Definitions* in Working with Definitions [page 380].

> **Note**
>
> This topic documents fields and other elements that either are not self-explanatory or require additional information.

Service Call Origins

Specify values in the *Name* column. The specified values appear as options in the *Origin* dropdown list in the *Classification* section in the *General* tab of a service call page when you create or edit a service call. The *Origin* dropdown list is used to show how assistance and support requests are received from customers or sent to vendors.

There are three default service call origins:

- *Email*: Service requests are received or sent by emails.
- *Telephone No.*: Service requests are received or sent by phone calls.
- *Web*: Service requests are received or sent online from webpages.

You can define custom origins but you cannot delete the default origins. If you want to hide an origin from the dropdown list, or deactivate an origin, deselect the *Active* checkbox.

> **Note**
>
> You cannot add a service call with such hidden options or update such hidden options of an existing service call through the Data Interface.

Service Call Problem Types

Specify values in the *Name* column. The specified values appear as options in the *Problem Type* dropdown list in the *Classification* section in the *General* tab of a service call page when you create or edit a service call. The *Problem Type* dropdown list is used to classify types of reported problems.

If you want to hide a type from the dropdown list or deactivate a type, deselect the *Active* checkbox.

> ⓘ Note
>
> You cannot add a service call with such hidden options or update such hidden options of an existing service call through the Data Interface.

Service Call Problem Subtypes

Specify values in the *Name* column. The specified values appear as options in the *Problem Subtype* dropdown list in the *Classification* section in the *General* tab of a service call page when you create or edit a service call. The *Problem Subtype* dropdown list is used to classify subordinate types of reported problems.

If you want to hide a subtype from the dropdown list or deactivate a subtype, deselect the *Active* checkbox.

> ⓘ Note
>
> You cannot add a service call with such hidden options or update such hidden options of an existing service call through the Data Interface.

Service Call Statuses

Specify values in the *Name* column. The specified values appear as options in the *Status* dropdown list in the *Service Call Details* section in the *General* tab of a service call page when you create or edit a service call.

There are three default service call statuses:

- *Open*: The initial status of a service call after it is created. It awaits service engineers to work on it.
- *Pending*: The issue is acknowledged but the call has not yet been resolved or closed. This could be due to needing approval, needing further information, waiting for parts, or any other reason that might delay the completion of the service call.
- *Closed*: The service call is resolved. You cannot set the status of a service call to *Closed* if you have not provided a solution.

You can define custom statuses but you cannot delete the default statuses. If you want to hide a status from the dropdown list or deactivate a status, deselect the *Active* checkbox.

> ⓘ Note
>
> You cannot create a service call with such hidden options or update such hidden options of an existing service call through the Data Interface.

Service Call Types

Specify values in the *Name* column. The specified values appear as options in the *Call Type* dropdown list in the *Classification* section in the *General* tab of a service call page when you create or edit a service call. The *Call Type* dropdown list is used to classify your service calls. For example, you can use **`First Level`**, **`Technician`**, or **`Field Repair`**.

If you want to hide a type from the dropdown list or deactivate a type, deselect the *Active* checkbox.

> **Note**
>
> You cannot add a service call with such hidden options or update such hidden options of an existing service call through the Data Interface.

Solution Statuses

Specify values in the *Name* column. The specified values appear as options in the *Status* dropdown list on the *General* tab of a solution page when you create or edit a solution.

There are three default solution statuses:

- *Internal*: A solution is in the internal processing stage inside a department or organization.
- *Publish*: A solution has been made publicly available and is accessible to all users within a company.
- *Review*: A solution is going through a review process to ensure quality and correctness before it is published.

You can define custom statuses but you cannot delete the default statuses. If you want to hide a status from the dropdown list or deactivate a status, deselect the *Active* checkbox.

1.16 Multiple Branches

If you have enabled multiple branches in SAP Business One, the multi-branch feature is visible and functional in Web client.

The multi-branch option allows businesses that operate branches or multiple business units to record the activity of the various units in one database and generate reports per unit/branch. This obviates the need to maintain multiple databases, simplifies reporting and supports data consistency. For example:

- A department store can maintain separate units for furniture, housewares, clothing, books, cosmetics and so on.
- An exclusive jewelry brand operates four stores only, so the activity of the four branches is recorded to one database while referencing each transaction to the respective branch.

At this stage, the multi-branch function is available in the following usages:

- Assigning a branch when creating sales documents

- Analytics by branch
- Filtering in a marketing document list view
- Managing data ownership by branch

> **Note**
>
> Data ownership by branches is enabled only when the company manages data ownership by branches (like the behavior in SAP Business One).

Complete documentation about multi-branch capability is available in the online help at: https://help.sap.com/viewer/68a2e87fb29941b5bf959a184d9c6727/10.0/en-US/50b1c1bc2752475c8fe052c33d15c28f.html

1.17 User-Defined Objects, Tables, and Fields

User-defined objects (UDOs) and user-defined tables (UDTs) created in SAP Business One appear under the *User-Defined Objects* and *User-Defined Tables* groups in Web client.

User-defined fields (UDFs) for headers of documents and master data can be displayed as columns in the table area of the respective list views, and can be used as filters. In the detailed view, UDFs appear on the *User-Defined Fields* tab. User-defined fields for row level appear in the grids of the respective detailed view.

At this stage, you cannot create new UDTs and UDOs from within Web client, but if you add such elements in SAP Business One, they will be visible and functional through Web client.

You can, however, create new UDFs in Web client. To know more about creating new UDFs in Web client, see Creating User-Defined Fields [page 449].

1.17.1 User-Defined Fields

User-Defined Fields setup is now available in SAP Business One, Web client.

You can now view, create, update or remove user-defined fields. This includes UDFs on system objects, user-defined objects and user tables.

User-defined fields enable you to add fields to existing tables to keep track of additional information. For example, you can add a field called *CarNumber* to the Employee Master Data table to keep track of the license plate number for each employee.

1.17.1.1 Creating User-Defined Fields

When creating user-defined fields, you must specify a field name and the type of data to be contained in the field. You can also specify the valid values for the field.

Procedure

1. To create a user-defined field, go to *Administration* > *User-Defined Fields*. The *User-Defined Management* window opens.
   The window displays a hierarchy of categories (form types) to which you can add user-defined fields. Some categories affect a single form (such as *Business Partners* under *Master Data*), while others affect multiple forms (such as *Title* and *Rows* under *Marketing Documents*).
   To view all the available form types, click *Expand*.
2. Select the category to which you want to add a field and choose the *Create* button.
   The *Create User-Defined Field* window opens.
3. Specify the name and type of field by entering the following fields in the *Create User-Defined Field* form:

Field Name	Description
Title	The field name. The *Title* value cannot contain spaces or special characters. A field is added to the database with the prefix U_ followed by the field name specified here. The full name, with the prefix, is displayed in the query generator when you view a table's list of fields.
Description	The field display name.
Link to Entity	Enables you to link to a system object, a user-defined table (UDT) or a user-defined object (UDO). **Link to System Object**: You can link an SAP Business One system form. **Link to User-Defined Table**: Specifies that the valid values for this field are the keys (values for the Code field) in a specific user-defined table. For more information, see Linking a User-Defined Table to a User-Defined Field [page 454]. **Link to User-Defined Object**: You can link a user-defined object. For more information, see Linking a User-Defined Field to a User-Defined Object (UDO) [page 455].
Length	The size of the field. If the field type is *Alphanumeric*, the length is the maximum number of characters. If the field is *Numeric*, the length is one more than the maximum number of digits. For example, specify 11 to allow up to 10 digits to be entered.

Field Name	Description
Type and Structure	Describes the type of data to be contained in the field. The type and structure determine the type of data that can be entered into each field and how it is displayed. The following table describes the Type field options, and the *Structure* field options for each type: **Alphanumeric** — A series of characters. The following are the structure options for this type: *Regular*: Lets you enter up to 254 characters. *Address*: For future use. *Phone No.*: If automatic dialling is set up, it lets you dial the number by clicking on it. *Text*: Lets you enter: 2 GB of text in header fields 255 KB of text in row fields *Checkbox*: Lets you define a UDF that will be presented in the UI as a checkbox. The checkbox can be shown in the header and in the row of an object. **Numeric** — Integers up to 10 digits long. There are no structure options for this type. **Date or Time** — Date or time. The following are the structure options for this type: *Date*: Lets you enter a date. *Time*: Lets you enter a time.

Field Name	Description	
		The display format for dates and time is determined by system initialization settings, located in *Administration* > *System Initialization* > *General Settings* > *Display tab*.
	Units and Totals	Integer and decimal numbers. The following are the structure options for this type: *Rate* *Amount* *Price* *Quantity* *Percents* *Measure* The structures are identical except for the display format. The formats are determined by system initialization settings, located in *Administration* > *System Initialization* > *General Settings* > *Display tab*.
	General	Links and images. The following are the structure options for this type: *Link*: Lets you enter a link to a file or to a web address *Image*: Lets you enter a link to a picture When you add a link to a file/picture, the

Field Name	Description
	file/picture is copied to folders specified in the initialization settings. You must specify these folders on the Path tab in *Administration* > *System Initialization* > *General Settings*. Specify a folder for files (attachments) and another for pictures.

4. Specify the validation rules for the field.

> **Note**
>
> You can either choose *Link to Entity* or *Validation*.

Field	Description
Validation	Specify the following validation options: • *None* • *Valid Values*: Specifies that there is a predefined list of valid values for this field. For this field, you must pick from a dropdown list of valid values. To enter a valid value, choose the *Add* button and enter a value and a description. • *Advanced*: Specifies the advanced validation rules for the field. Different data types may have different validation rules. For example, for the *Alphanumeric* data type, you can specify the *Rules* and *Values* field from the following validation rules: *Starts With*, *Ends With*, *Contains*, *Does Not Contain*, *Length Equal To*, *Length Greater Than or Equal To*, and *Length Less Than or Equal To*.
Set Default Value for Field	Specifies that there is a default value for the field in cases where the user does not select one. Choose a default value from the list (if you provided a list of valid values) or enter a default value. This setting is mandatory when the field is defined as mandatory.

Field	Description
Mandatory Field	Requires that you enter a value for this field in every document or form. If you select this checkbox, you must specify a default value for the field.

5. Choose the *Create* button to add the field.

Results

The following occurs when you add a user-defined field:

- Information about the new field (such as its name, its size, and the table to which it was added) is stored in the `CUFD` table (user field definition table).
- The field is added to the relevant table. The prefix `U_` is added to the name of the field in the database table, indicating that it is a user-defined field.

  > ### Example
  >
  > - If you add a user-defined field called *Driver* to the business partners category table, the field `U_Driver` is added to the `OCRD` table.
  > - If you add a user-defined field to a sales or purchasing header, all header tables of sales and purchasing documents are updated. All tables that start with 'O' (`OINV`, `ODLN`, `OPCH`, and so on), have the prefix `U_` added to the name of the field in the database table.

- If you enter valid values, they are added to the `UFD1` table.

1.17.1.2 Linking a User-Defined Table to a User-Defined Field

Instead of defining valid values for a field within the field definition, you can specify that the valid values are contained in a user-defined table.

This can be helpful if you have several fields in different tables with the same valid values, or when you want to update the valid values dynamically.

Prerequisite

- You are adding a user-defined field, as described in Creating User-Defined Fields [page 449], and you have opened the *Create User-Defined Field* window to define the new field.
  The field type is *Alphanumeric* and its structure is *Regular*.
  The *Default Value*, and *Mandatory Field* checkboxes are not selected.

Procedure

1. In the *Create User-Defined Field* window, select the *Link to Entity* checkbox. A new field is displayed to the right.
   Click on value help icon in the field to open the *Link to Entity* dialog box and select *User-Defined Tables*.
2. Select the user table that contains the valid values for the current field and click *OK*.
3. Fill out the rest of the form and choose the *Create* button.

1.17.1.3 Linking a User-Defined Field to a User-Defined Object (UDO)

You can link a user-defined field to a user-defined object. This can be helpful if you have UDOs related to a standard system form (non-user form).

> ⓘ Note
>
> You can only link a UDO to a system form.

Prerequisite

- You are adding a user-defined field, as described in Creating User-Defined Fields [page 449], and you have opened the *Create User-Defined Field* window to define the new field.
- The *Default Value*, and *Mandatory Field* checkboxes are not selected.

Procedure

1. In the *Create User-Defined Field* window, select the *Link to Entity* checkbox.
2. Click on the value help icon in the field to open the *Link to Entity* dialog box and select *User-Defined Objects*.
3. Select the user-defined object that you want to link to and click *OK*.
4. Fill out the rest of the form and choose the *Create* button.

1.17.1.4 Creating Table Keys

You can set a user-defined field (or multiple fields) as a key in the database table to make the field (or set of fields) unique and prevent duplicates.

Procedure

1. Go to *Administration* > *User-Defined Fields*. The *User-Defined Fields Management* window opens.
2. Select the table for which you would like to define a key and choose the *Keys* button.
   The *Manage Keys* window appears.
3. To create a new key for the table, choose the *Add* button. The system creates a key with the name `IX_0`.
   In the *Key Name* field, you can change this default name. You can create as many keys as you need by choosing *Add*. You can also browse between the different keys by selecting them from the dropdown list.
4. In the *Valid Values* table, select the user-defined fields you want to include in the selected key.

   > ⓘ Note
   >
   > You can define more than one user-defined field in a single key.

5. Select the *Unique* checkbox.
   If the key is made up of one field, values entered for that field must be unique. If the key is made up of more than one field, the set of values for these fields must be unique.
6. Click the *OK* button.

1.17.1.5 Updating User-Defined Fields

To update a user-defined field, do the following:

1. Go to *Administration* > *User-Defined Fields*. The *User-Defined Fields Management* window opens.
2. Select a field by clicking on it.
3. Choose the *Edit* button.
4. The *Edit User-Defined Field* window opens. You can update the field settings, except for *Title*, *Type*, and *Structure*.
5. Once you finish editing, click on the *Update* button.

1.17.1.6 Removing User-Defined Fields

> ⚠ Caution
>
> This action is irreversible and deletes all values saved in this field in all its related objects. A query with a removed user-defined field displays an error when you run it.

> → Recommendation
>
> Before you remove a user-defined field, back up the database.

To remove a user-defined field, do the following:

1. Go to *Administration* > *User-Defined Fields*. The *User-Defined Fields Management* window opens.
2. Select a field by clicking on it.
3. Choose the *Delete* button and click *OK*.

1.18 Extensibility

Web client supports Tile Links and Extensions using various technologies (for example, Fiori/SAPUI5, React, Vue and Angular), manage the applications in a unified life cycle management, and interact with the Web client API and the Service Layer in a straightforward and intuitive manner.

These extensions will appear as new tiles in the Web client Fiori Launch Pad, and blend seamlessly with the existing UI.

Web client UI API is available for you to create UI extensions on top of Web client, so that you can customize and diversify UI pages to suit your individual business needs.

For more information, see:

- How to Develop Web Client Extensions
- Service Layer API Reference
- Web Client Extensibility Videos
- Web Client Extensibility Trainings

1.19 Setting Up SAP Business One App for Microsoft Teams

As system administrators, you can set up the SAP Business One app in Microsoft Teams for your organization to make SAP Business One, Web client directly accessible to your organization members in Microsoft Teams.

Your organization members can use all the supported functions of the Web client through Microsoft Teams. They can collaborate through chats and manage work easily and seamlessly without changing systems, thereby increasing productivity and performance, especially when working remotely. By leveraging the popular chat-based enterprise collaboration platform, this app can facilitate business processes and communication.

The Web client UI is in SAP Fiori style, enabling business tasks to be carried out in a responsive, interactive, and collaborative manner.

This app is only available when SAP Business One is deployed on-premise with version 10.0 FP 2111 or higher.

Prerequisites [page 458]

Installing [page 458]

Upgrading [page 460]

Uninstalling [page 462]

Using This App in Teams [page 462]

Supported View Names [page 469]

1.19.1 Prerequisites

Before you set up the SAP Business One app, make sure you have acquired the following:

- A Microsoft Teams admin account
  This account is required for you to upload, install, upgrade, and uninstall the app for your organization.
- SAP Business One, Web client
  The Web client is presented in tabs in Microsoft Teams. Due to security requirements, make sure that the certificate of your Web client is trusted in your organization's environment.
- SAP Business One Service Layer
  The Service Layer works primarily as a back-end data service. For security concerns, make sure that its certificate is trusted in your organization's environment.
- SAP Business One System Landscape Directory (SLD)
  Since the SLD is involved in the login process, make sure that its certificate is trusted in your organization's environment.

1.19.2 Installing

Context

The SAP Business One app for Microsoft Teams is delivered along with the SAP Business One products. It is a lightweight package in a zip format, which is comprised of a manifest file and several image files.

As this app is designed for enterprises, it is not published to the Teams' app store due to business and technical requirements. Only IT administrators or other roles with the same authorizations in an enterprise are allowed to upload and install this app. For more details about the app distribution, check out the guidance from Microsoft.

As an IT admin, you already have the SAP Business One product package in place. Let's go through the following steps to install the app.

Procedure

1. Get the app package and unzip it.

   Navigate to the following folder in the SAP Business One product package:

   `Packages.x64\MS Teams Integration\`

   Find the app package file `SAPBusinessOne.zip` and unzip it. You can find the `manifest.json` file and the other two image files as below:

   `SAPBusinessOne`

- `color.png`
- `manifest.json`
- `outline.png`

2. Update the manifest file.

   Assuming you already have a working Web client and its domain is `abc.def.com`, open `manifest.json` and find the field `<validDomains>`. Add the domain of your Web client as follows:

   Sample Code

   ```
   "validDomains": [
       "b1teamsapp.cfapps.sap.hana.ondemand.com",
       "abc.def.com"
   ]
   ```

   Note

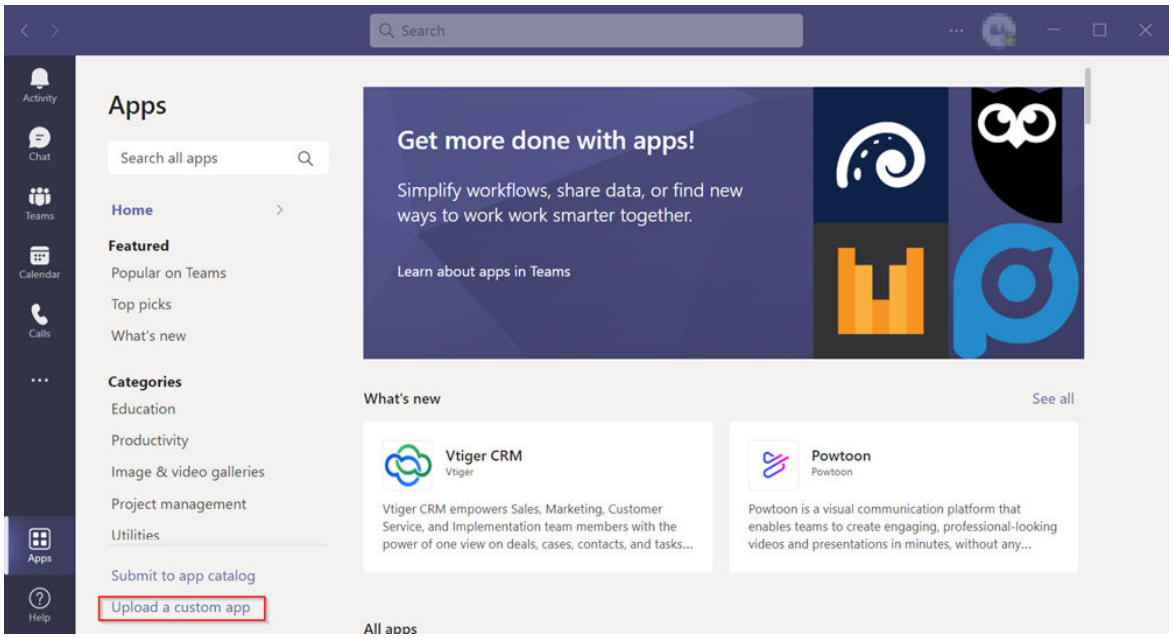
   - `b1teamsapp.cfapps.sap.hana.ondemand.com` is the domain of the configuration service of the SAP Business One app for Microsoft Teams. Do not change it.
   - You can also use wildcards in your domain, for example, `*.def.com`, which is a more generic representation of your organization domains. For more details about how to specify a valid domain, check out the guidance from Microsoft.

3. Upload the app package to Microsoft Teams.

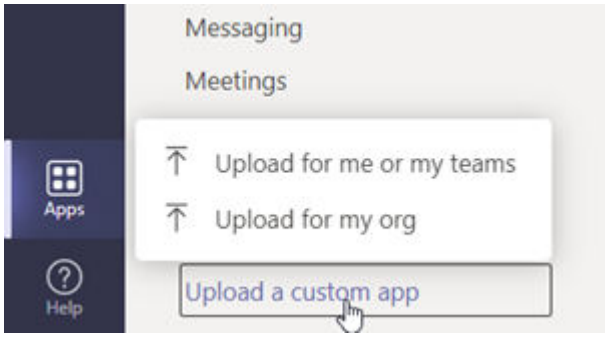
   In the `SAPBusinessOne` folder, compress the above three files into a new zip file.

   Log in to Microsoft Teams as the organization admin.

   Navigate to *Apps* in the sidebar. In the lower left corner, find *Upload a custom app* and click it.

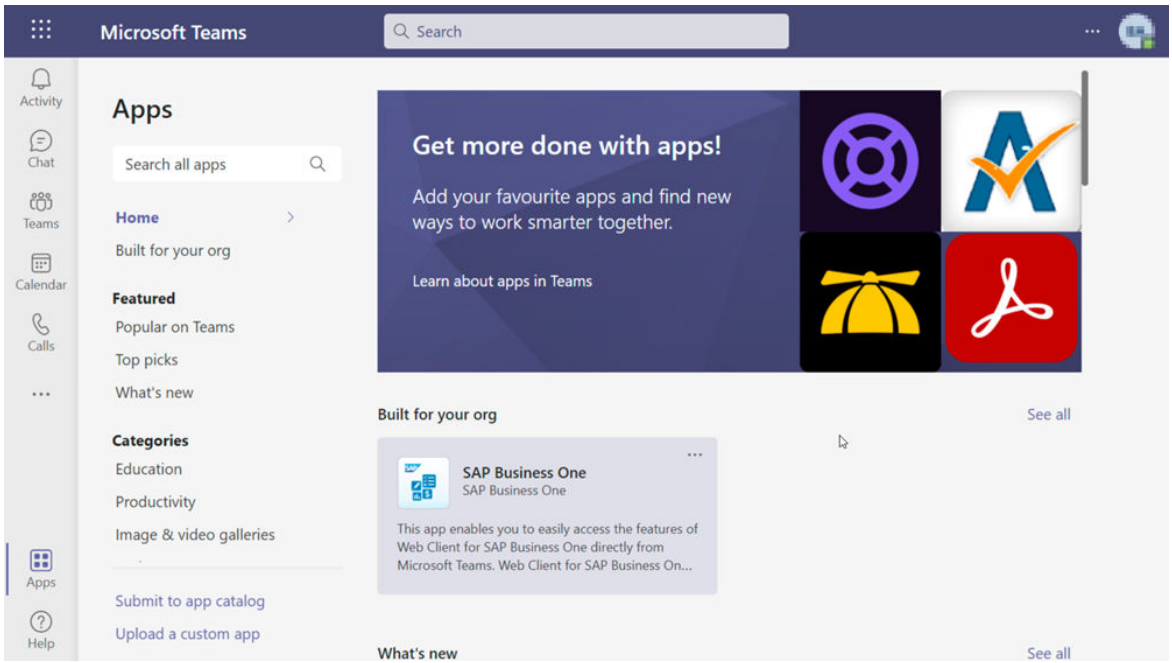


   A pop-up list displays two options: *Upload for me or my teams* and *Upload for my org*.



Choose *Upload for my org* and upload the updated app package.

If the uploading is successful, the app is displayed as below with its name, logo and introduction. Now your organization members can use this app.



1.19.3 Upgrading

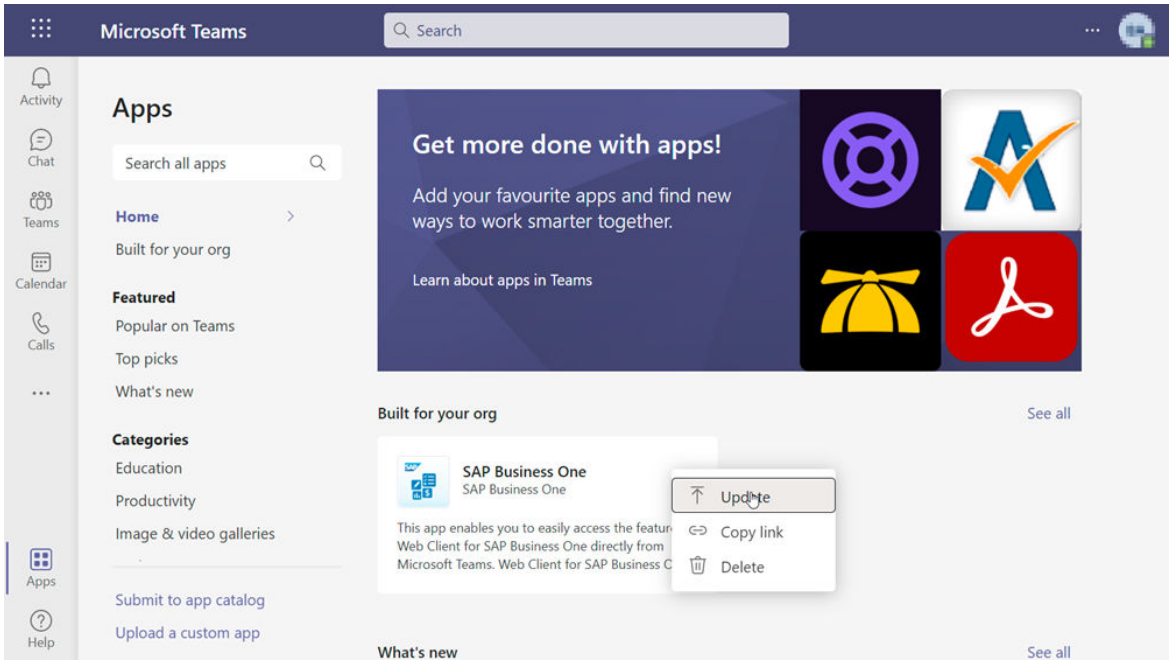
Context

Since this app is delivered with SAP Business One, its version is updated in accordance with the SAP Business One version. If your installation of SAP Business One is updated, IT admins need to update the app manually in the Apps store.

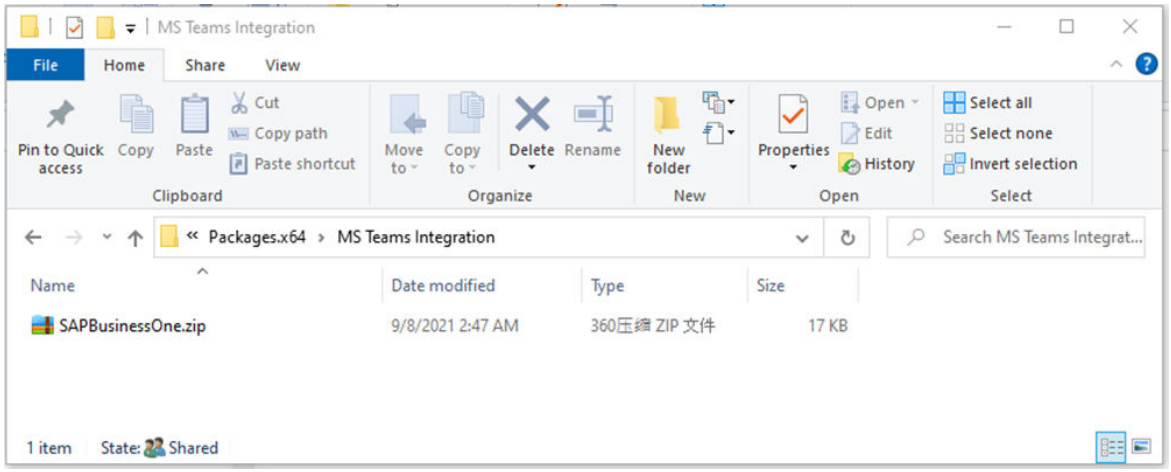
Procedure

To update the app, proceed as follows:

1. Search for the SAP Business One app in the Apps store. Hover your mouse over the app. You will find an ellipsis icon in the upper right corner.
2. Click the icon and choose *Update*.



3. A dialog is displayed as below. Select your app package to finish the upgrade.



1.19.4 Uninstalling

Context

The uninstallation procedure is similar to the upgrade.

Procedure

To uninstall the app, proceed as follows:

1. Search for the SAP Business One app in the Apps store. Hover your mouse over the app. You will find an ellipsis icon in the upper right corner.
2. Click the icon and choose *Delete*.

1.19.5 Using This App in Teams

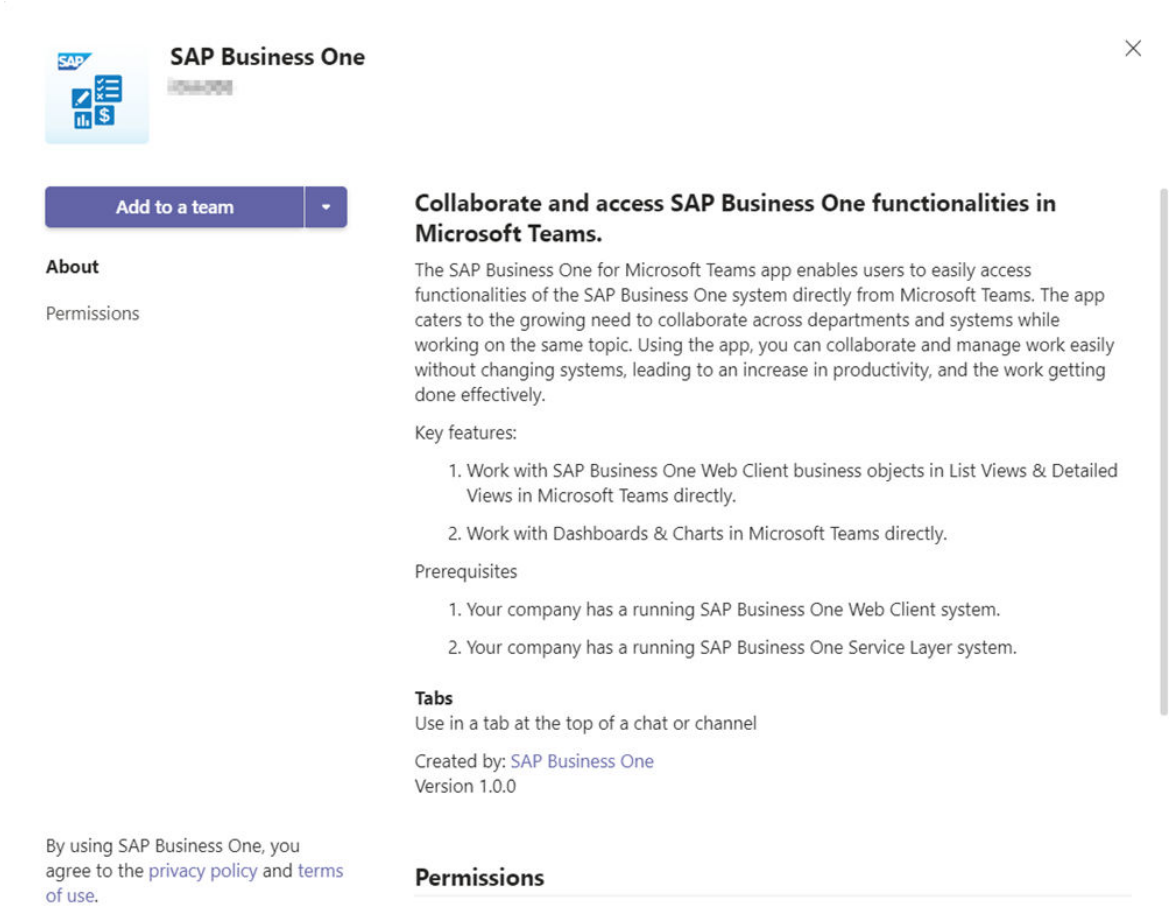
Context

The SAP Business One app for Microsoft Teams presents your Web client list views, detailed views, and analytical views in Teams tabs. Every member in your organization has access to this app. This section will walk you through how to set up, update, and remove a tab for a team or group chat.

1.19.5.1 Setting Up a Tab

Procedure

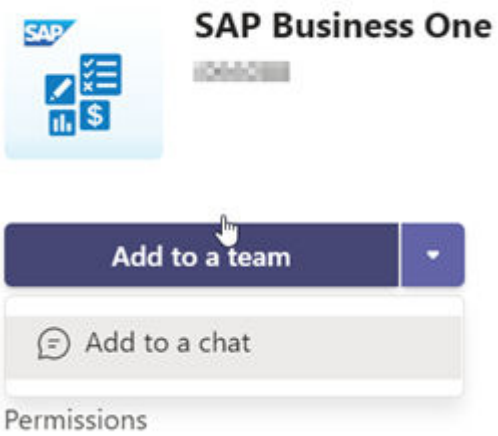
1. In the Apps store, click the SAP Business One app to launch it. The app details page is displayed as below.



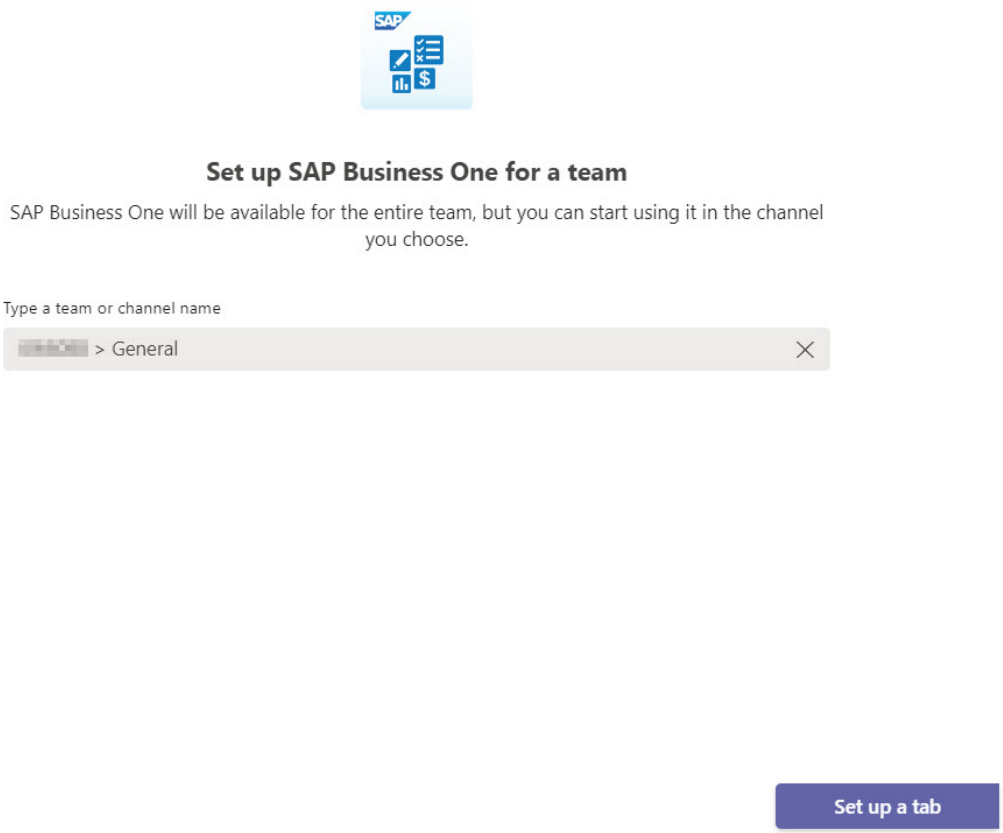
2. In the upper left corner, there is a dropdown list with two options: *Add to a team* and *Add to a chat*.

   To add this app to an existing team, choose *Add to a team*.

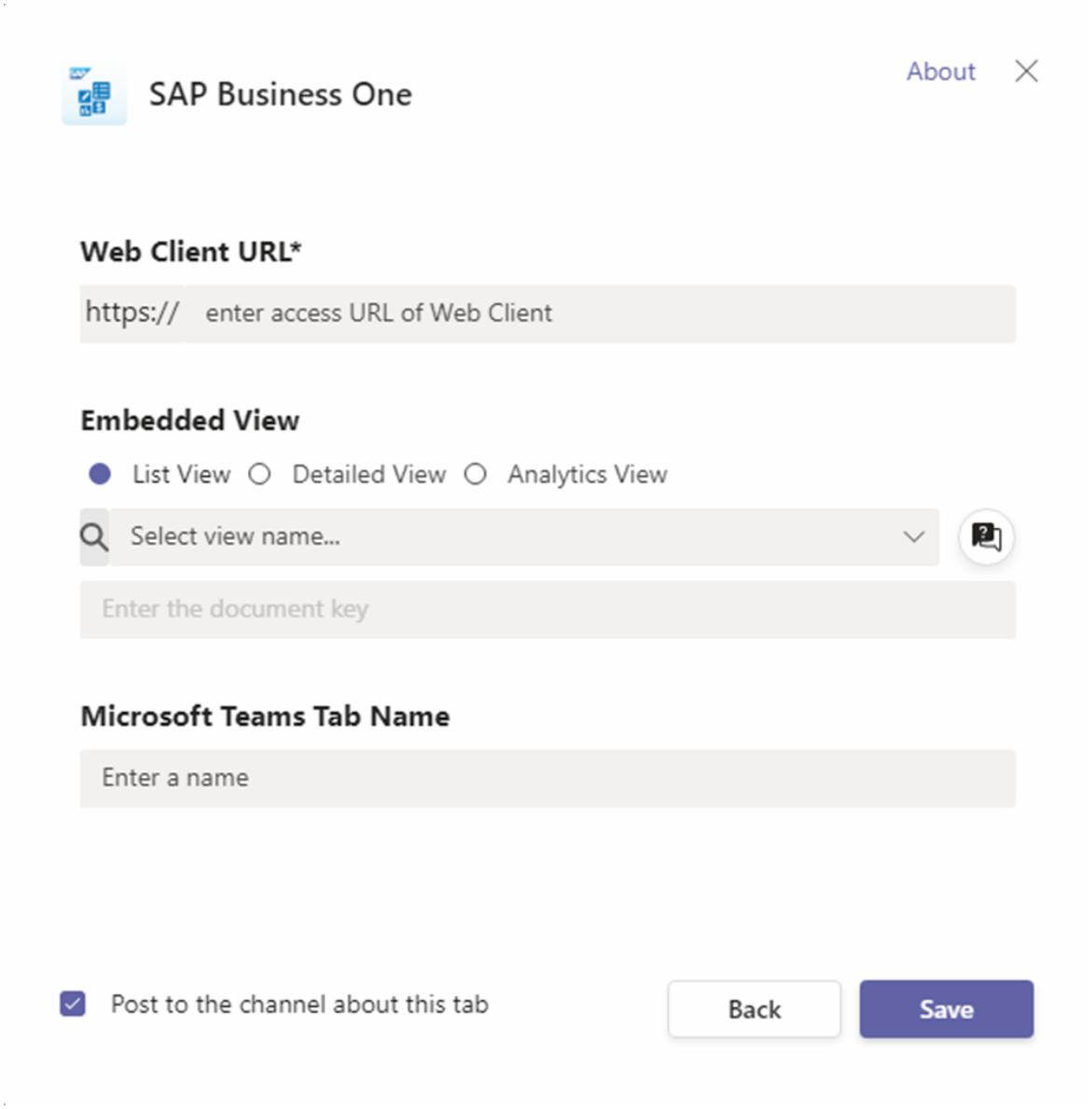
   To add this app to a group chat, choose *Add to a chat*.



3. Enter your team or channel name and then click *Set up a tab* and go to the configuration page.



4. Configure settings for the Teams tab.



- Web Client URL
  Specify the root path of your Web client URL. Please make sure that the root URL only includes one server address and one port number (if there is). For example, `abc.def.com:8443`.
- Embedded View
  You can embed the following three types of views:
  - List View
    If you want to embed a built-in list view, select a view name from the dropdown list.
    If you want to embed a UDT/UDO, you need to manually type the view name. The view name needs to start with the symbol `@`. For example, **`@OUDO`** is a valid UDO name.
  - Detailed View
    It is similar to the List view, except that you need to specify a document key or business object key.
  - Analytics View
    This type of view is read-only and is used to display aggregation statistics. Simply select a view from the dropdown list.

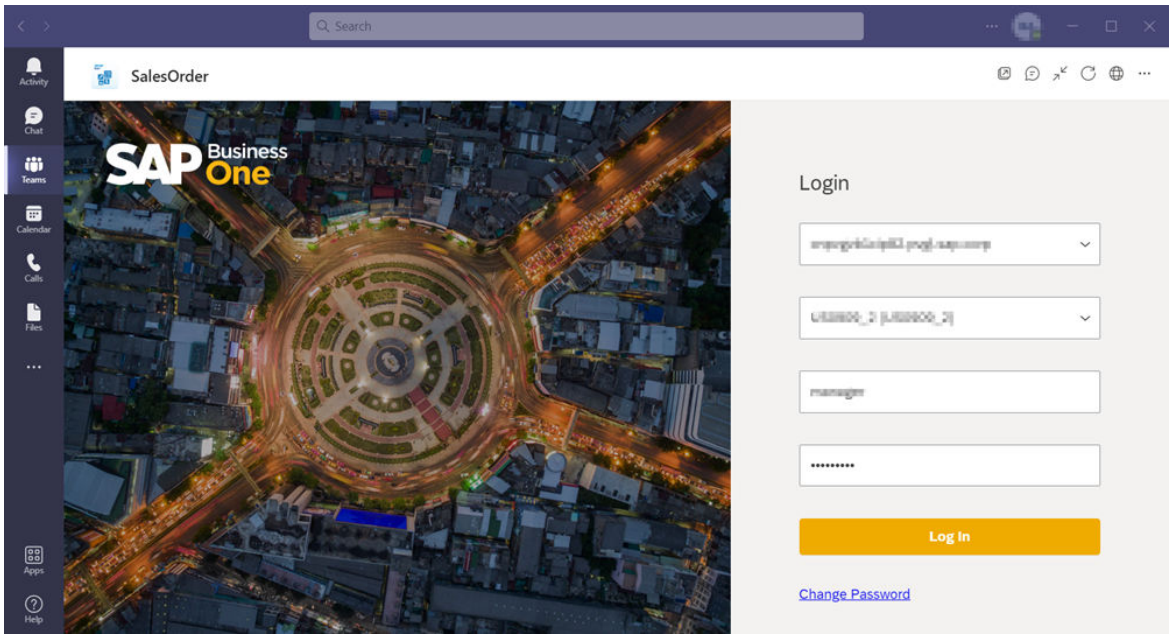
- Microsoft Teams Tab Name
  Enter a tab name for the selected view. If you leave it blank, the default name is `My Tab1`.

Assume in this step that the List View is selected, the selected view is *Sales Orders* and the tab name for this view is **`SalesOrder`**.

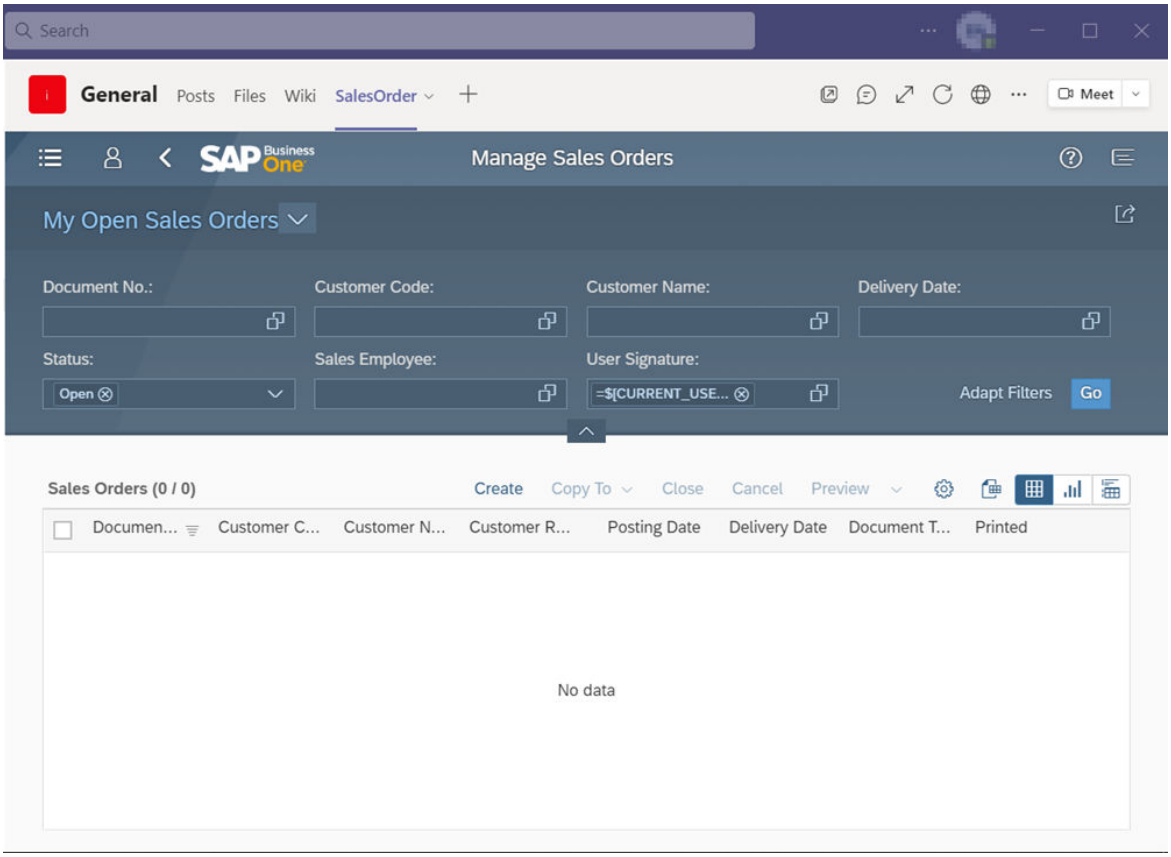
After the configuration is complete, choose *Save* to continue.

> **Note**
>
> For lists of supported view names, please see Supported View Names [page 469].
>
> If you see the error message `We couldn't save your tab settings. Please try again.`, please check that:
>
> - Web client is accessible.
> - Web client's certificate is trusted.
> - Web client's domain is in the valid domain list.

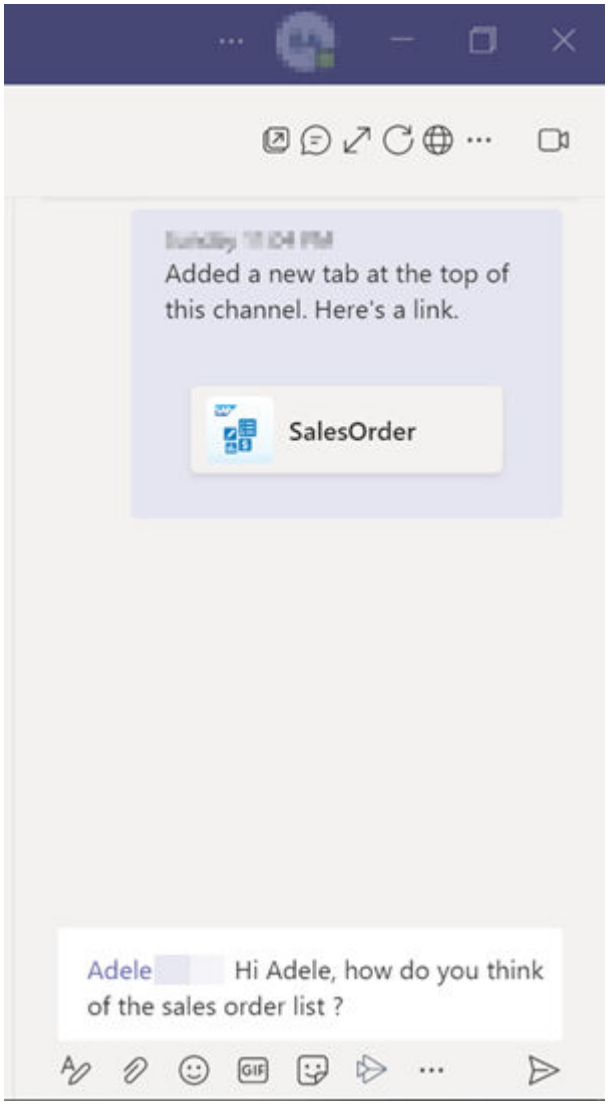
5. After the configuration, the **`SalesOrder`** tab is displayed along with the Web client login page. Enter your credentials to log in to Web client.



6. The *Manage Sales Orders* page in Web client is displayed.



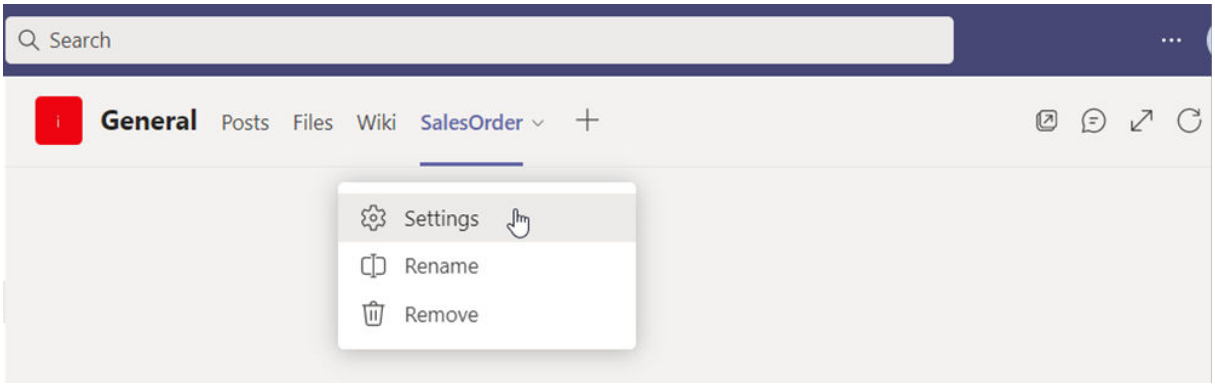
7. In the upper right corner in Teams, click the chat icon and a chat box pops up. You can see a message informing you that the **`SalesOrder`** tab is added. You can mention ("@") a member in your organization and collaborate on your business tasks.



1.19.5.2 Reconfiguring, Renaming, and Removing a Tab

Procedure

You can reconfigure, rename and remove an existing tab by clicking the dropdown arrow alongside the tab.



- To reconfigure the tab, choose *Settings* and the configuration page appears accordingly.
- To rename the tab, choose *Rename*.
- To remove the tab, choose *Remove*.

1.19.6 Supported View Names

Supported List Views

Here are the names of the list views that are supported in the SAP Business One app for Microsoft Teams.

- A/P Credit Memos
- A/P Invoices
- A/P Reserve Invoices
- A/R Credit Memos
- A/R Invoices
- A/R Reserve Invoices
- Activities
- Business Partners
- Deliveries
- Employees
- Goods Receipt POs
- Goods Return Requests
- Goods Returns
- Items
- Inventory Counting
- Opportunities
- Purchase Quotations
- Purchase Requests
- Purchase Orders

- Return Requests
- Returns
- Sales Orders
- Sales Purchasing Drafts
- Sales Quotations
- User-Defined Queries (UDQs)
- A/P Invoices
- Incoming Payments
- Outgoing Payments
- Journal Entries
- Time Sheets
- Purchase Quotations
- Purchase Orders
- Service Calls
- Solutions Knowledge Base
- BP Catalog Numbers
- Goods Issues
- Equipment Cards
- Alternative Items
- Approval Decisions
- Bills of Materials
- Receipts from Production
- Issues for Production
- Service Contracts

Supported Detailed Views

Here are the names of the detailed views that are supported in the SAP Business One app for Microsoft Teams.

- A/P Credit Memo
- A/P Invoice
- A/P Reserve Invoice
- A/R Credit Memo
- A/R Invoice
- A/R Reserve Invoice
- Activity
- Business Partner
- Delivery
- Employee
- Goods Receipt PO
- Goods Return

- Goods Return Request
- Item
- Inventory Counting
- Opportunity
- Purchase Quotation
- Purchase Request
- Purchase Order
- Return Request
- Return
- Sales Order
- Sales Purchasing Draft
- Sales Quotation
- User-Defined Query (UDQ)
- A/P Invoice
- Incoming Payment
- Outgoing Payment
- Journal Entry
- Time Sheet
- Purchase Quotation
- Purchase Order
- Service Call
- Solution
- BP Catalog Number
- Goods Issue
- Equipment Card
- Alternative Item
- Approval Decision
- Bill of Materials
- Receipt from Production
- Issue for Production
- Service Contract

Supported Analytics Views

Here are the names of the analytics views that are supported in the SAP Business One app for Microsoft Teams.

- General Overview
- Sales Analysis by Rows Overview
- Sales Analysis by Rows Chart
- Sales Analysis by Document Overview
- Sales Analysis by Document Chart

- Customer Balances Overview
- Customer Balances Chart
- Purchase Analysis by Rows Overview
- Purchase Analysis by Rows Chart
- Purchase Analysis by Document Overview
- Purchase Analysis by Document Chart
- Vendor Balances Overview
- Vendor Balances Chart
- Inventory Status Overview
- Inventory Status Chart
- Inventory Transactions Overview
- Inventory Transactions Chart
- Financial Analysis Overview
- Financial Analysis Chart
- Sales Quotation Header Overview
- Sales Quotation Header Chart
- Sales Quotation Detail Overview
- Sales Quotation Detail Chart

1.20 Working with Best Practices for Intelligent Automation for SAP Business One

The best practices for intelligent automation for SAP Business One is a set of best practice templates for business processes automation solutions and Artificial Intelligence (AI) services that allow users to automate most of their time-consuming, repetitive tasks. The aim of the intelligent automation offerings is to enable employees to focus more on advanced tasks while more basic or repetitive tasks can be automatically fulfilled by the respective bots.

Key Benefits

- Reduce time-consuming, manual activities by using ready-to-use automation bots and processes that support error-free, scalable tasks and help users focus on high-value processes.
- Bring a new level of operational speed and efficiency to respond to customer needs proactively and augment resources to address more high-value tasks.
- Optimize business processes and workflows for maximum efficiency and take advantage of intelligent automations to make more intelligent decisions.

For more information on SAP Build Process Automation, see What Is SAP Build Process Automation? in the online help for SAP Business One.

Related Information

How to Work with Best Practices for Process Automation for SAP Business One [page 473]

1.20.1 How to Work with Best Practices for Process Automation for SAP Business One

During their daily work, users need to handle many small, monotonous, administrative tasks that are time-consuming. Documents such as invoices, purchase orders, and proof of delivery notes are sent to the Inbox. The user then needs to open the document, read it, and manually enter the data into the ERP system.

But what if users don't have to complete all these tasks themselves? The best practices for process automation for SAP Business One give you access to software bots and process automations that are designed to mimic humans by replacing manual clicks, interpreting text-heavy communications, and automating other tedious business processes. You can use the automations out of the box or adapt them to your needs.

For more information on setting up the best practices for process automation, see the following topics in the online help for SAP Business One:

- Setting Up Windows Generic Credentials
- Configuring and Orchestrating SAP Build Process Automation

1.20.1.1 Activity Creation for Business Partners

This bot creates activities for new business partner leads and automatically schedules a reminder for the follow-up of new leads in the user's Outlook calendar.

You can find the **Activity Creation for Business Partners** project template in the SAP Business Accelerator Hub.

1.20.1.1.1 Business Case

Problem

Company representatives meet new leads at events or during their daily work. Based on their meetings, business users create new business partner leads in SAP Business One and manually schedule activities to follow up with the leads. This manual process is time-consuming and is also often prone to error.

Solution

The **Activity Creation for Business Partners** bot, developed to run in unattended mode, automatically creates activities for new business partner leads. The bot automatically schedules a reminder for the follow-up with new leads in the user's Outlook calendar. Users can schedule this bot to run depending on their specific requirements.

Business Benefits

- Reduces user effort
- Reduces the risk of manual errors
- Improves work efficiency

1.20.1.1.2 Technical Specification

Content and Strategic Intent

Following up on new business partner leads is a time-consuming activity that is prone to errors when performed manually. The **Activity Creation for Business Partners** bot automates this process by creating activities for new business partner leads and automatically scheduling a reminder for the follow-up of new leads in the user's Outlook calendar.

Watch this video about the setup and use of the **Activity Creation for Business Partners** bot.

Technical Details

Overview

This bot can be set up in unattended mode using SAP Process Automation.

Attended	Unattended	Screen Scraping
No	Yes	Yes

For information on how to set up the bot in SAP Process Automation, see How to Set Up the Best Practices for Process Automation for SAP Business One in the online help for SAP Business One.

Input/Output

As a prerequisite for running this bot, you have performed the following:

- In SAP Business One client, in *Business Partners* > *Activity*, you have defined a new activity *Subject* (for example, “Created by SPA bot”) (an activity *Subject* in SAP Business One corresponds to an activity *Subcategory* in Web client). The bot requires a unique activity subcategory to avoid duplications in activities. The activity subject codes that are automatically created by the system for the activity subject correspond to the values entered in the “Activity Subcategory Code” column in the configuration file.
- In SAP Business One, Web client, in *Analytics* > *User-Defined Queries*, you have created a user-defined query with “Business Partner” as the *Category* and “New Lead” as the *Name*. Example SQL and SAP HANA queries are provided in the configuration file on the “DB Query” sheet. To create a tile for the user-defined query on the home page, set the *Default Tile* switch to *Yes*.

Before running the bot, you have created a local root folder that will be used by the bot to create a log folder to store the log files.

You have downloaded the configuration Microsoft Excel file available in the *Documents* section of the project template and placed it in the local root folder. In the configuration file, you have specified the "Business Object" ("BP Activity") and "Company Code" values. The "Company Code" can be an arbitrary value (consisting of numbers, letters, or both) to identify the company, or the branch identification number if you are using branches for the SAP Business One company. In the “Activity Subcategory Code” column, you have entered the activity *Subject* codes from SAP Business One. The activity subject codes are primary key values that you can find in the OCLS table.

The remaining columns in the configuration file contain the rules for the activity creation and notifications in the user’s Outlook account.

The name of the configuration file must be specified in the Application Development as the variable “WorkSheetName”.

After running the bot, you can find the log files for the bot in the "Logs" folder. If the configuration file is set to send a reminder about the activity in the user’s Outlook account, reminders are created in the specified user’s Outlook calendar.

Constraints

This bot can only work with the Microsoft Windows operating system.

Security

Protecting User Credentials

In certain configuration scenarios, a technical user is required. In such cases, every natural person needs a separate technical user (for example, a separate communication arrangement). The user must not share their credentials with any other natural person.

> → Remember
>
> Some of the best practices for process automation for SAP Business One use OData for the back-end connection to SAP Business One. These services use basic authentication (user name and password). We designed our template bots to use the Windows Credential Manager for storing users and passwords for the bots (regardless of whether the bot is using the front end or back end); however, you can adapt the bot to use other similar secure storage systems. Also, regardless of whether the bot is designed to use the front-end UI or back-end services, we highly recommend that you create individual technical users (communication arrangement) for each “bot + business user / business scenario” pair. This enables you to

> distinguish whether the action was carried out by a physical business user or by a robot, and to achieve full traceability of the bots and human actions individually. As per any other best practices, the user must not share their bot credentials with anyone else.

For security-relevant information that applies to SAP Process Automation, see Security in the application help for SAP Process Automation (EN only).

Further Information

For more information, see the Technical Specification available in the Intelligent RPA Store.

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